

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing

PHA Plans

5 Year Plan for Fiscal Years 2000 - 2004

Annual Plan for Fiscal Year 2000

**NOTE: THIS PHA PLANS TEMPLATE (HUD 50075) IS TO BE COMPLETED IN ACCORDANCE WITH
INSTRUCTIONS LOCATED IN APPLICABLE PIH NOTICES**

HUD 50075
OMB Approval No: 2577-0226
Expires: 03/31/2002

**PHA Plan
Agency Identification**

PHA Name: MALDEN HOUSING AUTHORITY

PHA Number: MA022

PHA Fiscal Year Beginning: (10/2000)

Public Access to Information

**Information regarding any activities outlined in this plan can be obtained by contacting:
(select all that apply)**

- Main administrative office of the PHA
- PHA development management offices
- PHA local offices

Display Locations For PHA Plans and Supporting Documents

The PHA Plans (including attachments) are available for public inspection at: (select all that apply)

- Main administrative office of the PHA
- PHA development management offices
- PHA local offices
- Main administrative office of the local government
- Main administrative office of the County government
- Main administrative office of the State government
- Public library
- PHA website
- Other (list below)

PHA Plan Supporting Documents are available for inspection at: (select all that apply)

- Main business office of the PHA
- PHA development management offices
- Other (list below)

5-YEAR PLAN
PHA FISCAL YEARS 2000 - 2004
[24 CFR Part 903.5]

A. Mission

State the PHA's mission for serving the needs of low-income, very low income, and extremely low-income families in the PHA's jurisdiction. (select one of the choices below)

- The mission of the PHA is the same as that of the Department of Housing and Urban Development: To promote adequate and affordable housing, economic opportunity and a suitable living environment free from discrimination.
- The PHA's mission is: (state mission here)

B. Goals

The goals and objectives listed below are derived from HUD's strategic Goals and Objectives and those emphasized in recent legislation. PHAs may select any of these goals and objectives as their own, or identify other goals and/or objectives. Whether selecting the HUD-suggested objectives or their own, **PHAS ARE STRONGLY ENCOURAGED TO IDENTIFY QUANTIFIABLE MEASURES OF SUCCESS IN REACHING THEIR OBJECTIVES OVER THE COURSE OF THE 5 YEARS.** (Quantifiable measures would include targets such as: numbers of families served or PHAS scores achieved.) PHAs should identify these measures in the spaces to the right of or below the stated objectives.

HUD Strategic Goal: Increase the availability of decent, safe, and affordable housing.

- PHA Goal: Expand the supply of assisted housing
Objectives:
- Apply for additional rental vouchers:
 - Reduce public housing vacancies:
 - Leverage private or other public funds to create additional housing opportunities:
 - Acquire or build units or developments
 - Other (list below)
- PHA Goal: Improve the quality of assisted housing
Objectives:
- Improve public housing management: (PHAS score)
 - Improve voucher management: (SEMAP score)
 - Increase customer satisfaction:

- Concentrate on efforts to improve specific management functions:
(list; e.g., public housing finance; voucher unit inspections)
- Renovate or modernize public housing units:
- Demolish or dispose of obsolete public housing:
- Provide replacement public housing:
- Provide replacement vouchers:
- Other: (list below)

- PHA Goal: Increase assisted housing choices
Objectives:
 - Provide voucher mobility counseling:
 - Conduct outreach efforts to potential voucher landlords
 - Increase voucher payment standards
 - Implement voucher homeownership program:
 - Implement public housing or other homeownership programs:
 - Implement public housing site-based waiting lists:
 - Convert public housing to vouchers:
 - Other: (list below)

HUD Strategic Goal: Improve community quality of life and economic vitality

- PHA Goal: Provide an improved living environment
Objectives:
 - Implement measures to deconcentrate poverty by bringing higher income public housing households into lower income developments:
 - Implement measures to promote income mixing in public housing by assuring access for lower income families into higher income developments:
 - Implement public housing security improvements:
 - Designate developments or buildings for particular resident groups (elderly, persons with disabilities)
 - Other: (list below)

HUD Strategic Goal: Promote self-sufficiency and asset development of families and individuals

- PHA Goal: Promote self-sufficiency and asset development of assisted households

Objectives:

- Increase the number and percentage of employed persons in assisted families:
- Provide or attract supportive services to improve assistance recipients' employability:
- Provide or attract supportive services to increase independence for the elderly or families with disabilities.
- Other: (list below)

HUD Strategic Goal: Ensure Equal Opportunity in Housing for all Americans

- PHA Goal: Ensure equal opportunity and affirmatively further fair housing Objectives:
 - Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion national origin, sex, familial status, and disability:
 - Undertake affirmative measures to provide a suitable living environment for families living in assisted housing, regardless of race, color, religion national origin, sex, familial status, and disability:
 - Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required:
 - Other: (list below)

Other PHA Goals and Objectives: (list below)

Annual PHA Plan
PHA Fiscal Year 2000

[24 CFR Part 903.7]

i. Annual Plan Type:

Select which type of Annual Plan the PHA will submit.

Standard Plan

Streamlined Plan:

- High Performing PHA**
- Small Agency (<250 Public Housing Units)**
- Administering Section 8 Only**

Troubled Agency Plan

ii. Executive Summary of the Annual PHA Plan

[24 CFR Part 903.7 9 (r)]

II. Executive Summary of the Annual PHA Plan

The Malden Housing Authority embarked upon a major planning initiative in 1999 in preparation of its Five-Year and Annual Plan as required by Section 511 of the Quality Housing and Work Responsibility Act of 1998 (QHWRA)

The Executive Director attended a NAHRO sponsored training on QHWRA and the requirements of the Five-Year Plan. In the preparation of the Plan, Malden Housing Authority Department Heads were consulted. City of Malden officials such as the Police Chief, Fire Chief, Building Inspector, Mayor, Plumbing Inspector and Electrical Inspector were also enlisted to assess the condition of the current public housing inventory and what improvement might be made therein.

Additionally, the Malden Redevelopment Authority the local anti-poverty agency, a homeless shelter provider and members of the local housing task force were consulted to assist with the assessment of the local housing needs.

Finally, the Resident Advisory Board (RAB), the residents of the Malden Housing Authority and the community at large played a critical role in the development of the plan

The Plan as developed is a consolidated “blue print” for the operation of the Malden Housing Authority. The plan addresses the requirements such as **Rents**, **Pest Control**, and **Pet Policy**, etc.

Flat

iii. Annual Plan Table of Contents

[24 CFR Part 903.7 9 (r)]

Provide a table of contents for the Annual Plan, including attachments, and a list of supporting documents available for public inspection.

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Attachments

Indicate which attachments are provided by selecting all that apply. Provide the attachment’s name (A, B, etc.) in the space to the left of the name of the attachment. Note: If the attachment is provided as a **SEPARATE** file submission from the PHA Plans file, provide the file name in parentheses in the space to the right of the title.

Required Attachments:

- Admissions Policy for Deconcentration
- FY 2000 Capital Fund Program Annual Statement - **Attachment F**
- Most recent board-approved operating budget (Required Attachment for PHAs that are troubled or at risk of being designated troubled ONLY)

Optional Attachments:

- PHA Management Organizational Chart – **Attachment V**
- FY 2000 Capital Fund Program 5 Year Action Plan – **Attachment G**
- Public Housing Drug Elimination Program (PHDEP) Plan
- Comments of Resident Advisory Board or Boards (must be attached if not included in PHA Plan text) – **Attachments S&T**
- Other (List below, providing each attachment name)

Supporting Documents Available for Review

Indicate which documents are available for public review by placing a mark in the “Applicable & On Display” column in the appropriate rows. All listed documents must be on display if applicable to the program activities conducted by the PHA.

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Applicable Plan Component
X	PHA Plan Certifications of Compliance with the PHA Plans and Related Regulations	5 Year and Annual Plans
X	State/Local Government Certification of Consistency with the Consolidated Plan	5 Year and Annual Plans
X	Fair Housing Documentation: Records reflecting that the PHA has examined its programs or proposed programs, identified any impediments to fair housing choice in those programs, addressed or is addressing those impediments in a reasonable fashion in view of the resources available, and worked or is working with local jurisdictions to implement any of the jurisdictions’ initiatives to affirmatively further fair housing that require the PHA’s involvement.	5 Year and Annual Plans
X	Consolidated Plan for the jurisdiction/s in which the PHA is located (which includes the Analysis of Impediments to Fair Housing Choice (AI)) and any additional backup data to support statement of housing needs in the jurisdiction	Annual Plan: Housing Needs

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Applicable Plan Component
X	Most recent board-approved operating budget for the public housing program	Annual Plan: Financial Resources;
X	Public Housing Admissions and (Continued) Occupancy Policy (A&O), which includes the Tenant Selection and Assignment Plan [TSAP]	Annual Plan: Eligibility, Selection, and Admissions Policies
X	Section 8 Administrative Plan	Annual Plan: Eligibility, Selection, and Admissions Policies
X	Public Housing Deconcentration and Income Mixing Documentation: 1. PHA board certifications of compliance with deconcentration requirements (section 16(a) of the US Housing Act of 1937, as implemented in the 2/18/99 <i>Quality Housing and Work Responsibility Act Initial Guidance; Notice</i> and any further HUD guidance) and 2. Documentation of the required deconcentration and income mixing analysis	Annual Plan: Eligibility, Selection, and Admissions Policies
X	Public housing rent determination policies, including the methodology for setting public housing flat rents <input checked="" type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Rent Determination
X	Schedule of flat rents offered at each public housing development <input checked="" type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Rent Determination
X	Section 8 rent determination (payment standard) policies <input checked="" type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Rent Determination
X	Public housing management and maintenance policy documents, including policies for the prevention or eradication of pest infestation (including cockroach infestation)	Annual Plan: Operations and Maintenance
X	Public housing grievance procedures <input type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Grievance Procedures
X	Section 8 informal review and hearing procedures <input checked="" type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Grievance Procedures
X	The HUD-approved Capital Fund/Comprehensive Grant Program Annual Statement (HUD 52837) for the active grant year	Annual Plan: Capital Needs
	Most recent CIAP Budget/Progress Report (HUD 52825) for any active CIAP grant	Annual Plan: Capital Needs

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Applicable Plan Component
X	Most recent, approved 5 Year Action Plan for the Capital Fund/Comprehensive Grant Program, if not included as an attachment (provided at PHA option)	Annual Plan: Capital Needs
	Approved HOPE VI applications or, if more recent, approved or submitted HOPE VI Revitalization Plans or any other approved proposal for development of public housing	Annual Plan: Capital Needs
	Approved or submitted applications for demolition and/or disposition of public housing	Annual Plan: Demolition and Disposition
	Approved or submitted applications for designation of public housing (Designated Housing Plans)	Annual Plan: Designation of Public Housing
	Approved or submitted assessments of reasonable revitalization of public housing and approved or submitted conversion plans prepared pursuant to section 202 of the 1996 HUD Appropriations Act	Annual Plan: Conversion of Public Housing
	Approved or submitted public housing homeownership programs/plans	Annual Plan: Homeownership
	Policies governing any Section 8 Homeownership program <input type="checkbox"/> check here if included in the Section 8 Administrative Plan	Annual Plan: Homeownership
	Any cooperative agreement between the PHA and the TANF agency	Annual Plan: Community Service & Self-Sufficiency
X	FSS Action Plan/s for public housing and/or Section 8	Annual Plan: Community Service & Self-Sufficiency
X	Most recent self-sufficiency (ED/SS, TOP or ROSS or other resident services grant) grant program reports	Annual Plan: Community Service & Self-Sufficiency
X	The most recent Public Housing Drug Elimination Program (PHEDEP) semi-annual performance report for any open grant and most recently submitted PHDEP application (PHDEP Plan)	Annual Plan: Safety and Crime Prevention
X	The most recent fiscal year audit of the PHA conducted under section 5(h)(2) of the U.S. Housing Act of 1937 (42 U.S.C. 1437c(h)), the results of that audit and the PHA's response to any findings	Annual Plan: Annual Audit
	Troubled PHAs: MOA/Recovery Plan	Troubled PHAs
	Other supporting documents (optional) (list individually; use as many lines as necessary)	(specify as needed)

1. Statement of Housing Needs

[24 CFR Part 903.7.9 (a)]

A. Housing Needs of Families in the Jurisdiction/s Served by the PHA

Based upon the information contained in the Consolidated Plan/s applicable to the jurisdiction, and/or other data available to the PHA, provide a statement of the housing needs in the jurisdiction by

completing the following table. In the “Overall” Needs column, provide the estimated number of renter families that have housing needs. For the remaining characteristics, rate the impact of that factor on the housing needs for each family type, from 1 to 5, with 1 being “no impact” and 5 being “severe impact.” Use N/A to indicate that no information is available upon which the PHA can make this assessment.

Housing Needs of Families in the Jurisdiction by Family Type							
Family Type	Overall	Afford- ability	Supply	Quality	Access- ibility	Size	Loca- tion
Income <= 30% of AMI	3,671	5	5	2	2	1	1
Income >30% but <=50% of AMI	2,629	5	5	2	2	1	1
Income >50% but <80% of AMI	2,911	5	4	2	2	1	1
Elderly	1,163						
Families with Disabilities	1,676						
Race/Ethnicity/Blac k	114						
Race/Ethnicity/Asia n	105						
Race/Ethnicity/Hispanic	85						
Race/Ethnicity/Whit e	3,219						

What sources of information did the PHA use to conduct this analysis? (Check all that apply; all materials must be made available for public inspection.)

- Consolidated Plan of the Jurisdiction/s
Indicate year: 2000
- U.S. Census data: the Comprehensive Housing Affordability Strategy (“CHAS”) dataset
- American Housing Survey data
Indicate year:
- Other housing market study
Indicate year:
- Other sources: (list and indicate year of information)
**Comprehensive Housing Affordability Strategy Databook Bay Area
Economics, 2000**

B. Housing Needs of Families on the Public Housing and Section 8 Tenant- Based Assistance Waiting Lists

State the housing needs of the families on the PHA's waiting list/s. **Complete one table for each type of PHA-wide waiting list administered by the PHA.** PHAs may provide separate tables for site-based or sub-jurisdictional public housing waiting lists at their option.

Housing Needs of Families on the Waiting List			
Waiting list type: (select one)			
<input type="checkbox"/> Section 8 tenant-based assistance			
<input type="checkbox"/> Public Housing			
<input checked="" type="checkbox"/> Combined Section 8 and Public Housing			
<input type="checkbox"/> Public Housing Site-Based or sub-jurisdictional waiting list (optional)			
If used, identify which development/subjurisdiction:			
	# of families	% of total families	Annual Turnover
Waiting list total	2382	100%	
Extremely low income <=30% AMI	1840	77.25%	
Very low income (>30% but <=50% AMI)	468	19.65%	
Low income (>50% but <80% AMI)	74	3.12%	
Families with children	1196	50.21%	
Elderly families	381	15.99%	
Families with Disabilities	301	12.64%	
Race/ethnicity/white	1373	57.64	
Race/ethnicity/Hisp.	266	11.17	
Race/ethnicity/Black	564	23.68	
Race/ethnicity/India n	20	.84%	
Race/ethnicity/Asian	159	6.68%	

Housing Needs of Families on the Waiting List			
Characteristics by Bedroom Size (Public Housing Only)			
1BR	872	79.34%	
2 BR	143	13.01%	
3 BR	67	6.10%	
4 BR	17	1.55%	
5 BR	0	0%	
5+ BR	0	0%	
Is the waiting list closed (select one)? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes			
If yes:			
How long has it been closed (# of months)? 14 Months			
Does the PHA expect to reopen the list in the PHA Plan year? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes			
Does the PHA permit specific categories of families onto the waiting list, even if generally closed? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes			

C. Strategy for Addressing Needs

Provide a brief description of the PHA's strategy for addressing the housing needs of families in the jurisdiction and on the waiting list **IN THE UPCOMING YEAR**, and the Agency's reasons for choosing this strategy.

(1) Strategies

Need: Shortage of affordable housing for all eligible populations

Strategy 1. Maximize the number of affordable units available to the PHA within its current resources by:

Select all that apply

- Employ effective maintenance and management policies to minimize the number of public housing units off-line
- Reduce turnover time for vacated public housing units
- Reduce time to renovate public housing units
- Seek replacement of public housing units lost to the inventory through mixed finance development
- Seek replacement of public housing units lost to the inventory through section 8 replacement housing resources

- Maintain or increase section 8 lease-up rates by establishing payment standards that will enable families to rent throughout the jurisdiction
- Undertake measures to ensure access to affordable housing among families assisted by the PHA, regardless of unit size required
- Maintain or increase section 8 lease-up rates by marketing the program to owners, particularly those outside of areas of minority and poverty concentration
- Maintain or increase section 8 lease-up rates by effectively screening Section 8 applicants to increase owner acceptance of program
- Participate in the Consolidated Plan development process to ensure coordination with broader community strategies
- Other (list below)

Strategy 2: Increase the number of affordable housing units by:

Select all that apply

- Apply for additional section 8 units should they become available
- Leverage affordable housing resources in the community through the creation of mixed - finance housing
- Pursue housing resources other than public housing or Section 8 tenant-based assistance.
- Other: (list below)

Need: Specific Family Types: Families at or below 30% of median

Strategy 1: Target available assistance to families at or below 30 % of AMI

Select all that apply

- Exceed HUD federal targeting requirements for families at or below 30% of AMI in public housing
- Exceed HUD federal targeting requirements for families at or below 30% of AMI in tenant-based section 8 assistance
- Employ admissions preferences aimed at families with economic hardships
- Adopt rent policies to support and encourage work
- Other: (list below)

Need: Specific Family Types: Families at or below 50% of median

Strategy 1: Target available assistance to families at or below 50% of AMI

Select all that apply

- Employ admissions preferences aimed at families who are working
- Adopt rent policies to support and encourage work
- Other: (list below)

Need: Specific Family Types: The Elderly

Strategy 1: Target available assistance to the elderly:

Select all that apply

- Seek designation of public housing for the elderly
- Apply for special-purpose vouchers targeted to the elderly, should they become available
- Other: (list below)

Need: Specific Family Types: Families with Disabilities

Strategy 1: Target available assistance to Families with Disabilities:

Select all that apply

- Seek designation of public housing for families with disabilities
- Carry out the modifications needed in public housing based on the section 504 Needs Assessment for Public Housing
- Apply for special-purpose vouchers targeted to families with disabilities, should they become available
- Affirmatively market to local non-profit agencies that assist families with disabilities
- Other: (list below)

Need: Specific Family Types: Races or ethnicities with disproportionate housing needs

Strategy 1: Increase awareness of PHA resources among families of races and ethnicities with disproportionate needs:

Select if applicable

- Affirmatively market to races/ethnicities shown to have disproportionate housing needs
- Other: (list below)

Strategy 2: Conduct activities to affirmatively further fair housing

Select all that apply

- Counsel section 8 tenants as to location of units outside of areas of poverty or minority concentration and assist them to locate those units
- Market the section 8 program to owners outside of areas of poverty /minority concentrations
- Other: (list below)

Other Housing Needs & Strategies: (list needs and strategies below)

(2) Reasons for Selecting Strategies

Of the factors listed below, select all that influenced the PHA's selection of the strategies it will pursue:

- Funding constraints
- Staffing constraints
- Limited availability of sites for assisted housing
- Extent to which particular housing needs are met by other organizations in the community
- Evidence of housing needs as demonstrated in the Consolidated Plan and other information available to the PHA
- Influence of the housing market on PHA programs
- Community priorities regarding housing assistance
- Results of consultation with local or state government
- Results of consultation with residents and the Resident Advisory Board
- Results of consultation with advocacy groups
- Other: (list below)

2. Statement of Financial Resources

[24 CFR Part 903.79 (b)]

List the financial resources that are anticipated to be available to the PHA for the support of Federal public housing and tenant-based Section 8 assistance programs administered by the PHA during the Plan year. Note: the table assumes that Federal public housing or tenant based Section 8 assistance grant funds are expended on eligible purposes; therefore, uses of these funds need not be stated. For other funds, indicate the use for those funds as one of the following categories: public housing operations, public housing capital improvements, public housing safety/security, public housing supportive services, Section 8 tenant-based assistance, Section 8 supportive services or other.

Financial Resources: Planned Sources and Uses		
Sources	Planned \$	Planned Uses
1. Federal Grants (FY 2000 grants)		-

Financial Resources: Planned Sources and Uses		
Sources	Planned \$	Planned Uses
a) Public Housing Operating Fund	1,430,000	-
b) Public Housing Capital Fund	2,286,907	-
c) HOPE VI Revitalization	-	-
d) HOPE VI Demolition	-	-
e) Annual Contributions for Section 8 Tenant-Based Assistance	4,790,000	-
f) Public Housing Drug Elimination Program (including any Technical Assistance funds)	125,000	-
g) Resident Opportunity and Self-Sufficiency Grants	-	-
h) Community Development Block Grant	-	-
i) HOME	-	-
Other Federal Grants (list below)	-	-
2. Prior Year Federal Grants (unobligated funds only) (list below)		
	-	-
	-	-
	-	-
3. Public Housing Dwelling Rental Income	3,260,000	
Non Dwelling Income	25,000	
Excess Utilities	32,5000	
4. Other income (list below)		
Interest	220,000	
Misc.	23,000	
4. Non-federal sources (list below)		
Total resources	12,192,407	

3. PHA Policies Governing Eligibility, Selection, and Admissions

[24 CFR Part 903.7 9 (c)]

A. Public Housing

Exemptions: PHAs that do not administer public housing are not required to complete subcomponent 3A.

(1) Eligibility

a. When does the PHA verify eligibility for admission to public housing? (select all that apply)

- When families are within a certain number of being offered a unit: (state number) 10
- When families are within a certain time of being offered a unit: (state time)
- Other: (describe)

b. Which non-income (screening) factors does the PHA use to establish eligibility for admission to public housing (select all that apply)?

- Criminal or Drug-related activity
- Rental history
- Housekeeping
- Other (describe)

c. Yes No: Does the PHA request criminal records from local law enforcement agencies for screening purposes?

d. Yes No: Does the PHA request criminal records from State law enforcement agencies for screening purposes?

e. Yes No: Does the PHA access FBI criminal records from the FBI for screening purposes? (either directly or through an NCIC-authorized source)

(2) Waiting List Organization

a. Which methods does the PHA plan to use to organize its public housing waiting list (select all that apply)

- Community-wide list
- Sub-jurisdictional lists

- Site-based waiting lists
- Other (describe)

b. Where may interested persons apply for admission to public housing?

- PHA main administrative office
- PHA development site management office
- Other (list below)

c. If the PHA plans to operate one or more site-based waiting lists in the coming year, answer each of the following questions; if not, skip to subsection **(3)**

Assignment

1. How many site-based waiting lists will the PHA operate in the coming year?

2. Yes No: Are any or all of the PHA's site-based waiting lists new for the upcoming year (that is, they are not part of a previously- HUD-approved site based waiting list plan)?
If yes, how many lists?

3. Yes No: May families be on more than one list simultaneously
If yes, how many lists?

4. Where can interested persons obtain more information about and sign up to be on the site-based waiting lists (select all that apply)?

- PHA main administrative office
- All PHA development management offices
- Management offices at developments with site-based waiting lists
- At the development to which they would like to apply
- Other (list below)

(3) Assignment

a. How many vacant unit choices are applicants ordinarily given before they fall to the bottom of or are removed from the waiting list? (select one)

- One
- Two
- Three or More

b. Yes No: Is this policy consistent across all waiting list types?

c. If answer to b is no, list variations for any other than the primary public housing waiting list/s for the PHA:

(4) Admissions Preferences

a. Income targeting:

Yes No: Does the PHA plan to exceed the federal targeting requirements by targeting more than 40% of all new admissions to public housing to families at or below 30% of median area income?

b. Transfer policies:

In what circumstances will transfers take precedence over new admissions? (list below)

- Emergencies
- Overhoused
- Underhoused
- Medical justification
- Administrative reasons determined by the PHA (e.g., _____ to permit modernization work)
- Resident choice: (state circumstances below)
- Other: (list below)

c. Preferences

1. Yes No: Has the PHA established preferences for admission to public housing (other than date and time of application)? (If "no" is selected, skip to subsection **(5) Occupancy**)

2. Which of the following admission preferences does the PHA plan to employ in the coming year? (select all that apply from either former Federal preferences or other preferences)

Former Federal preferences:

- Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
- Victims of domestic violence
- Substandard housing
- Homelessness
- High rent burden (rent is > 50 percent of income)

Other preferences: (select below)

- Working families and those unable to work because of age or disability
- Veterans and veterans' families
- Residents who live and/or work in the jurisdiction
- Those enrolled currently in educational, training, or upward mobility programs
- Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs
- Victims of reprisals or hate crimes
- Other preference(s) (list below)

3. If the PHA will employ admissions preferences, please prioritize by placing a "1" in the space that represents your first priority, a "2" in the box representing your second priority, and so on. If you give equal weight to one or more of these choices (either through an absolute hierarchy or through a point system), place the same number next to each. That means you can use "1" more than once, "2" more than once, etc.

"2" Date and Time

Former Federal preferences:

- Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
- Victims of domestic violence
- Substandard housing
- Homelessness
- High rent burden

Other preferences (select all that apply)

- Working families and those unable to work because of age or disability
- Veterans and veterans' families
- Residents who live and/or work in the jurisdiction (1)
- Those enrolled currently in educational, training, or upward mobility programs

- Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs
- Victims of reprisals or hate crimes
- Other preference(s) (list below)

4. Relationship of preferences to income targeting requirements:

- The PHA applies preferences within income tiers
- Not applicable: the pool of applicant families ensures that the PHA will meet income targeting requirements

(5) Occupancy

a. What reference materials can applicants and residents use to obtain information about the rules of occupancy of public housing (select all that apply)

- The PHA-resident lease
- The PHA's Admissions and (Continued) Occupancy policy
- PHA briefing seminars or written materials
- Other source (list)

b. How often must residents notify the PHA of changes in family composition? (select all that apply)

- At an annual reexamination and lease renewal
- Any time family composition changes
- At family request for revision
- Other (list)

(6) Deconcentration and Income Mixing

- a. Yes No: Did the PHA's analysis of its family (general occupancy) developments to determine concentrations of poverty indicate the need for measures to promote deconcentration of poverty or income mixing?

b. Yes No: Did the PHA adopt any changes to its **admissions policies** based on the results of the required analysis of the need to promote deconcentration of poverty or to assure income mixing?

c. If the answer to b was yes, what changes were adopted? (select all that apply)

- Adoption of site-based waiting lists
If selected, list targeted developments below:
- Employing waiting list "skipping" to achieve deconcentration of poverty or income mixing goals at targeted developments
If selected, list targeted developments below:
- Employing new admission preferences at targeted developments
If selected, list targeted developments below:
- Other (list policies and developments targeted below)

d. Yes No: Did the PHA adopt any changes to **other** policies based on the results of the required analysis of the need for deconcentration of poverty and income mixing?

e. If the answer to d was yes, how would you describe these changes? (select all that apply)

- Additional affirmative marketing
- Actions to improve the marketability of certain developments
- Adoption or adjustment of ceiling rents for certain developments
- Adoption of rent incentives to encourage deconcentration of poverty and income-mixing
- Other (list below)

f. Based on the results of the required analysis, in which developments will the PHA make special efforts to attract or retain higher-income families? (select all that apply)

- Not applicable: results of analysis did not indicate a need for such efforts
- List (any applicable) developments below:

g. Based on the results of the required analysis, in which developments will the PHA make special efforts to assure access for lower-income families? (select all that apply)

- Not applicable: results of analysis did not indicate a need for such efforts
 List (any applicable) developments below:

B. Section 8

Exemptions: PHAs that do not administer section 8 are not required to complete sub-component 3B. Unless otherwise specified, all questions in this section apply only to the tenant-based section 8 assistance program (vouchers, and until completely merged into the voucher program, certificates).

(1) Eligibility

a. What is the extent of screening conducted by the PHA? (select all that apply)

- Criminal or drug-related activity only to the extent required by law or regulation
 Criminal and drug-related activity, more extensively than required by law or regulation
 More general screening than criminal and drug-related activity (list factors below)
 Other (list below)

b. Yes No: Does the PHA request criminal records from local law enforcement agencies for screening purposes?

c. Yes No: Does the PHA request criminal records from State law enforcement agencies for screening purposes?

d. Yes No: Does the PHA access FBI criminal records from the FBI for screening purposes? (either directly or through an NCIC-authorized source)

e. Indicate what kinds of information you share with prospective landlords? (select all that apply)

- Criminal or drug-related activity
 Other (describe below)
 None

(2) Waiting List Organization

a. With which of the following program waiting lists is the section 8 tenant-based assistance waiting list merged? (select all that apply)

- None
- Federal public housing
- Federal moderate rehabilitation
- Federal project-based certificate program
- Other federal or local program (list below)

b. Where may interested persons apply for admission to section 8 tenant-based assistance? (select all that apply)

- PHA main administrative office
- Other (list below)

(3) Search Time

a. Yes No: Does the PHA give extensions on standard 60-day period to search for a unit?

If yes, state circumstances below : **At request of Voucher Holder**

(4) Admissions Preferences

a. Income targeting

Yes No: Does the PHA plan to exceed the federal targeting requirements by targeting more than 75% of all new admissions to the section 8 program to families at or below 30% of median area income?

b. Preferences

1. Yes No: Has the PHA established preferences for admission to section 8 tenant-based assistance? (other than date and time of application) (if no, skip to subcomponent **(5) Special purpose section 8 assistance programs**)

2. Which of the following admission preferences does the PHA plan to employ in the coming year? (select all that apply from either former Federal preferences or other preferences)

Former Federal preferences

- Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
- Victims of domestic violence
- Substandard housing
- Homelessness
- High rent burden (rent is > 50 percent of income)

Other preferences (select all that apply)

- Working families and those unable to work because of age or disability

- Veterans and veterans' families
- Residents who live and/or work in your jurisdiction
- Those enrolled currently in educational, training, or upward mobility programs
- Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs
- Victims of reprisals or hate crimes
- Other preference(s) (list below)

3. If the PHA will employ admissions preferences, please prioritize by placing a "1" in the space that represents your first priority, a "2" in the box representing your second priority, and so on. If you give equal weight to one or more of these choices (either through an absolute hierarchy or through a point system), place the same number next to each. That means you can use "1" more than once, "2" more than once, etc.

Date and Time

Former Federal preferences

- Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
- Victims of domestic violence
- Substandard housing
- Homelessness
- High rent burden

Other preferences (select all that apply)

- Working families and those unable to work because of age or disability
- Veterans and veterans' families
- Residents who live and/or work in your jurisdiction
- Those enrolled currently in educational, training, or upward mobility programs
- Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs
- Victims of reprisals or hate crimes
- Other preference(s) (list below)

4. Among applicants on the waiting list with equal preference status, how are applicants selected? (select one)

- Date and time of application
- Drawing (lottery) or other random choice technique

5. If the PHA plans to employ preferences for "residents who live and/or work in the jurisdiction" (select one)

- This preference has previously been reviewed and approved by HUD
- The PHA requests approval for this preference through this PHA Plan

6. Relationship of preferences to income targeting requirements: (select one)

- The PHA applies preferences within income tiers
- Not applicable: the pool of applicant families ensures that the PHA will meet income targeting requirements

(5) Special Purpose Section 8 Assistance Programs

a. In which documents or other reference materials are the policies governing eligibility, selection, and admissions to any special-purpose section 8 program administered by the PHA contained? (select all that apply)

- The Section 8 Administrative Plan
- Briefing sessions and written materials

Other (list below)

b. How does the PHA announce the availability of any special-purpose section 8 programs to the public?

Through published notices

Other (list below) Local Access TV

4. PHA Rent Determination Policies

[24 CFR Part 903.79 (d)]

A. Public Housing

Exemptions: PHAs that do not administer public housing are not required to complete sub-component 4A.

(1) Income Based Rent Policies

Describe the PHA's income based rent setting policy/ies for public housing using, including discretionary (that is, not required by statute or regulation) income disregards and exclusions, in the appropriate spaces below.

a. Use of discretionary policies: (select one)

The PHA will not employ any discretionary rent-setting policies for income based rent in public housing. Income-based rents are set at the higher of 30% of adjusted monthly income, 10% of unadjusted monthly income, the welfare rent, or minimum rent (less HUD mandatory deductions and exclusions). (If selected, skip to sub-component (2))

---or---

The PHA employs discretionary policies for determining income based rent (If selected, continue to question b.)

b. Minimum Rent

1. What amount best reflects the PHA's minimum rent? (select one)

\$0

\$1-\$25

\$26-\$50

2. Yes No: Has the PHA adopted any discretionary minimum rent hardship exemption policies?

3. If yes to question 2, list these policies below _____ :

c. Rents set at less than 30% than adjusted income

1. Yes No: Does the PHA plan to charge rents at a fixed amount or percentage less than 30% of adjusted income?

2. If yes to above, list the amounts or percentages charged and the circumstances under which these will be used below:

d. Which of the discretionary (optional) deductions and/or exclusions policies does the PHA plan to employ (select all that apply)

For the earned income of a previously unemployed household member

For increases in earned income

Fixed amount (other than general rent-setting policy)

If yes, state amount/s and circumstances below:

Fixed percentage (other than general rent-setting policy)

If yes, state percentage/s and circumstances below:

For household heads

For other family members

For transportation expenses

For the non-reimbursed medical expenses of non-disabled or non-elderly families

Other (describe below)

e. Ceiling rents

1. Do you have ceiling rents? (rents set at a level lower than 30% of adjusted income) (select one)

Yes for all developments

- Yes but only for some developments
- No

2. For which kinds of developments are ceiling rents in place? (select all that apply)

- For all developments
- For all general occupancy developments (not elderly or disabled or elderly only)
- For specified general occupancy developments
- For certain parts of developments; e.g., the high-rise portion
- For certain size units; e.g., larger bedroom sizes
- Other (list below)

3. Select the space or spaces that best describe how you arrive at ceiling rents (select all that apply)

- Market comparability study
- Fair market rents (FMR)
- 95th percentile rents
- 75 percent of operating costs
- 100 percent of operating costs for general occupancy (family) developments
- Operating costs plus debt service
- The "rental value" of the unit
- Other (list below)

f. Rent re-determinations :

1. Between income reexaminations, how often must tenants report changes in income or family composition to the PHA such that the changes result in an adjustment to rent? (select all that apply)

- Never
- At family option
- Any time the family experiences an income increase
- Any time a family experiences an income increase above a threshold amount or percentage: (if selected, specify threshold)_____
- Other (list below)
 - A. Any time there is a change in family composition
 - B. Any time there is an income decrease

- g. Yes No: Does the PHA plan to implement individual savings accounts for residents (ISAs) as an alternative to the required 12 month disallowance of earned income and phasing in of rent increases in the next year?

(2) Flat Rents

1. In setting the market-based flat rents, what sources of information did the PHA use to establish comparability? (select all that apply.)

- The section 8 rent reasonableness study of comparable housing
 Survey of rents listed in local newspaper
 Survey of similar unassisted units in the neighborhood
 Other (list/describe below)

B. Section 8 Tenant-Based Assistance

Exemptions: PHAs that do not administer Section 8 tenant-based assistance are not required to complete sub-component 4B. **Unless otherwise specified, all questions in this section apply only to the tenant-based section 8 assistance program (vouchers, and until completely merged into the voucher program, certificates).**

(1) Payment Standards

Describe the voucher payment standards and policies.

- a. What is the PHA's payment standard? (select the category that best describes your standard)

- At or above 90% but below 100% of FMR
 100% of FMR
 Above 100% but at or below 110% of FMR
 Above 110% of FMR (if HUD approved; describe circumstances below)

A. As a reasonable accommodation for a person with disabilities.

- b. If the payment standard is lower than FMR, why has the PHA selected this standard? (select all that apply)

- FMRs are adequate to ensure success among assisted families in the PHA's segment of the FMR area

- The PHA has chosen to serve additional families by lowering the payment standard
- Reflects market or submarket
- Other (list below)

c. If the payment standard is higher than FMR, why has the PHA chosen this level? (select all that apply)

- FMRs are not adequate to ensure success among assisted families in the PHA's segment of the FMR area
- Reflects market or submarket
- To increase housing options for families
- Other (list below)

d. How often are payment standards reevaluated for adequacy? (select one)

- Annually
- Other (list below)

e. What factors will the PHA consider in its assessment of the adequacy of its payment standard? (select all that apply)

- Success rates of assisted families
- Rent burdens of assisted families
- Other (list below) **Market Conditions**

(2) Minimum Rent

a. What amount best reflects the PHA's minimum rent? (select one)

- \$0
- \$1-\$25
- \$26-\$50

b. Yes No: Has the PHA adopted any discretionary minimum rent hardship exemption policies? (if yes, list below)

5. Operations and Management

[24 CFR Part 903.7 9 (e)]

Exemptions from Component 5: High performing and small PHAs are not required to complete this section. Section 8 only PHAs must complete parts A, B, and C(2)

A. PHA Management Structure

Describe the PHA’s management structure and organization.

(select one)

- An organization chart showing the PHA’s management structure and organization is attached.
- A brief description of the management structure and organization of the PHA follows:

B. HUD Programs Under PHA Management

List Federal programs administered by the PHA, number of families served at the beginning of the upcoming fiscal year, and expected turnover in each. (Use “NA” to indicate that the PHA does not operate any of the programs listed below.)

Program Name	Units or Families Served at Year Beginning	Expected Turnover
Public Housing	987	100
Section 8 Vouchers	670	70
Section 8 Certificates	N/A	
Section 8 Mod Rehab	N/A	
Special Purpose Section 8 Certificates/Vouchers (list individually)	N/A	
Public Housing Drug Elimination Program (PHDEP)	85	N/A
Other Federal Programs(list individually)	N/A	

C. Management and Maintenance Policies

List the PHA’s public housing management and maintenance policy documents, manuals and handbooks that contain the Agency’s rules, standards, and policies that govern maintenance and

management of public housing, including a description of any measures necessary for the prevention or eradication of pest infestation (which includes cockroach infestation) and the policies governing Section 8 management.

(1) Public Housing Maintenance and Management: (list below)

Management and Maintenance Policies:

1. Public Housing Maintenance Management

- Personnel Policy
- Sexual Harassment Policy
- Family and Medical Leave Policy
- Procurement Policy
- Tenant Selection and Admission Policy
- Investment Policy
- Disposition Policy
- Grievance Policy
- Vehicle Usage Policy
- Transfer Policy
- Resident Handbook
- Pest Control Policy
- Preventative Maintenance Policy
- Pet Policy
- Capitalization Policy

(2) Section 8 Management: (list below)

Section 8 Administrative Plan

6. PHA Grievance Procedures

[24 CFR Part 903.7 9 (f)]

Exemptions from component 6: High performing PHAs are not required to complete component 6. Section 8-Only PHAs are exempt from sub-component 6A.

A. Public Housing

1. Yes No: Has the PHA established any written grievance procedures in addition to federal requirements found at 24 CFR Part 966, Subpart B, for residents of public housing?

If yes, list additions to federal requirements below:

2. Which PHA office should residents or applicants to public housing contact to initiate the PHA grievance process? (select all that apply)

PHA main administrative office

- PHA development management offices
 Other (list below)

B. Section 8 Tenant-Based Assistance

1. Yes No: Has the PHA established informal review procedures for applicants to the Section 8 tenant-based assistance program and informal hearing procedures for families assisted by the Section 8 tenant-based assistance program in addition to federal requirements found at 24 CFR 982?

If yes, list additions to federal requirements below:

2. Which PHA office should applicants or assisted families contact to initiate the informal review and informal hearing processes? (select all that apply)

- PHA main administrative office
 Other (list below)

7. Capital Improvement Needs

[24 CFR Part 903.79 (g)]

Exemptions from Component 7: Section 8 only PHAs are not required to complete this component and may skip to Component 8.

A. Capital Fund Activities

Exemptions from sub-component 7A: PHAs that will not participate in the Capital Fund Program may skip to component 7B. All other PHAs must complete 7A as instructed.

(1) Capital Fund Program Annual Statement

Using parts I, II, and III of the Annual Statement for the Capital Fund Program (CFP), identify capital activities the PHA is proposing for the upcoming year to ensure long-term physical and social viability of its public housing developments. This statement can be completed by using the CFP Annual Statement tables provided in the table library at the end of the PHA Plan template **OR**, at the PHA's option, by completing and attaching a properly updated HUD-52837.

Select one:

- The Capital Fund Program Annual Statement is provided as an attachment to the PHA Plan at Attachment (state name)

-or-

- The Capital Fund Program Annual Statement is provided below: (if selected, copy the CFP Annual Statement from the Table Library and insert here)

Component 7
Capital Fund Program Annual Statement
Parts I, II, and II

Annual Statement
Capital Fund Program (CFP) Part I: Summary

Capital Fund Grant Number MA06 P022 70900 FFY of Grant Approval: 2000

Original Annual Statement

Line No.	Summary by Development Account	Total Estimated Cost
1	Total Non-CGP Funds	0
2	1406 Operations	0
3	1408 Management Improvements	7,000
4	1410 Administration	45,000
5	1411 Audit	0
6	1415 Liquidated Damages	0
7	1430 Fees and Costs	100,000
8	1440 Site Acquisition	0
9	1450 Site Improvement	0
10	1460 Dwelling Structures	2,002,710
11	1465.1 Dwelling Equipment-Nonexpendable	0
12	1470 Nondwelling Structures	10,000
13	1475 Nondwelling Equipment	0
14	1485 Demolition	0
15	1490 Replacement Reserve	0
16	1492 Moving to Work Demonstration	0
17	1495.1 Relocation Costs	0
18	1498 Mod Used for Development	0
19	1502 Contingency	0
20	Amount of Annual Grant (Sum of lines 2-19)	2,164,710
21	Amount of line 20 Related to LBP Activities	0
22	Amount of line 20 Related to Section 504 Compliance	0
23	Amount of line 20 Related to Security	7,000
24	Amount of line 20 Related to Energy Conservation Measures	0

Annual Statement

Capital Fund Program (CFP) Part II: Supporting Table

Development Number/Name HA-Wide Activities	General Description of Major Work Categories	Development Account Number	Total Estimated Cost
MA22-9 89 Pearl St. and Scattered Sites	Replace roofs on scattered sites	1460	128,349
	Replace roof at 89 Pearl Street	1460	225,000
	Install a fire suppression system at 89 Pearl Street	1460	250,000
PHA Wide MA22-1, MA22-2, MA22-3, MA22-5, MA22-6, MA22-9	Extermination of insects and pigeon control	1460	20,000

**Annual Statement
Capital Fund Program (CFP) Part III: Implementation Schedule**

Development Number/Name HA-Wide Activities	All Funds Obligated (Quarter Ending Date)	All Funds Expended (Quarter Ending Date)
<u>MA22-1</u> 275 Newland St. Roofs	3/31/2001	9/30/2001
Entryway	3/31/2001	9/30/2001
<u>MA22-3</u> 630 Salem Street (A & B) Replace doors	6/30/2001	12/31/2001
<u>MA22-6</u> 557 Pleasant Street Replace doors	6/30/2001	12/31/2001
Install a Fire Suppression System	9/30/2001	9/30/2002
<u>MA22-5</u> 120 Mountain Ave. Replace Doors	6/30/2001	12/31/2001
<u>MA22-9</u> 89 Pearl Steet and Scattered Sites		
Roof at 89 Pearl St.	3/31/2001	9/30/2001
Roofs at Scattered Sites	3/31/2001	9/30/2001

Fire Suppression System	9/30/2001	9/30/2002
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(2) Optional 5-Year Action Plan

Agencies are encouraged to include a 5-Year Action Plan covering capital work items. This statement can be completed by using the 5 Year Action Plan table provided in the table library at the end of the PHA Plan template **OR** by completing and attaching a properly updated HUD-52834.

a. Yes No: Is the PHA providing an optional 5-Year Action Plan for the Capital Fund? (if no, skip to sub-component 7B)

b. If yes to question a, select one:

The Capital Fund Program 5-Year Action Plan is provided as an attachment to the PHA Plan at Attachment (state name)

-or-

The Capital Fund Program 5-Year Action Plan is provided below: (if selected, copy the CFP optional 5 Year Action Plan from the Table Library and insert here)

Optional 5-Year Action Plan Tables				
Development Number	Development Name (or indicate PHA wide)	Number Vacant Units	% Vacancies in Development	
N/A	PHA WIDE	5	1%	
Description of Needed Physical Improvements or Management Improvements			Estimated Cost	Planned Start Date (HA Fiscal Year)
Extermination of Insects and Pigeon Control			20,000	10/1/2001
Total estimated cost over next 5 years			100,000	

Optional 5-Year Action Plan Tables				
Development Number	Development Name (or indicate PHA wide)	Number Vacant Units	% Vacancies in Development	
MA22-3	630 Salem Street	0	0%	
Description of Needed Physical Improvements or Management Improvements			Estimated Cost	Planned Start Date (HA Fiscal Year)
Utilization of a security guard in the evening at 630 Salem Street, Malden			7,000	
Total estimated cost over next 5 years			35,000	

B. HOPE VI and Public Housing Development and Replacement Activities (Non-Capital Fund)

Applicability of sub-component 7B: All PHAs administering public housing. Identify any approved HOPE VI and/or public housing development or replacement activities not described in the Capital Fund Program Annual Statement.

- Yes No: a) Has the PHA received a HOPE VI revitalization grant? (if no, skip to question c; if yes, provide responses to question b for each grant, copying and completing as many times as necessary)
- b) Status of HOPE VI revitalization grant (complete one set of questions for each grant)

1. Development name:
2. Development (project) number:
3. Status of grant: (select the statement that best describes the current status)

- Revitalization Plan under development
- Revitalization Plan submitted, pending approval
- Revitalization Plan approved

Activities pursuant to an approved Revitalization Plan underway

Yes No: c) Does the PHA plan to apply for a HOPE VI Revitalization grant in the Plan year?

If yes, list development name/s below:

Yes No: d) Will the PHA be engaging in any mixed-finance development activities for public housing in the Plan year?

If yes, list developments or activities below:

Yes No: e) Will the PHA be conducting any other public housing development or replacement activities not discussed in the Capital Fund Program Annual Statement?

If yes, list developments or activities below:

8. Demolition and Disposition

[24 CFR Part 903.7 9 (h)]

Applicability of component 8: Section 8 only PHAs are not required to complete this section.

1. Yes No: Does the PHA plan to conduct any demolition or disposition activities (pursuant to section 18 of the U.S. Housing Act of 1937 (42 U.S.C. 1437p)) in the plan Fiscal Year? (If “No”, skip to component 9; if “yes”, complete one activity description for each development.)

2. Activity Description

Yes No: Has the PHA provided the activities description information in the **optional** Public Housing Asset Management Table? (If “yes”, skip to component 9. If “No”, complete the Activity Description table below.)

Demolition/Disposition Activity Description	
1a. Development name:	
1b. Development (project) number:	
2. Activity type: Demolition	<input type="checkbox"/>
Disposition	<input type="checkbox"/>

3. Application status (select one)	
Approved	<input type="checkbox"/>
Submitted, pending approval	<input type="checkbox"/>
Planned application	<input type="checkbox"/>
4. Date application approved, submitted, or planned for submission:	<u>(DD/MM/YY)</u>
5. Number of units affected:	
6. Coverage of action (select one)	
<input type="checkbox"/> Part of the development	
<input type="checkbox"/> Total development	
7. Timeline for activity:	
a. Actual or projected start date of activity:	
b. Projected end date of activity:	

9. Designation of Public Housing for Occupancy by Elderly Families or Families with Disabilities or Elderly Families and Families with Disabilities

[24 CFR Part 903.7 9 (i)]

Exemptions from Component 9; Section 8 only PHAs are not required to complete this section.

1. Yes No: Has the PHA designated or applied for approval to designate or does the PHA plan to apply to designate any public housing for occupancy only by the elderly families or only by families with disabilities, or by elderly families and families with disabilities or will apply for designation for occupancy by only elderly families or only families with disabilities, or by elderly families and families with disabilities as provided by section 7 of the U.S. Housing Act of 1937 (42 U.S.C. 1437e) in the upcoming fiscal year? (If “No”, skip to component 10. If “yes”, complete one activity description for each development, unless the PHA is eligible to complete a streamlined submission; PHAs completing streamlined submissions may skip to component 10.)

2. Activity Description

Yes No: Has the PHA provided all required activity description information for this component in the **optional** Public Housing Asset Management Table? If “yes”, skip to component 10. If “No”, complete the Activity Description table below .

Designation of Public Housing Activity Description	
1a. Development name:	
1b. Development (project) number:	
2. Designation type:	
Occupancy by only the elderly	<input type="checkbox"/>
Occupancy by families with disabilities	<input type="checkbox"/>
Occupancy by only elderly families and families with disabilities	<input type="checkbox"/>
3. Application status (select one)	
Approved; included in the PHA's Designation Plan	<input type="checkbox"/>
Submitted, pending approval	<input type="checkbox"/>
Planned application	<input type="checkbox"/>
4. Date this designation approved, submitted, or planned for submission:	
	(DD/MM/YY)
5. If approved, will this designation constitute a (select one)	
<input type="checkbox"/> New Designation Plan	
<input type="checkbox"/> Revision of a previously-approved Designation Plan?	
6. Number of units affected:	
7. Coverage of action (select one)	
<input type="checkbox"/> Part of the development	
<input type="checkbox"/> Total development	

10. Conversion of Public Housing to Tenant-Based Assistance

[24 CFR Part 903.7 9 (j)]

Exemptions from Component 10; Section 8 only PHAs are not required to complete this section.

A. Assessments of Reasonable Revitalization Pursuant to section 202 of the HUD FY 1996 HUD Appropriations Act

1. Yes No: Have any of the PHA's developments or portions of developments been identified by HUD or the PHA as covered under section 202 of the HUD FY 1996 HUD Appropriations Act? (If "No", skip to component 11; if "yes", complete one activity description for each identified development, unless eligible to complete a streamlined submission. PHAs completing streamlined submissions may skip to component 11.)

2. Activity Description

Yes No: Has the PHA provided all required activity description information for this component in the **optional** Public Housing Asset Management Table? If “yes”, skip to component 11. If “No”, complete the Activity Description table below.

Conversion of Public Housing Activity Description	
1a. Development name:	
1b. Development (project) number:	
2. What is the status of the required assessment?	<input type="checkbox"/> Assessment underway <input type="checkbox"/> Assessment results submitted to HUD <input type="checkbox"/> Assessment results approved by HUD (if marked, proceed to next question) <input type="checkbox"/> Other (explain below)
3. <input type="checkbox"/> Yes <input type="checkbox"/> No: Is a Conversion Plan required? (If yes, go to block 4; if no, go to block 5.)	
4. Status of Conversion Plan (select the statement that best describes the current status)	<input type="checkbox"/> Conversion Plan in development <input type="checkbox"/> Conversion Plan submitted to HUD on: (DD/MM/YYYY) <input type="checkbox"/> Conversion Plan approved by HUD on: (DD/MM/YYYY) <input type="checkbox"/> Activities pursuant to HUD-approved Conversion Plan underway
5. Description of how requirements of Section 202 are being satisfied by means other than conversion (select one)	<input type="checkbox"/> Units addressed in a pending or approved demolition application (date submitted or approved: _____) <input type="checkbox"/> Units addressed in a pending or approved HOPE VI demolition application (date submitted or approved: _____) <input type="checkbox"/> Units addressed in a pending or approved HOPE VI Revitalization Plan (date submitted or approved: _____) <input type="checkbox"/> Requirements no longer applicable: vacancy rates are less than 10 percent <input type="checkbox"/> Requirements no longer applicable: site now has less than 300 units <input type="checkbox"/> Other: (describe below)

B. Reserved for Conversions pursuant to Section 22 of the U.S. Housing Act of 1937

C. Reserved for Conversions pursuant to Section 33 of the U.S. Housing Act of 1937

11. Homeownership Programs Administered by the PHA

[24 CFR Part 903.7 9 (k)]

A. Public Housing

Exemptions from Component 11A: Section 8 only PHAs are not required to complete 11A.

1. Yes No: Does the PHA administer any homeownership programs administered by the PHA under an approved section 5(h) homeownership program (42 U.S.C. 1437c(h)), or an approved HOPE I program (42 U.S.C. 1437aaa) or has the PHA applied or plan to apply to administer any homeownership programs under section 5(h), the HOPE I program, or section 32 of the U.S. Housing Act of 1937 (42 U.S.C. 1437z-4). (If “No”, skip to component 11B; if “yes”, complete one activity description for each applicable program/plan, unless eligible to complete a streamlined submission due to **small PHA** or **high performing PHA** status. PHAs completing streamlined submissions may skip to component 11B.)

2. Activity Description

- Yes No: Has the PHA provided all required activity description information for this component in the **optional** Public Housing Asset Management Table? (If “yes”, skip to component 12. If “No”, complete the Activity Description table below.)

**Public Housing Homeownership Activity Description
(Complete one for each development affected)**

- 1a. Development name:
1b. Development (project) number:

<p>2. Federal Program authority:</p> <p><input type="checkbox"/> HOPE I</p> <p><input type="checkbox"/> 5(h)</p> <p><input type="checkbox"/> Turnkey III</p> <p><input type="checkbox"/> Section 32 of the USHA of 1937 (effective 10/1/99)</p>
<p>3. Application status: (select one)</p> <p><input type="checkbox"/> Approved; included in the PHA's Homeownership Plan/Program</p> <p><input type="checkbox"/> Submitted, pending approval</p> <p><input type="checkbox"/> Planned application</p>
<p>4. Date Homeownership Plan/Program approved, submitted, or planned for submission: <u>(DD/MM/YYYY)</u></p>
<p>5. Number of units affected:</p> <p>6. Coverage of action: (select one)</p> <p><input type="checkbox"/> Part of the development</p> <p><input type="checkbox"/> Total development</p>

B. Section 8 Tenant Based Assistance

1. Yes No: Does the PHA plan to administer a Section 8 Homeownership program pursuant to Section 8(y) of the U.S.H.A. of 1937, as implemented by 24 CFR part 982 ? (If "No", skip to component 12; if "yes", describe each program using the table below (copy and complete questions for each program identified), unless the PHA is eligible to complete a streamlined submission due to high performer status. **High performing PHAs** may skip to component 12.)

2. Program Description:

a. Size of Program

Yes No: Will the PHA limit the number of families participating in the section 8 homeownership option?

If the answer to the question above was yes, which statement best describes the number of participants? (select one)

- 25 or fewer participants
- 26 - 50 participants
- 51 to 100 participants
- more than 100 participants

b. PHA-established eligibility criteria

- Yes No: Will the PHA's program have eligibility criteria for participation in its Section 8 Homeownership Option program in addition to HUD criteria?

If yes, list criteria below:

12. PHA Community Service and Self-sufficiency Programs

[24 CFR Part 903.7 9 (l)]

Exemptions from Component 12: High performing and small PHAs are not required to complete this component. Section 8-Only PHAs are not required to complete sub-component C.

A. PHA Coordination with the Welfare (TANF) Agency

1. Cooperative agreements:

- Yes No: Has the PHA entered into a cooperative agreement with the TANF Agency, to share information and/or target supportive services (as contemplated by section 12(d)(7) of the Housing Act of 1937)?

If yes, what was the date that agreement was signed?

DD/MM/YY

2. Other coordination efforts between the PHA and TANF agency (select all that apply)

- Client referrals
- Information sharing regarding mutual clients (for rent determinations and otherwise)
- Coordinate the provision of specific social and self-sufficiency services and programs to eligible families
- Jointly administer programs
- Partner to administer a HUD Welfare-to-Work voucher program
- Joint administration of other demonstration program
- Other (describe)

B. Services and programs offered to residents and participants

(1) General

a. Self-Sufficiency Policies

Which, if any of the following discretionary policies will the PHA employ to enhance the economic and social self-sufficiency of assisted families in the following areas? (select all that apply)

- Public housing rent determination policies
- Public housing admissions policies
- Section 8 admissions policies
- Preference in admission to section 8 for certain public housing families
- Preferences for families working or engaging in training or education programs for non-housing programs operated or coordinated by the PHA
- Preference/eligibility for public housing homeownership option participation
- Preference/eligibility for section 8 homeownership option participation
- Other policies (list below)

b. Economic and Social self-sufficiency programs

- Yes No: Does the PHA coordinate, promote or provide any programs to enhance the economic and social self-sufficiency of residents? (If “yes”, complete the following table; if “no” skip to sub-component 2, Family Self Sufficiency Programs. The position of the table may be altered to facilitate its use.)

Services and Programs				
Program Name & Description (including location, if appropriate)	Estimated Size	Allocation Method (waiting list/random selection/specific criteria/other)	Access (development office / PHA main office / other provider name)	Eligibility (public housing or section 8 participants or both)
Family Self Sufficiency	31	Section 8 Participants	PHA Main Office	Section 8

(2) Family Self Sufficiency program/s

a. Participation Description

Family Self Sufficiency (FSS) Participation		
Program	Required Number of Participants (start of FY 2000 Estimate)	Actual Number of Participants (As of: DD/MM/YY)
Public Housing	N/A	N/A
S	25	31: as of 06/01/00

- b. Yes No: If the PHA is not maintaining the minimum program size required by HUD, does the most recent FSS Action Plan address the steps the PHA plans to take to achieve at least the minimum program size?
If no, list steps the PHA will take below:

C. Welfare Benefit Reductions

1. The PHA is complying with the statutory requirements of section 12(d) of the U.S. Housing Act of 1937 (relating to the treatment of income changes resulting from welfare program requirements) by: (select all that apply)
- Adopting appropriate changes to the PHA's public housing rent determination policies and train staff to carry out those policies
 - Informing residents of new policy on admission and reexamination
 - Actively notifying residents of new policy at times in addition to admission and reexamination.
 - Establishing or pursuing a cooperative agreement with all appropriate TANF agencies regarding the exchange of information and coordination of services
 - Establishing a protocol for exchange of information with all appropriate TANF agencies

Other: (list below)

D. Reserved for Community Service Requirement pursuant to section 12(c) of the U.S. Housing Act of 1937

13. PHA Safety and Crime Prevention Measures

[24 CFR Part 903.7 9 (m)]

Exemptions from Component 13: High performing and small PHAs not participating in PHDEP and Section 8 Only PHAs may skip to component 15. High Performing and small PHAs that are participating in PHDEP and are submitting a PHDEP Plan with this PHA Plan may skip to sub-component D.

A. Need for measures to ensure the safety of public housing residents

1. Describe the need for measures to ensure the safety of public housing residents (select all that apply)

- High incidence of violent and/or drug-related crime in some or all of the PHA's developments
- High incidence of violent and/or drug-related crime in the areas surrounding or adjacent to the PHA's developments
- Residents fearful for their safety and/or the safety of their children
- Observed lower-level crime, vandalism and/or graffiti
- People on waiting list unwilling to move into one or more developments due to perceived and/or actual levels of violent and/or drug-related crime
- Other (describe below)

2. What information or data did the PHA used to determine the need for PHA actions to improve safety of residents (select all that apply).

- Safety and security survey of residents
- Analysis of crime statistics over time for crimes committed "in and around" public housing authority
- Analysis of cost trends over time for repair of vandalism and removal of graffiti
- Resident reports
- PHA employee reports
- Police reports
- Demonstrable, quantifiable success with previous or ongoing anticrime/anti drug programs
- Other (describe below)

3. Which developments are most affected? (list below)

MA022-1 Newland Street

B. Crime and Drug Prevention activities the PHA has undertaken or plans to undertake in the next PHA fiscal year

1. List the crime prevention activities the PHA has undertaken or plans to undertake: (select all that apply)

- Contracting with outside and/or resident organizations for the provision of crime- and/or drug-prevention activities
- Crime Prevention Through Environmental Design
- Activities targeted to at-risk youth, adults, or seniors
- Volunteer Resident Patrol/Block Watchers Program
- Other (describe below)
 - A.) **Community Policy Patrols**
 - B.) **Drug Education & Awareness Programs**

2. Which developments are most affected? (list below)

MA022-1 Newland Street

C. Coordination between PHA and the police

1. Describe the coordination between the PHA and the appropriate police precincts for carrying out crime prevention measures and activities: (select all that apply)

- Police involvement in development, implementation, and/or ongoing evaluation of drug-elimination plan
- Police provide crime data to housing authority staff for analysis and action
- Police have established a physical presence on housing authority property (e.g., community policing office, officer in residence)
- Police regularly testify in and otherwise support eviction cases
- Police regularly meet with the PHA management and residents
- Agreement between PHA and local law enforcement agency for provision of above-baseline law enforcement services
- Other activities (list below)

2. Which developments are most affected? (list below)

MA022-1 Newland Street

D. Additional information as required by PHDEP/PHDEP Plan

PHAs eligible for FY 2000 PHDEP funds must provide a PHDEP Plan meeting specified requirements prior to receipt of PHDEP funds.

- Yes No: Is the PHA eligible to participate in the PHDEP in the fiscal year covered by this PHA Plan?
- Yes No: Has the PHA included the PHDEP Plan for FY 2000 in this PHA Plan?
- Yes No: This PHDEP Plan is an Attachment. (Attachment Filename: ___)

14. RESERVED FOR PET POLICY

[24 CFR Part 903.7 9 (n)] See Attachment E

15. Civil Rights Certifications

[24 CFR Part 903.7 9 (o)]

Civil rights certifications are included in the PHA Plan Certifications of Compliance with the PHA Plans and Related Regulations.

16. Fiscal Audit

[24 CFR Part 903.7 9 (p)]

- 1. Yes No: Is the PHA required to have an audit conducted under section 5(h)(2) of the U.S. Housing Act of 1937 (42 U.S.C. 1437c(h))?
(If no, skip to component 17.)
- 2. Yes No: Was the most recent fiscal audit submitted to HUD?
- 3. Yes No: Were there any findings as the result of that audit?
- 4. Yes No: If there were any findings, do any remain unresolved?
If yes, how many unresolved findings remain? ____
- 5. Yes No: Have responses to any unresolved findings been submitted to HUD?
If not, when are they due (state below)?

17. PHA Asset Management

[24 CFR Part 903.7 9 (q)]

Exemptions from component 17: Section 8 Only PHAs are not required to complete this component. High performing and small PHAs are not required to complete this component.

1. Yes No: Is the PHA engaging in any activities that will contribute to the long-term asset management of its public housing stock , including how the Agency will plan for long-term operating, capital investment, rehabilitation, modernization, disposition, and other needs that have **not** been addressed elsewhere in this PHA Plan?
2. What types of asset management activities will the PHA undertake? (select all that apply)
- Not applicable
- Private management
- Development-based accounting
- Comprehensive stock assessment
- Other: (list below)
3. Yes No: Has the PHA included descriptions of asset management activities in the **optional** Public Housing Asset Management Table?

18. Other Information

[24 CFR Part 903.7 9 (r)]

A. Resident Advisory Board Recommendations

1. Yes No: Did the PHA receive any comments on the PHA Plan from the Resident Advisory Board/s?
2. If yes, the comments are: (if comments were received, the PHA **MUST** select one)
- Attached at Attachment (File name)
- Provided below:
3. In what manner did the PHA address those comments? (select all that apply)
- Considered comments, but determined that no changes to the PHA Plan were necessary.
- The PHA changed portions of the PHA Plan in response to comments
List changes below:
- Other: (list below)

B. Description of Election process for Residents on the PHA Board

1. Yes No: Does the PHA meet the exemption criteria provided section 2(b)(2) of the U.S. Housing Act of 1937? (If no, continue to question 2; if yes, skip to sub-component C.)
2. Yes No: Was the resident who serves on the PHA Board elected by the residents? (If yes, continue to question 3; if no, skip to sub-component C.)

3. Description of Resident Election Process

a. Nomination of candidates for place on the ballot: (select all that apply)

- Candidates were nominated by resident and assisted family organizations
- Candidates could be nominated by any adult recipient of PHA assistance
- Self-nomination: Candidates registered with the PHA and requested a place on ballot
- Other: (describe)

b. Eligible candidates: (select one)

- Any recipient of PHA assistance
- Any head of household receiving PHA assistance
- Any adult recipient of PHA assistance
- Any adult member of a resident or assisted family organization
- Other (list)

c. Eligible voters: (select all that apply)

- All adult recipients of PHA assistance (public housing and section 8 tenant-based assistance)
- Representatives of all PHA resident and assisted family organizations
- Other (list)

C. Statement of Consistency with the Consolidated Plan

For each applicable Consolidated Plan, make the following statement (copy questions as many times as necessary).

1. Consolidated Plan jurisdiction: **North Suburban Consortium, consisting of the following seven (7) cities and towns: Malden, Melrose, Medford, Chelsea, Arlington, Revere and Everett**

2. The PHA has taken the following steps to ensure consistency of this PHA Plan with the Consolidated Plan for the jurisdiction: (select all that apply)

The PHA has based its statement of needs of families in the jurisdiction on the needs expressed in the Consolidated Plan/s.

The PHA has participated in any consultation process organized and offered by the Consolidated Plan agency in the development of the Consolidated Plan.

The PHA has consulted with the Consolidated Plan agency during the development of this PHA Plan.

Activities to be undertaken by the PHA in the coming year are consistent with the initiatives contained in the Consolidated Plan. (list below)

A.) **Development of Affordable Housing**

B.) **Inclusionary Zoning Ordinance**

Other: (list below)

4. The Consolidated Plan of the jurisdiction supports the PHA Plan with the following actions and commitments: (describe below)

A.) **Certification**

D. Other Information Required by HUD

Use this section to provide any additional information requested by HUD.

Attachments

Use this section to provide any additional attachments referenced in the Plans.

- Attachment A – Eligibility and Admissions Policy
- Attachment B – Administrative Plan for Section 8 Program
- Attachment C – Personnel Policy
- Attachment D – Procurement Policy
- Attachment E – Pet Policy
- Attachment F*– Capital Fund Program Annual Statement (HUD 52834)
- Attachment G*– Capital Fund Program 5-Year Action Plan (HUD 52834)
- Attachment H – Pest Control Policy
- Attachment I – Sexual Harrassment Policy
- Attachment J – Investment Policy
- Attachment K – Capitalization Policy
- Attachment L – Vehicle Use Policy
- Attachment M – Transfer Policy
- Attachment N – Tenant Grievance Policy
- Attachment O – Preventative Maintenance Plan
- Attachment P – FSS Annual Report
- Attachment Q – Certification of Consistency with the Consolidated Plan
- Attachment R – PHA Certification of Compliance
- Attachment S – RAB Meeting Notes
- Attachment T – Tenant Comments
- Attachment U – Tenant Handbook
- Attachment V – PHA Management Organization Chart

*Indicates Included in Actual Plan. (Not an actual attachment)

PHA Plan Table Library

Component 7 Capital Fund Program Annual Statement Parts I, II, and II

Annual Statement

Capital Fund Program (CFP) Part I: Summary

Capital Fund Grant Number FFY of Grant Approval:

Original Annual Statement

Line No.	Summary by Development Account	Total Estimated Cost
1	Total Non-CGP Funds	
2	1406 Operations	
3	1408 Management Improvements	
4	1410 Administration	
5	1411 Audit	
6	1415 Liquidated Damages	
7	1430 Fees and Costs	
8	1440 Site Acquisition	
9	1450 Site Improvement	
10	1460 Dwelling Structures	
11	1465.1 Dwelling Equipment-Nonexpendable	
12	1470 Nondwelling Structures	
13	1475 Nondwelling Equipment	
14	1485 Demolition	
15	1490 Replacement Reserve	
16	1492 Moving to Work Demonstration	
17	1495.1 Relocation Costs	
18	1498 Mod Used for Development	
19	1502 Contingency	
20	Amount of Annual Grant (Sum of lines 2-19)	
21	Amount of line 20 Related to LBP Activities	
22	Amount of line 20 Related to Section 504 Compliance	
23	Amount of line 20 Related to Security	

24	Amount of line 20 Related to Energy Conservation Measures	
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**Annual Statement
Capital Fund Program (CFP) Part II: Supporting Table**

Development Number/Name HA-Wide Activities	General Description of Major Work Categories	Development Account Number	Total Estimated Cost

Annual Statement
Capital Fund Program (CFP) Part III: Implementation Schedule

Development Number/Name HA-Wide Activities	All Funds Obligated (Quarter Ending Date)	All Funds Expended (Quarter Ending Date)

Optional Table for 5-Year Action Plan for Capital Fund (Component 7)

Complete one table for each development in which work is planned in the next 5 PHA fiscal years. Complete a table for any PHA-wide physical or management improvements planned in the next 5 PHA fiscal year. Copy this table as many times as necessary. Note: PHAs need not include information from Year One of the 5-Year cycle, because this information is included in the Capital Fund Program Annual Statement.

Optional 5-Year Action Plan Tables				
Development Number	Development Name (or indicate PHA wide)	Number Vacant Units	% Vacancies in Development	
Description of Needed Physical Improvements or Management Improvements			Estimated Cost	Planned Start Date (HA Fiscal Year)
Total estimated cost over next 5 years				

ATTACHMENT B

MALDEN HOUSING AUTHORITY
ADMINISTRATIVE PLAN
SECTION 8 CERTIFICATE/VOUCHER
PROGRAM

REVISED: 2/1/2000

**STATEMENT OF OVERALL APPROACH AND OBJECTIVES IN ADMINISTERING
THE SECTION 8 CERTIFICATE PROGRAM**

The Malden Housing Authority, hereinafter called LHA, is committed to providing low-income housing opportunities to persons who qualify under the rules and regulations that govern eligibility for both state and federal housing program. In its effort to achieve this goal, the LHA has explained to its local governing body, Civic Groups, Landlords and Realtors, the housing programs being administered by the LHA. Most importantly, they have explained who may qualify, what types of housing each program provides, and how effectively these programs have been put into operation for the benefit of the community.

The Executive Director monitors the overall administration of all programs. (The Section 8 Supervisor carries out the day to day administration of the program, reviews the leases and other Section 8 related documents, conducts briefing sessions, does all verification of eligibility and inspections, maintains all records, and reports directly to the Executive Director. An Accountant maintains the books, financial records and reports of the Authority and reports directly to the Executive Director.) Full time clerical staff persons support the Section 8 existing operation, as well as a full time housing inspector.

The Malden Housing Authority has worked closely with the Malden Redevelopment Authority for the development of an overall housing strategy for City of Malden. The local Housing Assistance Plan (Comprehensive Housing Affordability Strategy) was considered in determining our unit allocation request. This strategy took cognizance of the existing housing stock, planned new rehabilitated units and those units expected to be removed from inventory.

The overall approach for the existing program is to maximize the use of standard, existing stock, and provide equal housing opportunities for very low-income households by providing housing assistance payments. The status of the need and availability of existing units will be closely monitored, and attempts will be made to satisfy this need as rapidly as possible, consistent with the availability of funds, staff and vacancy rates. The LHA shall, in its policies and procedures, attempt to address the housing needs of its community, and also obtain community support for its programs.

Efforts will be taken to promulgate all aspects of the program to families and to owners.

Administrative controls will be implemented as needed, to ensure full adherence to statutory and regulatory requirements, and proper management procedures. The Administrative Plan will apply to the Section 8 Certificate Program.

The LHA will comply with all federal statutes and currently required regulations, as applicable, in administering said Certificate program, including 24 CFR Part 982 (Certificate and Vouchers) and 24 CFR Part 983 (Project-Based Certificates). This Plan is intended only to provide, therefore, information relative to LHA discretionary policies, as the LHA shall comply with all required laws and regulations, as they are current and in effect.

The LHA's previously adopted Equal Opportunity Housing Plan is merged and incorporated herein and shall be part of this Administrative Plan.

1. **OUTREACH AND ADVERTISING**

Outreach to Families and Contact with Owners

The approach to contact families and owners is as follows:

A **Paid advertisements in local media. All outreach efforts include minority population and reaches residents within surrounding communities. The EHO logo will be used in all advertisements. These newspapers are as follows:**

1. Herald-American or Boston Globe, or other regional newspaper of general circulation
2. Local, Daily or Weekly Newspaper. (Observer-City Press)
3. Bay State Banner
4. El Mundo
5. An appropriate and equivalent publication may be substituted for any of the above.

In addition, the LHA will send notices and informational packets to outreach agencies, such as the following:

1. Public Welfare Office
2. Council on Aging
3. Neighborhood Centers -Churches

b. BI-lingual materials will be provided as needed, and where practical and feasible.

c. Outreach to owners and real estate agents to inform them of the Section 8 Program will also be made. Efforts will be undertaken to assure that owners and brokers of rental housing have a working knowledge of the Section 8 Program. Owners will be informed that it will be their responsibility to screen potential tenants; LHA responsibility will be to ensure that they are income-eligible.

- d. The opening and closing of the Waiting List will be advertised in local media.

Special Outreach Adjustments - Families

Adjustment will be made in the outreach procedures as, and if, needed, and by added media necessary, on information basis. The LHA anticipates that due to the significant number of eligible applicants from the lower income level groups, as well as those on public assistance in the City of Malden, a large volume of applicants will be covered by our present outreach procedure.

However, if after initial efforts, the flow of applications becomes too slow, the LHA will make additional effort to contact those agencies and organization, which provide services oriented toward households in need of rental assistance. If the flow should become too rapid in relation to the availability of funds, and the agency's leasing schedule, an advertisement will be run stating that taking of applications will be suspended.

If the flow of applications should become too rapid in relation to the agency's staff capacity to process applications, consideration will be given to hiring additional staff commensurate with available funding. The taking of applications may also be suspended and/or the waiting list closed if the LHA deems that it has a sufficient number of applications for the near future based on the number of current applicants and the current availability of funds.

Special Outreach Efforts - Owners

Owners are given a briefing session on the Section 8 Program, if requested. The LHA, however, will hold these sessions on an "as needed" basis for all landlords who are entering the Section 8 Program. At that time, information will be made available to all interested landlords or real estate agents.

After briefing with a landlord, the Section 8 Administrator will make the determination as to whether the units discussed qualify under the Section 8 Program. A preliminary inspection is made, if necessary. When listings are available the Section 8 Administrator will compile a list of "Available Dwelling Units under Section 8", and maintain it in the office. This list will give the location, number of bedrooms, contract rent, utilities, and the person to be contacted. A list will also be maintained, where practical, of available handicapped accessible units.

Special Effort Outreach - Tenants

Household types who are least likely to apply, such as the very old, shut-ins, minorities, and working families will be reached through "Special Efforts".

These efforts are as follows:

Elderly - The Council on Aging will be solicited to aid in bringing the information of the Section 8 Program to their clients.

Minorities - The LHA will inform other Public Agencies in the hope that they will notify those minorities they are serving about the program. As in the past, all advertisements will include the Equal Opportunity Logo.

Working Families - The LHA advertisement for applicants for the Section 8 Program includes the income limits for eligibility. This is done in hopes of encouraging the working person or persons of very low income.

Staffing Adjustments - If additional staffing is needed to handle the application-taking period, part-time help will be employed, where appropriate, and as affordable.

2. COMPLETION OF APPLICATION, DETERMINATION OF ELIGIBILITY, AND SELECTION OF FAMILIES

Applications:

A pre-application will be utilized and stamped with the receipt date when it is accepted. Individuals and families may apply by mail or in person at the LHA office, or have a family representative “stand-in” for them on the initial day of applications. (Stand-in must produce a signed letter of authorization from the applicant.) A “line number” ticket system may be used on the original application days. All persons in line will be given a “line number”, and applications will be filled out in the order of their line number. Applications shall be accepted until notice of discontinuation is published in the same media as was used to announce the taking of applications. Basic information will be taken at the time of application. Personal interviews for detailed information and verification of income to determine eligibility under the guidelines provided by HUD are scheduled per “Determination of Eligibility” further explained in this plan. “Stand-ins” will only be allowed because of extreme hardship circumstances or medical difficulty, or reasonable accommodation as required by law, documentation of which may be required.

Eligible applicants will be issued Certificates on a first-come, first-served basis, within LHA adopted preferences and priorities, as per the steps outlined in “Determination of Eligibility”. Those who will not be issued a Certificate immediately will be placed on a Waiting List. The Waiting List is in a bound pre-numbered book, and indicates the date of application, and control number of applicant. These applicants will not be required to re-verify their application information until such time as the LHA is preparing to issue a Certificate. This will allow the Family Contribution computations to be based on the most current data possible.

Information regarding the Section 8 Program and how to apply is given to all interested persons.

Determination of Eligibility

The LHA will inform the family of the eligibility criteria, including applicable income limits, and other facts, such as family size and type which may effect the family’s eligibility. In addition, the family is provided general information relative to the Section 8 Program.

Applicants are told to immediately inform the LHA of change of address. Applicants are told it is their responsibility to inform, in writing, the LHA of address or other changes, and that LHA notifications returned undeliverable will cause their application to be withdrawn.

Applicants are informed of the Waiting List process and its approximate length, and the priorities governing the issuance of Certificates.

Notification of Eligibility

Upon request, each applicant will be informed of his/her control number upon making application or within a reasonable time thereafter. Applicants will be notified of their eligibility as soon as the Authority staff has reviewed their applications and made a determination therein.

Applicants are also informed that the issuance of Certificates is subject to several factors beyond the LHA's control (e.g., turnover rates, funding increases, decreases, and leasing schedules).

Selection of Families

The LHA shall determine eligibility of families per HUD definition of families whose annual income meets the Section 8 Very Low Income Eligibility Limits for its area. Eligible families include those listed below:

Family - "Family" includes, but is not limited to (a) an Elderly Family or eligible Single Person as defined in this part, (b) the remaining member of a tenant family, and (c) a Displaced Person, as required by 24 CFR 982.201 (c).

Single Person - An eligible single person is defined as one who is elderly, handicapped, disabled, or a remaining member of a tenant family, or any other single person as defined in 24 CFR 982.201(c)(4).

Single individuals, with no other children, who are pregnant or in the process of securing legal custody of any individual under the age of 18 years, constitute families under Section 3 (a) of the United States Housing Act of 1937 (Housing Act) and are not subject to the limitations on admission of single persons contained in Section 3 (b) of that Act.

Disabled, handicapped, or elderly person is defined in 24 CFR 5.403.

Selection of Families and Priorities

- a. Selection shall be made among applicants in the following order of preference:
 1. Local residents - non-resident applicants who are working in Malden or have been notified that they are hired to work in Malden.
 2. All other applicants by date and time of filing.

The LHA has determined that its jurisdiction, for the purpose of implementing a residency preference, is that area within the city limits of the city of Malden. The LHA has adopted a residency preference that establishes the City of Malden as a residency preference area. The residency preference shall apply to all families residing within the LHA's residency preference area.

The residency preference shall also apply to families with a member who works or has been hired to work in the LHA residency preference area. The residency preference shall not be based

on how long the applicant has resided in or worked in the LHA residency preference area.

Notification to Issue Certificate

When an applicant's name reaches the top of the Waiting List, they shall be so notified. The notice will include a date (within 7 days) in which the applicant must supply updated verification of income and other circumstances in order to be issued a Certificate.

Those applicants who fail to respond within the prescribed period of time shall be removed from the Waiting list, unless documented evidence is provided that the family was unable, due to health reasons, to comply with the deadline requirements. All notices returned undeliverable shall cause applicant's name to be withdrawn.

When an applicant is eligible for a Certificate, the date the Certificate is issued is logged in the Waiting List Book. The applicant shall be scheduled for a Briefing Session.

Determination of Ineligibility and/or Denial of Certificate

The LHA shall determine applicants, or other family members, ineligible who are over income, who present a conflict of interest as outlined in HUD regulations, who were past participants in the Section 8 Program or other LHA housing program, and while in the program failed to satisfy liability for unpaid rent or damages for which a PHA paid out moneys to an owner, or who misrepresented information regarding income or family composition. In addition, the LHA may consider ineligible any tenant of the LHA's other housing programs who has failed to satisfy liability to the LHA for unpaid rent or damages, or has violated family obligations under said other programs.

Other possible grounds for finding an applicant ineligible include, but are not limited to, the following:

1. Combined family income exceeds the allowable maximum yearly income for family size.
2. 30% of combined family income exceeds the F.M.R. (or HUD approved exceptions up to 120 % of F.M.R.) limit for family size;
3. Past participant of any Housing Authority's Section 8 Program or Public Housing Program, who failed to satisfy liability for unpaid rent or damages in connection with that Program.
4. Head of household is under 18 years of age, and cannot demonstrate capability to fulfill obligations of Certificate of Family Participation (example: minors not emancipated) and/or does not have legal capacity to enter into a lease under State or local law.

5. Misrepresentation of income or household members or any other significant or required information on application;
6. In the event that it is found that the applicant or other family member owes back rent or charges for Housing Authority programs or units, they may be notified accordingly and allowed, at LHA discretion, to pay the outstanding amount in full. Failure to make repayment will result in the applicant being ineligible.
7. Failure to allow inspection of the dwelling unit proposed for Housing Assistance.
8. Violation of family obligations or destruction of a previously occupied unit under another housing program.
9. Illegal drug-related or violent criminal activity by any family members.
10. Eviction from a public housing program by any family member.
11. Termination from Certificate/Voucher program by any family member.
12. Actual or threatened abusive or violent behavior toward housing authority personnel.
13. Violation of or failure to comply with any Family obligation under Section 8 Program, or any other public housing program, or any of the other grounds for termination or denial as set forth in 24 CFR 982.552 or 982.553.
14. Failure to pass CORI record check, indicating ineligibility under 24 CFR 982.552, 24 CFR 982.553, HUD's One Strike Policy (PIH 96-27) or other HUD regulation.
15. Alcohol abuse that has contributed to the applicant's inability to reside without interference to neighbor's rights and wherein the applicant has shown no participation in or successful completion of a treatment program.

Informal Review of PHA Decision on Application for Participation in Program

The Authority shall send an applicant written notice within 10 days of a decision denying assistance to the applicant, including denying listing on the Waiting List, issuance of a Certificate of Family Participation, or participation in the program. The notice will allow the family to request an informal review of the decision if requested in writing within seven (7) days of date or delivery. Request must be delivered in person or by registered mail to the Authority.

The informal review will be conducted by the Executive Director, or his designee. The applicant will be given the opportunity to present written or oral objections to the decision. The Authority will respond in writing with a decision, including reasons for final decision within 30 days or other such reasonable period of time. The Authority's previously adopted Hearing Procedure is hereby incorporated herein.

The LHA procedure for Informal Review (as well as the LHA procedure for meeting with LHA regarding preference determinations and Informal Hearing Procedure) is incorporated herein by reference and shall be in accordance with 24 CFR 982.555).

Changes in Family Composition

In the event that a change of family composition occurs, after application has been filed and prior to the issuance of the Certificate, which requires a change in the number of bedrooms, the applicant will be assigned to the appropriate unit size category, or payment standard.

Interim Redeterminations of Family Income and Composition

The LHA will conduct annual reexaminations and will also perform interim re-determination of family income and compositions for all participants whenever a change in family income, composition, status or assets warrants said redetermination.

Subsidy (Occupancy) Standards

In general, the LHA seeks to provide the minimum commitment of housing assistance payments while avoiding overcrowding and shall be consistent with the applicable housing quality standards.

The LHA shall provide one bedroom or living/sleeping room of appropriate size for each 2 persons.

Persons of opposite sex, other than husband and wife, "significant others", unmarried partners, and very young children, will not be required to occupy the same bedroom or living/sleeping area.

Families may rent a larger unit than listed on Certificate if the gross rent does not exceed the FMR for the bedroom size on the Certificate. The MHA will not approve over FMR tenancies in the Certificate Program except as may be necessary as a reasonable accommodation for persons with disabilities.

The MHA will not permit the use of any special housing types in its Section 8 Program unless needed as a reasonable accommodation so that the program is readily accessible to and usable by persons with disabilities in accordance with 24 CFR Part 8, pursuant to 24 CFR 982.601.

Families may rent a unit with less number of bedrooms than stated on Certificate if the unit meets space requirements of the Housing Quality Standards, as well as any applicable state or local codes.

Each unit must contain a living/sleeping room, kitchen area, and bathroom (plus bedrooms as applicable for family size).

The LHA may grant exceptions, relative to the number of bedrooms assigned, for the following reasons:

1. Medical Need - Upon proper documentation from a medical doctor, LHA may allow separate bedroom; for example, an occupant with serious allergy or respiratory problems for which isolation and/or extensive medical equipment is needed.
2. Handicapped Members - LHA may allow separate bedroom for handicapped member needing adequate space or modification of lay-out and equipment; for example, an occupant who is wheelchair bound.

The LHA may allow occupancy by a foster child or a live-in aide under certain limited circumstances as determined by the LHA and not inconsistent with 24 CFR 982.551 and 24 CFR 813.102. Approval of a live-in aide may be granted only if all of the requirements of 24 CFR 813.102 are met, and if properly documented and verified to the LHA's satisfaction.

New family members may be added upon notification to, and approval of, the LHA. Said approval may be granted only after full and proper documentation and verification is submitted to the LHA, and the LHA determines that said person may be added as a family member and an occupant of the unit. This determination, may take into consideration among other things, the reasons for denial or termination of assistance set forth in this plan, as well as the necessity for any landlord written approval thereof. No occupancy shall take place until the LHA has issued its determination and approval.

The family may not be absent from the unit for a period longer than sixty (60) days. In the event that a family absence is for longer than sixty (60) days due to continuous hospitalization or temporary placement in a nursing home, the LHA may determine to allow the sixty (60) day period to be extended for an additional sixty (60) days, upon prior written notification to the LHA, and submission of appropriate documentation and verification, as requested by the LHA. No payment will be made after the approved absence period has expired. At the request of the family, a new Certificate may be issued for a sixty (60) day period, commencing with the date housing assistance payments terminate, and subject to the LHA's determination that all family obligations have been met.

If the family breaks up, the LHA shall decide which members of the assisted family continue to receive assistance in the program. The LHA may consider, among other factors:

- a. whether, because of obligations under the lease or HAP contract, the assistance should remain with the family members remaining in the original assisted unit,
- b. the interest of minor children, or ill, elderly or disabled family members,
- c. the presence of actual or threatened physical violence against family members by a spouse or other member of the household,
- d. family members past record of fulfilling family obligations under the program,
- e. the relative conduct of all the parties, and
- f. Court determination under a settlement or judicial decree in a divorce or separation.

A participant family may move only once during any one year period, unless the LHA approves, in advance, an additional move upon a determination that the family has met all of its obligations under both the lease and the program, and that the family is required to move due to health, safety, or occupational requirements or special educational considerations for minor children. A family may not move during the initial year of assisted occupancy, unless the LHA is required to allow said move under 24 CFR 982.314.

3. BRIEFINGS AND CERTIFICATES

- a. Upon selection, families will be scheduled for a briefing by the Program Supervisor covering such areas as general program information, family allowances and rent calculations, apartment search, responsibilities of both owner and applicant, discrimination, information on mobility, and housing quality standards.

During this detailed briefing, Certificate holders will be provided with information on all aspects of the program, so that upon receipt of a Certificate, the family will be better prepared to obtain adequate housing.

- b. Lease negotiations, family obligations, requirements and responsibilities will be addressed in the briefing sessions.

Certificate Holders will receive information on Equal Opportunity and Fair Housing Laws. This will be provided by hand-out material and discussion. Procedures to be taken when discrimination is encountered will be discussed during these sessions.

- c. The necessity of finding a dwelling unit within the sixty (60) day period will be stressed. Recipients will be asked to maintain a record of their housing searches, with comments as to why particular units were not selected. Families will be asked to contact their Program Representative at least one week before the expiration of the sixty-day finding period. At that time, the Program Representative will review with the family the efforts it has made to find a suitable dwelling unit and the problems it has encountered.

If the family's failure to find a suitable unit is not due to the lack of diligence on the family's part, a 30 day extension may be provided. One additional 30 day extension may be provided subsequently, if additional diligent effort is demonstrated. Additional assistance will be provided, upon request, in individual counseling sessions with emphasis on overcoming the problems, which have been encountered. Extensions of Certificates/Vouchers will be granted only upon the family's request for an extension prior to expiration of the Certificate/Voucher, and upon documentation, satisfactory to the LHA, that the family has made diligent effort.

- d. General assistance to families during the period between issuance of the certificate and the execution of the lease and contract would include maintaining listings of available rentals provided by the landlords, and availability of Program Representatives for personal or telephone conferences to clarify any questions that may have developed since issuance of the certificate. Where possible and effective, additional assistance will be provided to large families and minorities.

Families will be asked to notify their Program Representative immediately if they encounter discrimination. The family will be advised how to file a discrimination complaint with the appropriate agency.

- e. The LHA may allow suspension of the expiration date of a Certificate/Voucher for a period not exceeding thirty (30) days under certain limited circumstances as determined by the LHA, in cases where, through no fault of the family, the Request for Lease Approval was not approved by an LHA in a timely manner or due to the landlord's failure to comply with Housing Quality Standards. In order for suspension to be allowed, the family must notify the initial LHA prior to expiration of the Certificate/Voucher, and must provide satisfactory documentation of the reasons for the delay. Said suspension shall not exceed the number of days between the date of submission of the Request for Lease Approval and the date on when the Certificate would be expired, including any extensions which would have been allowed but, in any event, said suspension shall be for not more than thirty (30) days after the maximum one hundred twenty (120) days allowed for the retention of a Certificate/Voucher.

Briefing Packet Material

The materials required pursuant to 24 CFR 982.301 will be included in the briefing packet, together with any other materials which the LHA deems necessary, appropriate, or helpful.

4. HOUSING QUALITY STANDARDS AND INSPECTION

- a. The LHA will utilize the acceptability criteria as contained in the Program Regulations and is using a HUD approved modified version of the HUD 52580 Inspection Form.
- b. In addition to the Housing Quality Standards, applicable state and local codes will also be observed and utilized.
- c. All Request for Lease Approval Forms will be submitted to the Program Administrator or Supervisor, who will accordingly schedule the inspection of the unit. All inspections and findings shall be followed by a repair report and determination on rent.

The Housing Inspector has been trained by the Authority to perform the necessary inspections utilizing the HUD Housing Quality Standards. In addition, the local Board of Health will provide technical assistance as needed to determine the acceptability of any units under Chapter II of the State Sanitary Code.

After completing the inspection, a copy of the Inspection Report will be sent to the property owner and one (1) copy will be retained in the participant's file. This form shall serve to indicate repairs which must be completed prior to the execution of a Contract and Lease.

Inspections shall be repeated immediately after the required date to ensure compliance, and recorded on the HUD 52580 or HUD approved modified version.

The LHA shall make the final determination of compliance with the HUD Housing Quality Standards and state and local codes. In any disagreement relating solely to LHA interpretation of state and local codes, the LHA may elect to request an opinion from the local Board of Health as to proper interpretation of state and local codes, although any final decision shall be made by the LHA.

Lead Based Paint

The LHA will adhere to HUD's Housing Quality Standards, and the requirements of the Mass. General Laws relative to lead based paint.

5. LEASE AND FAMILY OBLIGATIONS

Lease Approval and Housing Assistance Payments Contract Execution

If the LHA determines that all applicable program requirements have been met with respect to the "Request for Lease Approval", the LHA will notify the owner and the applicant, compute the share of the Contract Rent payable by the family, complete the HAP Contract, prepare the Lease Agreement (if landlord is using the LHA supplied lease) and the Addendum to the Lease, if applicable (that is, if owner is supplying his or her own lease).

If the LHA determines that the lease cannot be approved for any reason, including the condition of the unit, the LHA notifies the owner and/or family (1) of the reasons that the lease or proposed dwelling unit were disapproved and (2) that if the conditions requiring disapproval are corrected by the owner, another Request for Lease Approval may be submitted by the owner and family on or before a specified date, determined reasonable by the LHA. The family's Certificate shall be kept active pending completion of repairs as long as this is a reasonable time frame. The LHA may approve the subsequent Request for Lease Approval if the conditions have been corrected satisfactorily within said reasonable time. Approval of the Lease Agreement is also based on Rent Reasonableness determination by the LHA.

The LHA shall, in its sole discretion, determine what period constitutes a reasonable time, and may elect to consider, and weigh appropriately, such factors as the nature, extent, cost, and difficulty of the work required, the weather and seasonal conditions, the availability of materials, the diligence and initiative of the family and the owner, the amenities or special considerations of the unit, and such other factors as the LHA deems necessary, reasonable, or appropriate.

The LHA shall comply with 24 CFR 982.305 and 24 CFR 982.306 in granting approval to lease a unit and in determining disapproval of an owner. In addition to said regulations, the LHA may, in its sole discretion and based on its determination of all the facts and the circumstances, deny approval to lease a unit from the owner if:

- a. The owner has violated obligations under a housing assistance payments contract under Section 8 of the 1937 Act (42 U.S.C. 1437f);
- b. The owner has committed fraud, bribery or any other corrupt or criminal act in connection with any federal housing program;
- c. The owner has engaged in drug trafficking;
- d. The owner has a history or practice of non-compliance with the HQS for units leased under the tenant-based programs, or with applicable housing standards for units leased with project-based Section 8 assistance or leased under any other federal housing program;
- e. The owner has a history or practice of renting units that fail to meet State or local housing codes; or
- f. The owner has not paid State or local real estate taxes, fines or assessments.

For purposes of this section, “owner” includes a principal or other interested party, regardless of the form of ownership, and shall include, but not be limited to, sole ownerships, partnerships, limited partnerships, corporations, trusts, fee simples, joint-tenancies, tenancies in common, or managing agents who have control over the operation of the property.

In the event that the Owner wishes to utilize his own form of lease, the LHA will review said lease and determine whether said lease complies with all Section 8 program requirements. If said lease does not comply, then the LHA will disapprove said lease unless it is determined by the LHA that said lease does not contain any prohibited lease provisions and that all required lease provisions mandated under the program may be properly and adequately incorporated in said lease through the use of the LHA’s standard lease addendum. The LHA may also decline to approve any lease that the LHA determines does not comply with any state or local law or ordinance.

The LHA will provide, in each family’s briefing packet, a statement of the LHA policy on providing information to owners. The LHA policy requires that the LHA will give the same types of information to all families and all owners. The LHA will provide the owner with the following information upon the owner’s request:

- a. The family’s current address (as shown in LHA records);
- b. The name and address (if known to the LHA) of the landlord at the family’s current and prior address;

Evictions

If at any time during the tenancy, the landlord has a reason to want to evict the tenant, he may do so, in accordance with the provisions of the Contract and the Lease as well as all applicable local and State law, and program regulations.

Security Deposit

The Owner may collect a security deposit from the tenant, according to, and in compliance with, the Massachusetts General Laws. (Refer to Mass. General Laws Chapter 186, and related chapters and sections.)

The Owner may not collect a security deposit in excess of the amount allowed under Massachusetts law, or in excess of private market practice, or in an amount which exceeds the security deposit charged by the Owner to unassisted tenants.

If the security deposit is not sufficient to cover amounts the tenant owes under the lease, the owner may seek to collect the balance from the family.

Owner Refunds to the Family

If a family vacates its unit, the owner, subject to State and Local law, may use the Security Deposit as reimbursement for any unpaid family contribution or other amounts owed under the lease. If no such amounts are owed, or if the amounts owed are less than the amount of the Security Deposit, the owner must refund the full amount, or the unused balance to the family, including any interest required to be paid on such deposits by state and local law. The owner must also comply with state law regarding deductions, interest, itemizations, refunds, and notifications which relate to the family's security deposit.

Grounds for Denial or Termination of Assistance

The grounds for denial of assistance to an applicant, or for denial or termination of assistance to a participant, because of action or inaction by the applicant or participant are as follows:

- a. The LHA may deny any applicant admission to participation in the program, may deny issuance of another Certificate to a participant who wants to move to another dwelling unit and may decline to enter into a Contract, or to approve a Lease, where requested by a participant, in the following cases:
 1. If the applicant or participant currently owes rent or other amounts to the LHA or to another LHA in connection with the Section 8 Program or any other housing program.
 2. If the applicant (or a previous participant in the Section 8 program or other housing program), or participant has not reimbursed the LHA or another LHA for any amounts paid to an Owner under a Contract

for rent or other amounts owed by the Family under the Lease (see CFR 882.112) (d)), or for a vacated unit (see CFR 882.105 (b)).

3. If the applicant or participant has committed any fraud in connection with any housing assistance program.
4. If the applicant or participant has violated any Family Obligation under the Section 8 Program or any other housing program.
 5. If the applicant or participant has breached an agreement with an LHA.
 6. If the applicant or participant has made misrepresentations on an application or recertification including, but not limited to, misrepresentation of income or household members.
 7. Failure to allow inspection of the dwelling unit as may be required by 24 CFR 982.551 or other HUD Regulations.
 8. Destruction or damage to the dwelling unit or creating and maintaining a significant health and safety hazard in or about the unit.
 9. Violation of, or failure to comply with, any family obligation under the Section 8 program or any other public housing program.
 10. Violation or failure to comply with any of the other grounds for termination or denial as set forth in 24 CFR 982.552 or 982.553.
 11. Violation of family obligations or destruction of a previously occupied unit under another housing program.
 12. Drug-related or violent criminal activity by any family member. The Malden Housing Authority is looking for a three-year drug free time frame from the time of the last conviction to the time of application. The Malden Housing Authority feels that this is a reasonable time frame for an applicant to show a positive change in behavior patterns.
 13. Eviction from a public housing program by any family member.
 14. Termination from a Certificate program by any family member.
 15. Actual or threatened abusive or violent behavior toward housing authority personnel.

16. Failure of or refusal to sign and submit consent forms for obtaining information in accordance with 24 CFR part 760, and 24 CFR part 813, as well as evidence of citizenship or eligible immigration status pursuant to 24 CFR 812, and any other information (including but not limited to social security numbers) which the LHA is authorized to, or not prohibited from, requesting or obtaining.

17. Failure to report immediately to the LHA any changes in income, family composition, or status, as may be required by 24 CFR 982-551 or other HUD regulation.

The LHA shall at its sole discretion, determine which circumstances to consider, and the weight given to each circumstance, in deciding whether to deny or terminate assistance. Such circumstances may include, but are not limited to, the seriousness of the case, the extent of participation or culpability of individual family members, the effects of denial or termination of assistance on other family members who were not involved in the action or failure, the effect on the program, the prospect of continuing violations, difficulty of preventing or discovering continued violations, past record of violations of a similar nature, and any other previous program violations, lease violations, or complaints.

The LHA may, at its sole discretion, allow a family, that owes any money to the LHA, to repay said amounts in full and to continue receiving assistance under the program. The LHA may take into account any circumstance or factor relating to the total amount owed, the length of time owed, the degree, extent or severity of the circumstance which gave rise to the amount owed, the family's cooperation in reporting or assisting the LHA in discovering the amount owed, the number of times the family has owed any amount to an LHA, and the family's willingness to cooperate in the future. If the LHA elects to allow said repayment, the LHA may, at any time, deny or terminate assistance for failure to make said payment or for breach of any such agreement which is a condition for continued assistance under the program.

Procedures for Informal Hearings for Participants

Refer to Exhibit A attached hereto and made a part hereof for the full text of the Hearing Procedure adopted by the Housing Authority, pursuant to HUD regulatory requirements. See also CFR 982.555.

6. EQUAL OPPORTUNITY HOUSING

The LHA will abide by Equal Opportunity Housing requirements in the administration of the Section 8 program.

Advertising and outreach will be provided as outlined in previous sections of this Administrative Plan. Special outreach will be made to groups less likely to apply such as those expected to reside by sending notices of waiting list openings to major employers within the community.

Action will also be taken to encourage participation by owners of units outside of areas of low-income or minority concentration by sending informational brochures to various local real estate agencies and social service agencies as well as the local council of churches and Chamber of Commerce.

A briefing session will be scheduled for property owners explaining the program and equal opportunity requirements. Informational handouts and equal opportunity brochures will be made

Available.

The LHA will apprise participant families of applicable Federal, State, and local laws relative to Fair Housing, and the Form HUD 903 will be provided and explained to all Certificate/Voucher Holders in the briefing packet.

The LHA will make available for reference or handout lists indicating general neighborhood locations and descriptions, community organizations, churches, and shopping areas.

The LHA is accustomed to, and will continue, counseling individual families desiring to move. Although the listings of available apartments are generally very limited, the Authority will attempt to maintain and expand such listings whenever possible. Certificate holders will also be given the names of owners or Brokers who have apartments available.

Racial and family characteristic data, as required by HUD regulations, will be maintained for all applicants and participants.

All Certificate holders will be briefed relative to the Program. The briefing will consist of information relative to Family and Owner responsibilities under the lease and contract, how to find a unit, how to approach and work with Owners, requirements of State Sanitary Code and HUD Housing Quality Standards, applicable Federal, State, and local laws and regulations, Federal and State Fair Housing laws, and other information relative to program requirements and methods and procedures which will facilitate participation in the Program.

A portion of the briefing also covers actions and procedures to be taken and assistance available to families who believe they have encountered discrimination during their housing search. Families will be advised of their rights, given assistance in this regard and referred to appropriate agencies for further action.

Any applicant or participant who believes that they are the victim of illegal discrimination, or that discrimination has prevented the family from leasing a suitable unit will be scheduled for a private meeting or conference with LHA staff to discuss the problem and strategy for appropriate action. Where necessary or appropriate, the applicant/participant will be directed to contact HUD or MCAD and will be assisted by the LHA in making this contact. The LHA may also explain to the applicant/participant their rights under federal and state law and provide the applicant/participant with a housing discrimination complaint form, such as form HUD 903 and/or 903A or the appropriate replacement form.

The LHA will make reasonable accommodations, as required by law, for handicapped/disabled persons to promote the objective of providing equal access to, and opportunity for participation in, the Section 8 Certificate programs for handicapped/disabled persons.

The Authority will issue and administer Section 8 Certificates in accordance with the rules and regulations promulgated by HUD.

The selection of families, issuance of Section 8 certificates, briefing of families, rent payments, approval of units, execution of HAP Contracts, re-examination of family income and composition, denial and termination of assistance, and all other administrative procedures required by HUD will be adhered to in the implementation and on-going administration of the Program.

7. RENT REASONABLENESS

In determining a reasonable rent to owner the Malden Housing Authority will consider the following factors:

1. HUD published Fair Market Rents.
2. Rents received by owners for unassisted units in the same locale.
3. Utilities to be included.
4. The size of the unit.
5. Amenities to be included (air conditioner, dishwasher, disposal, microwave).
6. The general condition of the apartment, for example, new construction, total rehab, semi-modern kitchen/bath, older unit with no major renovations.

ATTACHMENT C

MALDEN HOUSING AUTHORITY

Revised 03/14/00

PERSONNEL POLICY

1. BASIC PRINCIPLES

- a. Merit System. The employment of personnel and all action affecting employees shall be based solely on merit, ability, and equality.
- b. Nondiscrimination. There shall be no discrimination against employees or applicants for employment based on race, creed, color, age, marital status, national origin, sex, or any political or union affiliation.
- c. Politics. All members, officers, and employees of the local agency whose employment as such constitutes their principal employment are subject to the provisions of Section 12 (a) of the Hatch Act. If any individual who is also engaged in some other employment or occupation is doubtful as to his/her status under the Hatch Act, he/she may present the matter in writing to the United States Civil Service Commission for a ruling.
- d. Nepotism. The employment of more than one member of the same immediate family shall be avoided insofar as possible.

2. ORGANIZATION

- a. Organization Plan. All positions shall be established in accordance with the organization.
- b. Delegation of Authority. Every employee shall be given the authority necessary to perform his/her assigned duties.

3. COMPENSATION

a. Determination of Rates.

- (1) For technical staff and maintenance personnel, appropriate compensation rates shall be paid on the basis of prevailing rates in the locality, pursuant to the HUD Annual Contribution Contract and the DHCD Contract for Financial Assistance.
- (2) For administrative and clerical staff, appropriate compensation shall be determined on the basis of pertinent local public practice. Public practice, as referred to here, shall consist primarily of the related regulations of the municipal or county government and of such local public bodies as public schools, public hospitals, or other institutions supported by public funds. Compensation rates shall be in accordance with comparability substantiated as per HUD requirements.

a. Probationary Period.

- (1) Probationary employment shall last for a period of six (6) months, as which a review of the employee's job performance shall be conducted by the Executive Director. If the review is unsatisfactory the Executive Director may extend the probation or terminate the employment of the individual. Initial appointments shall generally be made at a reduced amount in each job classification. This amount shall be determined by the Executive Director.

4. AUTHORITY TO EFFECT PERSONNEL ACTIONS

Authority to appoint, promote, transfer, demote, suspend, and separate personnel shall be vested in the Executive Director and such other officials as are formally designated to act for him/her. Personnel actions relating to

the key employees as determined by the Board shall be reserved for Board action on the recommendation of the Executive Director.

5. SELECTION OF APPLICANTS

Persons desiring employment shall file written application setting forth their qualifications, experience, references, and other information as may be required.

6. CHANGES IN STATUS OF EMPLOYMENT

- a. Promotions. Vacated or newly established positions shall be filled to the fullest extent possible consistent with efficient operations and qualifications by the promotion of qualified employees.
- b. Demotions. An employee shall be subject to demotion under the following conditions:
 - (1) If he/she has been found unqualified for his/her present position but may be expected to give satisfactory service in a lower paying position.
 - (2) If his/her position has been either abolished or reallocated to a lower paying class. It shall be clearly indicated on all papers that the transaction in no way reflects on the employee's performance of ability.
- a. Transfers.
 - (1) Employees shall be transferred within the organization as far as practicable to positions where their highest skills will be utilized.
 - (2) When transfers of personnel are necessitated by organizational changes, an effort shall be made to place the affected employees in positions which will permit them to retain their salaries.

(3) In making transfers within the organization, consideration shall be given to the desires of the employees involved.

b. Suspensions. An employee may be suspended from duty without pay for a period not to exceed fifteen working days:

(1) For disciplinary reasons, or

2 (2) Pending investigation of charges where the presence of
3 the employee at work constitutes a hazard either to the
4 local agency or to himself/herself. If the investigation
5 does not bear out the charges and the employee is
6 retained, he/she shall be paid for the period of the
7 suspension, or

(3) Violation of State or Federal Law, or

(4) Violation of the Personnel Policy of the Malden
Housing
Authority.

7. SEPARATIONS

a. Resignations. An employee who desires to terminate his/her employment shall submit a written resignation at least two weeks in advance, setting forth his/her reason for resigning.

b. Dismissals. An employee who provides unsatisfactory service or who is guilty of substantial violation of regulation rules, federal or state law or the Personnel Policy shall be subject to dismissal without notice. In such cases the employee, if he/she desires, shall be given a hearing before the Executive Director, and, if necessary to appeal the case, before the Board of Commissioners.

c. Reduction in Force. If it is necessary to reduce personnel, the selection of employees to be retained shall be based on their work performance and the necessity of the job function. Length of service shall be given consideration.

- 8 d. Leave Payments. No terminal leave or severance payments
9 shall be made except for authorized unused annual leave
balances.

8. WORKING HOURS

- a. Regular Work Week. The regular work week shall consist of 40 hours for maintenance personnel and 35 hours for staff personnel. From Monday through Friday, the work day for staff personnel shall begin at 8:30 A.M. and end at 4:00 P.M.; for maintenance personnel, the work day shall be as necessary to provide adequate coverage of maintenance operations – a schedule of work hours shall be prominently posted.
- b. Overtime Policy. Overtime work shall be avoided whenever possible, but may be required by the Executive Director in the interest of efficient operation. In a case involving an Administrative employee, the employee shall be granted compensatory time off, which shall be taken within sixty (60) days from the date earned. Compensatory time off shall be earned at the rate of one and one half (1 ½) times the norm.
- c. Maintenance employees who respond to overtime calls shall first determine whether or not there is an urgent need for work action. If it is so determined that an emergency situation exists, the employee shall respond in the following manner:
- ❑ Punch in. Prepare a work order listing the time, the problems, and the materials used, making sure that the tenant signs the work order. Punch out.
 - ❑ Maintenance employees shall be guaranteed a minimum of one (1) hour of overtime work. Thereafter, time shall be based on quarterly hour increments.
 - ❑ Maintenance employees shall be paid at the rate of one and one half (1½) hours the normal rate of pay for overtime work.
 - ❑ Overtime work orders are to be forwarded to the central office with the weekly time cards, which are to be signed by the foreman.
 - ❑ The principal executive staff shall not be compensated for overtime work.

9. ABSENCE FROM WORK

The following regulations, consistent with pertinent local public practice, are established:

- a. The following holidays with pay shall be observed:

NEW YEAR'S DAY	LABOR DAY
MARTIN LUTHER KING'S BIRTHDAY	COLUMBUS DAY
PRESIDENT'S DAY	VETERAN'S DAY
PATRIOT'S DAY	THANKSGIVING DAY
MEMORIAL DAY	CHRISTMAS DAY
INDEPENDENCE DAY	

- b. Vacation Benefits: Effective January 1, 1994

- (1) All non-contractual employees shall be credited with vacation without loss of pay based on continued active service as follows:

- A. After the first six (6) months of continuous service with the Malden Housing Authority, employees shall be allowed a vacation of two (2) work weeks, to be credited in the first day of the seventh month of service.
- B. For each year up to five (5) years of credited service, completed as of January 1, said employees shall be allowed a vacation of two (2) work weeks, to be credited on January 1 of each year after six (6) months of service.
- C. For each year more than five (5) years but less than ten (10) years of credited service, completed as of January 1, said employees shall be allowed a vacation of three (3) work weeks, to be credited on January 1 of each year after five (5) years of

service.

D. For each year more than ten (10) years but less than twenty (20) years of credited service, completed as of January 1, said employees shall be allowed a vacation of four (4) work weeks, to be credited January 1 of each year after ten (10) years of service.

E. For each year more than twenty (20) years of credited service, completed as of January 1, said employees shall be allowed a vacation of five (5) work weeks, to be credited on January 1 of each year after twenty (20) years of service.

(2) Annual leave not taken by employees may not be accumulated beyond the current calendar year except by approval of the Executive Director and the Board of Commissioners.

(3) An employee who is permanently separated shall be paid in a lump sum for any accumulated annual leave at his/her current rate of pay, except where his/her dismissal is due to malfeasance. Separation shall include entering military service under the conditions set forth in paragraph 9 (g) below.

(4) In no event shall an employee be paid for annual leave not taken, except as provided in paragraph 9 (b3) above.

(5) The Executive Director may grant advance vacation leave at his/her discretion and with approval of the Board.

c. Sick Leave.

(1) Employees may be paid for leave taken because of illness

or accident. Sick leave shall be accumulated at the rate of one and one-quarter (1¼) days per month of service.

- (2) Sick leave may be accumulated not to exceed one hundred and fifty (150) days.
- (3) Accumulated sick buy-back: Upon their retirement, any full-time employee covered by this policy shall have the opportunity to sell back to the Malden Housing Authority any unused sick leave at the rate of \$25.00 a days up to a maximum of one hundred and fifty (150) days. Upon the death of an employee, payment of this benefit shall be made to his/her designated beneficiary.
- (4) Advances of unearned sick leave may be granted at the discretion of the local agency not to exceed fifteen (15) days in any one calendar year.
- (5) Employees who are absent from work because of sickness for three (3) or more consecutive work days must submit a physician's certificate to the Malden Housing Authority attesting to compensable sick leave and readiness to return to work.
- (6) The Executive Director shall annually prepare a report of all sick time used by Malden Housing Authority employees the previous calendar year and submit the report to the MHA Board of Commissioners for review.

After review by the MHA Board of Commissioners, any MHA employee having been deemed to abuse the MHA sick leave policy shall be put on notice for a six-month to one-year period which will require that employee to provide the Executive Director with a doctor's letter for each and every absence from that day forward regardless of the duration of the sick leave. This letter must be submitted to the Executive Director within seventy-two (72) hours after the employee returns to work. If the doctor's letter is not forthcoming within the seventy-two hour time period, the

employee shall not be paid for that absence. Abuse shall be defined as using more sick days than the average unaccounted taken by the MHA work force, and having no medical documentation to support the sick days.

d. Family and Medical Leave Act of 1993. The Malden Housing Authority (MHA) in accordance with the Family and Medical Leave Act of 1993 (FMLA) will provide “eligible” employees with up to twelve (12) weeks of unpaid, job-protected leave for certain family and medical reasons. Employees are eligible if they have worked for the MHA for at least one year, and for 1,250 hours over the previous twelve (12) months. Unpaid leave will be granted for any of the following reasons:

- to care for the employee’s child after birth, or placement for adoption or foster care;
- to care for the employee’s spouse, son or daughter, or parent, who has a serious health condition; or
- for a serious health condition that makes the employee unable to perform the employee’s job.

The employee may be required to provide advance leave notice and medical certification. Taking of leave may be denied if requirements are not met. The employee ordinarily must provide thirty (30) days’ advance notice when the leave is “foreseeable”. The MHA may require medical certification to support a request for leave because of a serious health condition, and may require second or third opinions (at the employer’s expense) and a fitness for duty report to return to work.

For the duration of the FMLA leave, the MHA will maintain the employee’s health coverage in accordance with its policy. However, the FMLA doesn’t require an employer to provide health insurance benefits. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. The use of the FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee’s leave. The FMLA doesn’t require MHA to allow employees to accrue seniority.

Temporary conditions, such as pregnancy, are not considered disabilities under Section 504 of the Americans with Disabilities Act, and thus not grounds for reasonable accommodation. However, pregnancy and other conditions are considered serious health conditions under the FMLA and thus an employee with such a condition would be entitled to unpaid leave (although, again, not as a reasonable accommodation).

In certain situations, Section 504 of the ADA may require MHA to provide extended leave for a disabling condition. If MHA has allowed an employee to take twelve (12) weeks of unpaid leave under the FMLA

it may be required to extend that leave, as a reasonable accommodation, if the employee is disabled. As with other types of accommodations, the MHA would not have to provide additional leave if it would impose an undue hardship on the business operation. Such a determination must be made on a case-by-case basis. While this is followed in most cases, management will take alternative steps when deemed necessary.

10 e. Leave without pay. Leave without pay may, where necessary be
11 granted, not to exceed two months in any one calendar year, subject to Board approval.

f. Absence without authorization.

(1) Absence without proper authorization or approval may be considered sufficient cause for suspension or dismissal of the employee at the discretion of the Executive Director.

(2) If an employee is absent without proper authorization, a deduction shall be made from his/her pay for the period of absence.

g. Military leave of absence with pay, in accordance with the number of calendar days each calendar year permitted by existing State and Federal law, will be granted to permanent employees who are reservists of the Armed Forces or members of the National Guard engaged in active duty, training, or military aid to enforce the law.

h. Court Leave.

(1) Summons. A summons or subpoena must be legally served for an appearance as a witness or for jury duty. All employees when actually summoned, shall immediately inform the Executive Director.

(2) Reimbursement. The pay of any employee who has received a subpoena for jury duty or as a witness will continue at the regular rate. All reimbursement received shall be turned over to the local agency to be credited against regular salary.

at Payment by the Court to the employee for travel expense the prevailing rate may be retained by the employee.

i. Bereavement. In the event of death in the immediate family of an employee, he/she will be granted leave with pay in the amount of three (3) working days, and such leave shall not be charged to sick leave or vacation leave. The immediate family shall consist of father, mother, sister, brother, husband, wife, son, daughter, step-children, mother-in-law or father-in-law.

In the event of death of an employee's grandparents, brother-in-law,

sister-in-law, cousin, niece, aunt, uncle or nephew, he/she will be granted leave with pay in the amount of one (1) working day and such leave shall not be charged to sick leave or vacation leave.

10. HEALTH AND SAFETY

- a. Employees shall be provided safe, sanitary and healthful working conditions.
- b. Employees shall be covered by Workers' Compensation Insurance.
- c. If an employee is receiving benefits through Workers' Compensation, he/she will be allowed to accumulate sick and vacation time during a period of one year from date of disability. Vacation time will not be advanced from one year to another year. Sick and vacation time may be used to supplement an employee's wages or to supplement his/her voluntary deduction when the employee is out on workers' compensation related injury.
- d. An employee who leaves his/her position to enter military service in time of war or any period of national emergency as declared by the President in connection with national defense or by reason of being drafted, shall be carried on the rolls in a military leave status. Upon his/her honorable discharge from military service, he/she shall be entitled to be restored to his/her same position or to a position equally acceptable to him/her for which he/she is qualified, provided he/she applies for reemployment within ninety (90) days after his/her discharge or before the expiration of any statutory right to reemployment, if later.

11. EMPLOYEE RELATIONS

Employees shall have the right to designate a representative of their own choosing. Employees shall be free to join, or refrain from joining employee unions. In so doing, employees shall be ensured freedom from restraint, interference, discrimination or reprisal.

12. TRAINING

- a. In-service training shall be provided to aid employees in gaining efficiency in their work.
- b. Employee training shall be a function of every supervisor.
- 12 c. Training approved by the Board may be at Authority expense including travel and tuition.

13. GRIEVANCES

- a. Right of Employees. Employees shall have the right to present grievances individually, as a group, or through their designated

representatives. In so doing, employees shall be assured of freedom from restraint, interference, discrimination and reprisal. Such grievances shall be presented only through the established lines of authority.

- b. Supervisory Responsibility. Supervisors at all levels shall receive and act promptly on employees' complaints.
- c. Appearance before Executive Director. Any employee shall have the right to appear before and present his/her grievance to the Executive Director as a final appeal.

14. PERFORMANCE RATINGS

- a. Employees shall receive annual performance ratings.
- b. Performance ratings shall be noted in employee service records and shall be considered in effecting personnel actions.

15. SERVICE RECORDS

A service record shall be maintained for every employee and shall contain complete information pertinent to his/her employment, including dates of employment and pay changes, training received, diplomas and/or certificates of satisfactory completion of training beneficial to the Authority.

16. TRAVEL

- a. Employees or Commissioners of the local agency may travel in official capacity upon authorization by the Board. Each trip to a destination outside of the jurisdiction of the local agency (except to the Regional or Area Office and to nearby communities to carry out normal operating functions) shall specifically have prior authorization by resolution of the Board approving the trip as essential to the conduct of its programs. Local agency attendance at conferences, conventions and meetings shall be limited to the number of persons necessary to cover the meeting adequately.
- b. Transportation costs for employees or Commissioners authorized to travel on official business of the local agency shall be paid by the local agency. Airline (tourist or coach) or first class rail and pullman accommodations (lower berth, roomette, or parlor car seat), if advantageous, shall be standard means of transportation. Costs of taxi fares, telephone calls, telegrams, secretarial services and similar items necessarily incidental to the performance of official business, shall be considered reimbursable items.
- c. In addition to reimbursable costs as outlined above, actual expenses shall be paid for employees of the local agency. Commissioners of the local agency and consultants will receive no compensation.
- d. Reimbursement for use of a privately owned automobile for authorized

out-of-town travel shall be limited to the cost of common carrier service permitted herein. Where it has been determined and recorded in a Board resolution that travel by private car is more advantageous to the local agency than travel by common carrier, reimbursement shall be made in an amount not to exceed current IRS mileage allowance. This determination is not required in connection with reimbursement for trips to nearby communities to carry out normal operating functions. Whenever automobile travel is involved, signed records of car expenditures and mileage, or of mileage only in the case of a privately owned automobile, shall be submitted and approved before payment. If two or more persons travel in the same automobile, only one of these persons shall be reimbursed for mileage or for car expenditures. Flat rate travel allowances as approved by the Board are subject to budgetary restraints and submission once every six months in detailed voucher form for a period of one month as per HUD requirements 7401.1.

17. RETIREMENT

All permanent employees are required to participate in the City of Malden retirement plan.

18. BONUSES AND PRESENTS

Project costs shall not include the cost of any bonus payments, Christmas presents, or other presents in cash or any other form.

19. ENTERTAINMENT EXPENSES

Project costs shall not include expenses incurred for the provisions of entertainment and incidental food and beverages.

20. ADMINISTRATION

The Executive Director shall have the primary responsibility of enforcement of the provisions and purposes of this personnel policy.

21. COMPENSATION PLAN

The compensation plan for all employees shall be determined by the Board and shall be contained in the Annual State and Federal Budget Submissions.

22. ADMENDMENT

Amendment of the above provisions shall be by resolution of the Board of Commissioners.

23. SEXUAL HARASSMENT POLICY

- a. It is the policy of the Malden Housing Authority to provide a work environment that is free of verbal and/or physical conduct of a sexual nature that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.
- b. In furtherance of this policy, the Malden Housing Authority prohibits the following conduct:
 - (1) Conduct which makes the submission to sexual advances, requests for sexual favors or other sexual activity, a term or condition of present or future employment, promotion, job assignment or wage or benefit earning;
 - (2) Conduct which communicates sexually offensive remarks, materials, or actions which create an intimidating, hostile or offensive work environment.
- c. This policy shall apply to any and all agents, employees (supervisory or non-supervisory), commissioners, and independent contractors (herein after collectively referred to as "employees") regardless of rank, position, station or gender.
- d. Complaints of harassment shall be reported to an immediate supervisor and, in all cases, to the Executive Director. In the case of a complaint involving the Executive Director, the complaint shall be reported to the Chairperson of the Board. All complaints shall be considered confidential and shall be reviewed in a reasonable and timely fashion. All employees are required to cooperate in such investigation. Any party to the complaint may independently retain the services of legal counsel. No retaliatory action shall be taken by any person against the complainant. The matter may be referred to an independent investigator for verification.
- e. All germane parties shall be given notice of the complaint. The findings of any investigation shall be reduced to writing and shall be conveyed to both the complainant and the alleged offending party and made part of the parties' personnel file. Both parties shall be advised of other actions which may be taken.
- f. Employees found to have committed an act of harassment shall be subject to appropriate remedial and/or disciplinary action up to and including termination.
- g. The Executive Director shall notify the Board of Commissioners of

the results of any investigation along with recommended actions, if any.

SECTION 2

MISCELLANEOUS ADMINISTRATIVE PRACTICES AND PROVISIONS

MALDEN HOUSING AUTHORITY

1. MEMBERSHIP IN ORGANIZATIONS

- a. Expenditures for agency membership dues and fees in organizations will be considered eligible project costs if:
 - (1) The organization furnishes technical or professional information, training, workshops, or other services beneficial to federally or state sponsored public housing and urban renewal activities.
 - (2) The membership is specifically authorized by official action of the local agency's board or an authorized official of the local agency.
- b. HUD approval is required for inclusion in project costs of agency membership dues and fees. For an organization which has not already been found to qualify under the criteria stated above, it will be necessary for the local agency to submit a justification for inclusion of the dues and fees in project costs on the basis of these criteria.
- c. Project costs shall not include the costs of individual membership of officials and employees in any organization, nor shall project costs include expenditures for membership in any organization whose activities substantially include or involve the promotion of legislation.

2. MEETINGS, CONVENTIONS, CONFERENCES, SEMINARS, TRAINING

Attendance at conferences, conventions, meetings, seminars, institutes, or workshops shall be limited to the number of persons necessary to cover the meeting adequately as authorized in advance by Board action. When more than one traveler is authorized to attend such meetings, the local agency records shall be documented with justification to support the approval of multiple coverage.

- a. Per Diem and Travel Costs. The policies and expense limitations outlined herein shall apply to all out-of-town travel costs.

- b. Expenses in connection with authorized out-of-town travel for attendance of local agency officials and employees at conferences, conventions, and committee meetings of organizations which have a broad interest in low-rent housing and/or urban renewal activities at a national, regional or local level are allowable costs. Also allowable are costs incurred for out-of-town travel for attendance at training conferences, seminars, institutes, or workshop meetings. However, attendance at these latter meetings must afford the conferees an opportunity to discuss the means of improving techniques and the current developments in their respective fields of skill or to exchange new ideas for improving operational efficiency.
- c. Out-of-town travel costs and per diem allowances for attendance of representatives of the governing body of the locality at urban renewal or low-rent housing workshop meetings or seminars are allowable costs when authorized by official Board action, provided the meeting agenda is related to problems which require joint local agency and municipal or state solutions and attendance is limited to the minimum number of representatives necessary to cover the meeting adequately for the local government. Meetings and seminars which are devoted solely to broad and general interest range in housing and renewal activities are excluded from this provision.
- d. Out- of- town travel cost and per diem allowances for attendance at training conferences, seminars or meetings, the purpose of which is to provide the conferees with elementary knowledge in their respective fields are not allowable.
- e. Per Diem allowances shall be limited to a maximum of fifty dollars per day for meals. In order to be reimbursed for per diem expenses, an expense voucher must be filed and supporting receipts must be attached to the expense voucher.

3. REGISTRATION FEES AND MEALS

Project costs may include registration fees for representatives of the local agency at meetings, conventions and seminars in accordance with the policies set forth above. The amount of such registration fee must not exceed the fee covering attendance at a particular meeting, convention, seminar, or conference and shall not be in lieu of periodic membership dues and fees. Charges to project costs must be supported by copies of the official agenda and a paid receipt for the registration fee. Project costs shall not include that portion of the registration fee covering meals for personnel who receive per diem in lieu of subsistence.

4. EXPENSES FOR MEETINGS - FOOD COSTS

Charges to project costs of expenses for holding regular or special local

agency business meetings shall be limited to the rental of meeting rooms

where adequate free space is not available, and to transportation costs of those persons whose attendance is necessary. In addition, project costs may include food costs when local public practice permits payment for food at such meetings, provided:

- a. Minutes of the meeting are recorded.
- b. Food costs are reasonable and are incurred in conformity with an officially adopted policy of the local agency for the convening of meetings at which food is to be served.
- c. Food costs do not exceed for each person the price of meals regularly served by local establishments for periodic group meetings.
- d. Each voucher for food served at such meetings is specifically approved by the local agency governing body, or, if the local agency is a municipality, by the chief executive office of the organizational unit administering the program activities. The cost of meals for guests of the local agency operations is not allowable as a project cost.

5. PUBLICATIONS

Project costs may include subscriptions to and purchase of newspapers, periodicals, and other publications which have specific information of value to the local agency in the operation of its program. Subscriptions and purchase of such material shall be limited to the reasonable need of local agency officials and employees.

6. BONUSES, PRESENTS, ENTERTAINMENT EXPENSES

Project costs shall not include the cost of any bonuses or presents in any form, or expenses incurred for the provision of entertainment, meals or incidental food and beverages (except as authorized above), regardless of local public practice.

ATTACHMENT D
Malden Housing Authority
Procurement Policy

- I Purchases and contracts for equipment, materials, supplies, or services, except for personal services, should be made in the following manner:
- A. The Executive Director or designated representative of the Authority may make purchases and contracts of less than \$500 in amount. The Executive Director should solicit at least three price quotations over the telephone to ensure that the price obtained is advantageous to the Local Authority.
 - B. For purchases and contracts from \$500 to \$5000 the Executive Director or designated representative of the Authority must solicit bids orally, by telephone, or in writing from at least three suppliers, if that many be available in the locality. The Executive Director must keep on file a tabulation of solicitations made and quotations received.
 - C. For purchases and contracts in excess of \$5,000, the Executive Director or designated representative of the Authority shall invite bids by: (1) advertisement in at least one newspaper of general circulation; or (2) mailing invitations to bid to all available dealers and notices posted in public places; or a combination of such methods. A tabulation of bids received must be retained.
 - D. For equipment and supplies included in Consolidated Supply Contracts, the Executive Director or designated representative of the Authority may purchase from the contract suppliers without any solicitation or invitation of bids regardless of the amounts involved, (extremely rare for jobs over \$5,000) unless it is known that lower prices are available elsewhere.
 - E. All procurement of equipment, materials, supplies, and repairs or services shall be documented. Expenditures under \$25.00 may be made from the petty cash fund and shall be supported by receipts. Expenditures from \$25 to \$5,000 shall be authorized by a standard form of purchase order. Expenditures in excess of \$5,000 shall be made by formal contract except in the case of purchases made under a Consolidated Supply Contract. These purchases may be made by a purchase order, regardless of amount.
 - F. There shall be inserted in all contracts, and contractors shall be required to insert in all subcontracts, the following provision: "No member, officer or employee of the Malden Housing Authority during his tenure or for one year thereafter shall have any interest, direct, or indirect, in this contract or the proceeds thereof."

- G. For the purchases and contracts specified in paragraphs IB and IC above, lack of competition is permissible only when an emergency exists which permits no delay due to the possibility of injury to life or destruction of property, or when only one source of supply is available and the purchasing or contracting officer shall so certify. For work under \$5,000.00, the LHA should obtain three quotes; if over \$5,000.00, the Division of Capital Planning and Operations (DCPO) should be contacted. If an award is made without competition, a formal report of such award, together with a certification or statement justifying the lack of competition, must be made to the Board.
- H. The Executive Director should submit all bids at the next regular meeting and the Board must decide to whom the contract is to be awarded.

A summary of the Public Bidding Procedure for LHAs is as follows:

<u>Type of Work</u>	<u>Bidding Procedures</u>
All types of construction of building related work involving: (a) labor and materials, (b) labor only; or (c) materials only; with an estimated cost under \$500.	Obtain three telephone quotes; write a memo to file.
All types of construction or building related work involving: (a) labor and materials; (b) labor only; or (c) materials only; estimated to cost over \$500 and under \$5,000.	Obtain three written quotes
Purchase of construction or building related materials only, estimated to cost in excess of \$5,000.	Work publicly bid in accordance with M.G.L. Chapter 30, Section 39M.
Building-related construction work involving labor and materials estimated to cost over \$5,000 and under \$25,000.	Work publicly bid in accordance with M.G.L. Chapter 30, Section 39M.
Non-building related construction work such as leaching fields, site work, fencing, paving, parking areas, etc. estimated to cost more than \$5,000.	Work publicly bid in accordance with M.G.L. Chapter 30, Section 39M.
Building-related construction work involving labor and materials estimated to cost more than \$25,000.	Work publicly bid in accordance with M.G.L. Chapter 149, Section 44A through 44H inclusive.
Furnishings, equipment and supplies, including such items as office furniture, copy machines, typewriters, adding machines, vehicles, heating fuels, linens, etc.	Refer to the procedures outlined on pages 21 and 22 of the Management Systems Handbook

ATTACHMENT E

MALDEN HOUSING AUTHORITY NEW PET REGULATION

REGULATIONS PERTAINING TO KEEPING OF PETS IN FEDERALLY AIDED ELDERLY HOUSING

1. Pets to be allowed: Dogs not excess of 20lbs, cats, and birds in cages, and fist in an aquarium.
2. One such pet to each household, except fish. If the tenant has fish, they should be kept in an aquarium not to exceed 10-gallon capacity.
3. The owners of pets which created a nuisance or interfere with the privacy or peace and quiet of other residents will be given one written notice to control the pet and a second violation will be deemed cause for requiring the removal of said pet from premises. Failure to heed said second notice will be cause for eviction proceedings for violation of lease or reasonable regulations of Malden Housing Authority.
4. Pet owners shall pay a \$150.00 pet deposit to the Malden Housing Authority. This deposit may be used to pay reasonable expenses directly attributable to the presence of the pet in the project, including (but not limited to) the cost of repairs and replacement to, and fumigation of, the tenant; dwelling unit. The Malden Housing Authority shall refund the unused portion of the pet deposit to the tenant.
5. Pets shall be not be allowed in community rooms; laundry rooms or other common areas.
6. Pet owners shall comply, with applicable State and local laws on regulations governing the licensing and inoculation of pets.
7. Pet owners shall not permit their pets to deposit waste on the project premises.
8. Pet owner shall dispose of pet waste in a sanitary manner as outlined by the building foreman.
9. When outside of apartment, pets shall be on a leash at all times.
10. When an owner is incapacitated, he shall designate an individual who shall be responsible for the care of the pet. If no one assumes responsibility of the pet, the Malden Housing Authority shall have the authority to board out the pet at owners' expense.
11. Pet owner is liable for any damage or injury caused by his/her pet.
12. Animals that are used to assist the handicapped are excluded from the pet rules.

THE ABOVE ARE REASONABLE REGULATIONS ADOPTED BY THE MALDEN HOUSING AUTHORITY AND THEREFORE COME UNDER LEASE PROVISIONS.

ATTACHMENT H

PEST CONTROL POLICY

Whereas it is the legal obligation of the Malden Housing Authority to provide a safe and healthy environment for its residents, the MHA herein adopts the following pest control policy.

- 1. The Malden Housing Authority will annually inspect all dwelling units and common areas for signs of pest infestation.**
- 2. The MHA will maintain a service contract with a licensed, certified pest control professional.**
- 3. Maintenance foreman are authorized, when requested by a resident, to contact the Pest Management Professional (PMP) for services.**
- 4. All services are to be scheduled within 48 hours (or sooner) upon notification of a pest problem.**
- 5. Inspection reports and application data will be given to the foreman after the Pest Management Professional has applied the appropriate treatment.**
- 6. The PMP will provide follow-up inspections and reports.**
- 7. This policy shall cover pigeons, cockroaches, ants and all other nuisance pests.**

Attachment J

The Malden Housing Authority adopted the following Investment Policy Effective May 1, 1984.

The Malden Housing Authority will strive to achieve the highest yield on investments consistent with recommended investments in 7457.1

Limitation of risk shall be achieved through investments which are backed by the full faith of U.S. Government, a Government agency or issues of a Government agency or in the case of Demand & Savings Deposits, Certificates of Deposit, and Money Market Certificates only those which are fully insured or fully backed by one hundred percent collateral, consisting of securities as listed in 7475.1 for any amounts in excess of insurance coverage.

Moved by Ralph W. Kenty, Seconded by Bernice E. Talbot

Ayes

Nays -0-

Harold H. Harding
Ralph W. Kenty
Charles D. Kelley
Bernice E. Talbot
Jean B. Foley

I, John R. Daly, do hereby certify the above is a photo-stat extract of Minutes of Meeting Malden Housing Authority May 1, 1984.

John R. Daly, Custodian of Records

Attachment K

The following Capitalization Policy be adopted by Malden Housing Authority Effective May 1, 1984.

VOTED: That the Malden Housing Authority capitalize any purchase over \$500 and before disposing of same, there should be a recommendation of the Administrator and a vote of the Board authorizing said disposal; furthermore, that those articles costing \$500 or over and having the following requirements:

- a. Retention of identity when put into use.
- b. Relatively long service, usually more than one year.
- c. Repeated use, rather than one-time use, and no need for frequent replacement.
- d. Sufficient value to justify maintaining continuing monetary property records, but the minimum should not be so large that maintained expense of current and successive period is distorted.

Moved by Charles D. Kelley, Seconded by Ralph W. Kenty

Ayes
Harold H. Harding
Ralph W. Kenty
Charles D. Kelley
Bernice E. Talbot
Jean B. Foley

Nay's -0-

I, John R. Daly, do hereby certify the above is a photo-stat extract of Minutes of Meeting Malden Housing Authority, May 1, 1984

John R. Daly, Custodian of Records

Attachment L

VEHICLE USE POLICY

RE: Chevrolet Blazer

1. The vehicle shall be assigned to the Executive Director, who shall use it in all official matters relating to the business of the Malden Housing Authority.
2. The vehicle may be used by other administrative or maintenance personnel in the course of Housing Authority business.
3. The Executive Director shall be authorized to travel to and from his home with the vehicle, and the Executive Director shall be responsible for the storage of said vehicle.
4. Gas, Insurance and Maintenance fees shall be provided by the Malden Housing Authority.
5. Effective April 1, 1986, the Executive Director shall no longer receive a monthly allowance.

ATTACHMENT M

TRANSFER POLICY

A transfer from one apartment to another apartment within the same type size dwelling unit shall be discouraged. The re-certification for continued occupancy provides an opportunity to review any changes in family size or physical condition that may require a transfer to a larger or smaller unit or a more accessible unit. Population in excess of the number of persons for which a unit was designed is often the cause of many serious management problems including crime, vandalism, excessive maintenance costs, and low tenant satisfaction. Consequently, it is imperative that the Authority adopt policies, which avoid over-crowding to the point that it adversely affects project operations. In many cases, the only way that this can be accomplished is to defer the intake of new families in favor of meeting the space needs of the families in occupancy and avoiding the under-utilization of space. The transfer policy of the Authority shall be:

1. Priority for transfers of overcrowded families or those in need of assistance over families on the waiting list for admission.
2. Mandatory transfers within the project or to projects where suitable dwellings are available in accordance with the lease provisions relating to transfers.
3. Transfers are approved at the discretion of Malden Housing Authority in accordance with Fair Housing Practices.

A transfer list shall be established in all categories: underhoused and overhoused, reasonable accommodation, and transfers from zero bedroom units. This list shall be updated annually at the times of re-certification.

Tenants may request a transfer at any time prior to the re-certification process by submitting a written request to the Executive Director or Deputy Director.

In reviewing transfer requests, the following objective standards will be utilized as a basis for prioritizing transfer requests:

1. Nature of disability.
2. Age and sex of children in the family.
3. Length of residency in the development.
4. Tenant history of rent payment.
5. Record of tenant-related issues and problems.
6. Current workload created by transfers in relation to the existing vacant units that must be made ready.

This policy shall be applied equally and accessible to all of the Malden Housing Authority federally assisted tenants.

ATTACHMENT N

TENANT GRIEVANCE PROCEDURE

1. APPLICABILITY

Malden Housing Authority hereinafter referred to as M.H.A.

- (a) The M.H.A. grievance procedure shall be applicable to all individual grievances as defined below between the tenant and the M.H.A. provided, that in those jurisdictions which require that, prior to eviction, a tenant be given a hearing in court containing the elements of due process, as defined below, the M.H.A. may exclude from its procedure any grievance concerning an eviction or termination of tenancy based upon, (A) Any criminal activity that threatens the health, safety or right to peaceful enjoyment of the premises of other residents or employees of the MHA., (B) Any drug-related criminal activity on or near such premises.

- (b) The M.H.A. grievance procedure shall not be applicable to disputes between tenants not involving the M.H.A. or the class grievances. The grievance procedure is not intended as a forum for initiating or negotiating policy changes between a group or groups of tenants and the M.H.A's Board of Commissioners.

2. DEFINITIONS

- (a) "Grievance" shall mean any dispute which a tenant may have with respect to M.H.A. action or failure to act in accordance with the individual tenant's lease or M.H.A. regulations which adversely affect the individual tenant's rights, duties, welfare or status.

- (b) "Complainant" shall mean any tenant whose grievance is presented to the M.H.A. or at the project management office in accordance with Paragraph 3 and 4a.

- (c) "Elements of due process" shall mean an eviction action or a termination of tenancy in a state or local court in which the following procedural safeguards are required:
 - 1. Adequate notice to the tenant of the grounds for terminating the tenancy and for eviction

2. Opportunity for the tenant to examine all relevant documents, records and regulations of the M.H.A. prior to the trial for the purpose of preparing a defense;
3. Right of the tenant to be represented by counsel;
4. Opportunity for the tenant to refute the evidence presented by the M.H.A. including the right to confront and cross-examine witnesses and to present any affirmative legal or equitable defense which the tenant may have;
5. A decision on the merits.

- (d) "Hearing Officer" shall mean a person selected in accordance with Paragraph 4 of this subpart to hear grievances and render a decision with respect thereto.
- (e) "Hearing panel" shall mean a panel selected in accordance with Paragraph 4 of this subpart to hear grievances and render a decision with respect thereto.
- (f) "Tenant" shall mean any lessee or the remaining head of the household of any tenant family residing in housing accommodations covered by this part.

3. INFORMAL SETTLEMENT OF GRIEVANCE

Any grievance shall be personally presented, either orally or in writing, to the M.H.A. office or to the office of the project in which the complainant resides so that the grievance may be discussed informally and settled without a hearing. A summary of such discussion shall be prepared within ten calendar days and one copy shall be given to the tenant and one retained in the M.H.A.'s tenant file. The summary shall specify the names of the participants, dates of meeting, the nature of the proposed disposition of the complaint and the specific reasons therefor, and shall specify the procedures by which a hearing under Paragraph 4 may be obtained if the complainant is not satisfied.

4. PROCEDURE TO OBTAIN A HEARING

- (a) Request for hearing. The complainant shall submit a written request for a hearing to the M.H.A. or to the project office within five days after receipt

of the summary of discussion pursuant to Paragraph 3. The written request shall specify:

1. The reasons for the grievance; and
2. The action or relief sought.

(b) Selection of hearing officer or hearing panel. Grievances shall be presented before a hearing panel. A hearing panel shall be selected as follows:

1. The hearing officer shall be an impartial, disinterested person selected jointly by the M.H.A. and the complainant. If the M.H.A. and the complainant cannot agree on a hearing officer, they shall each appoint a member of a hearing panel and the member so appointed shall select a third member. If the members appointed by the M.H.A. and the complainant cannot agree on a third member, such member shall be appointed by any other third party agreed upon by the M.H.A. and the complainant.

(c) Failure to request a hearing. If the complainant does not request a hearing in accordance with this paragraph, then the M.H.A.'s

disposition

of the grievance under Paragraph 3 shall become final, provided that failure to request a hearing shall not constitute a waiver by the complainant of his right thereafter to contest the M.H.A.'s action in disposing of the complaint in an appropriate judicial proceeding.

(d) Hearing Prerequisite. All grievances shall be personally presented either orally or in writing pursuant to the informal procedure prescribed in Paragraph 3 as a condition precedent to a hearing under this section, provided that if the complainant shall show good cause why he failed to proceed in accordance with Paragraph 3 to the hearing officer or hearing panel, the provisions of this subsection may be waived by the hearing officer or hearing panel.

(e) Escrow deposit. Before a hearing is scheduled in any grievance involving the amount of rent as determined by M.H.A. under existing regulations which the M.H.A. claims is due, the complainant shall pay to the M.H.A. an amount equal to the amount of the rent due and

payable

as of the first of the month preceding the month in which the act or

failure

to act took place. The complainant shall thereafter deposit the same amount of the monthly rent in an escrow account monthly until the

complaint is resolved by decision of the hearing officer or hearing panel.

These requirements may be waived by the M.H.A. In extenuating circumstances. Unless so waived, the failure to make such payments shall result in a termination of the grievance procedure provided that failure to make payment shall not constitute a waiver of any right the complainant may have to contest the M.H.A.'s disposition of his grievance in any appropriate judicial proceeding.

- (f) Scheduling of hearings. Upon complainant's compliance with paragraphs (a), (d), and (e) of paragraph 4 of this document, a hearing shall be scheduled by the hearing officer or hearing panel promptly for a time and place reasonably convenient to both the complainant and the M.H.A. A written notification specifying the time, place and the procedures governing the hearing shall be delivered to the complainant and the appropriate M.H.A. official.

5. PROCEDURES GOVERNING THE HEARING

- (a) The hearing shall be held before a hearing officer or hearing panel, as appropriate.
- (b) The complainant shall be afforded a fair hearing providing the basic safeguards of due process which shall include:
1. The opportunity to examine before the hearing and, at the expense of the complainant, to copy all documents, records and regulations of the M.H.A. that are relevant to the hearing. Any document not so made available after request therefor by the complainant may not be relied on by the M.H.A. at the hearing;
 2. The right to be represented by counsel or other person chosen as his or her representative;
 3. The right to a private hearing unless the complainant requests a public hearing;
 4. The right to present evidence and arguments in support of his or her complaint, to controvert evidence relied on by the M.H.A. or project management, and to confront and cross-examine all witnesses on whose testimony or information the M.H.A. or project management relies;
 5. A decision based solely and exclusively upon the facts presented at the hearing.
- (c) The hearing officer or hearing panel may render a decision without proceeding with the hearing if the hearing officer or hearing panel determines that the issue has been previously decided in another proceeding.
- (d) If the complainant or the M.H.A. fails to appear at a scheduled hearing, the hearing officer or hearing panel may make a determination to postpone the hearing for not to exceed five business days or may make a determination that the party has waived his right to a hearing. Both the complainant and the M.H.A. shall be notified of the determination by the hearing officer or

hearing

panel, provided that a determination that the complainant has waived his right to a hearing shall not constitute a waiver of any right the complainant may

have

to contest the M.H.A.'s disposition of the grievance in an appropriate judicial proceeding.

(e)
to

At the hearing, the complainant must first make a showing of an entitlement

justifying

the relief sought and thereafter the M.H.A. must sustain the burden of

the M.H.A. action or failure to act against which the complaint is directed.

- (f) The hearing shall be conducted informally by the hearing officer or hearing panel and oral or documentary evidence pertinent to the facts and issues raised by the complaint may be received without regard to admissibility under the rules of evidence applicable to judicial proceedings. The hearing officer or hearing panel shall require the M.H.A., the complainant, counsel and other participants or spectators to conduct themselves in an orderly fashion.

Failure

to comply with the directions of the hearing officer or hearing panel to obtain order may result in exclusion from the proceedings or in a decision adverse

to

the interests of the disorderly party and granting or denial of the relief

sought,

as appropriate.

- (g) The complainant or the M.H.A. may arrange in advance and at the expense of the party making the arrangement for a transcript of the hearing. Any

interested

party may purchase a copy of such transcript.

6. DECISION OF THE HEARING OFFICER OR HEARING PANEL

- (a) The hearing officer or hearing panel shall prepare a written decision, together with the reasons therefor, within a reasonable time after the hearing. A copy

of

the decision shall be sent to the complainant and the M.H.A. The M.H.A. shall retain a copy of the decision in the tenant's folder. A copy of such decision,

with

all names and identifying references deleted, shall also be maintained on file with the M.H.A. and made available for inspection by a prospective

complainant,

his representative, or the hearing panel or hearing officer.

- (b) The decision of the hearing officer or hearing panel shall be binding on the

M.H.A.

which shall take all actions, or refrain from any actions, necessary to carry

out the

decision unless the M.H.A. Board of Commissioners determines within a

reasonable time, and promptly notifies the complainant of its determination,

that:

1. The grievance does not concern M.H.A. action or failure to act

M.H.A. in accordance with or involving the complainant's lease on regulations, which adversely affect the complainant's rights, duties, welfare, or status;

2. The decision of the hearing officer or hearing panel is contrary to applicable to federal, state or local law, HUD regulations or requirements of the annual contributions contract between HUD and the M.H.A.

(c) A decision by the hearing officer, hearing panel, or Board of Commissioners in favor of the M.H.A. or which denies the relief requested by the complainant in whole in or in part shall not constitute a waiver of nor affect in any manner whatever any rights in any judicial proceedings, which may thereafter be brought in the matter.

7. M.H.A. EVICTION ACTIONS

If a tenant has requested a hearing in accordance with Paragraph 4 on a complaint involving a M.H.A. notice of termination of the tenancy and the hearing officer or hearing panel upholds the M.H.A.'s action to terminate the tenancy, the M.H.A. shall not commence an eviction action in a state or local court until it has served a notice to vacate on the tenant, and in no event shall the notice to vacate be issued prior to the decision of the hearing officer or the hearing panel having been mailed or delivered to the complainant. Such notice to vacate must be in writing and specify that if the tenant fails to quit the premises within the applicable statutory period, or on the termination date stated in the notice of termination, whichever is later, appropriate action will be brought against him and he may be required to pay court costs and attorney fees.

STATEMENT OF DISPOSITION POLICY

Personal property shall not be sold or exchanged for less than its fair value. Personal property of the value of \$500 or more which is to be sold to other than a public body for a public use shall be sold at public sale.

Sales of excess personal property shall be made in the following manner:

1. If the estimated sales value of the personal property offered for sale is less than \$100.00 the Executive Director may negotiate a sale in the open market after such informal inquiry as he considers necessary to insure a fair return to the Authority. The sale shall be documented by an appropriate bill of sale.
2. For sales from \$100.00 to \$500, the Executive Director shall solicit informal bids orally, by telephone, or in writing from all known prospective purchasers and a tabulation of all such bids received shall be prepared and retained as part of the permanent record. The sale shall be documented by an appropriate bill of sale.
3. Sales of \$500 or more and the award of such contract shall be made only after advertising for formal bids. Such advertising shall be at least 15 days prior to award of the sales contract and shall be by advertisement in newspapers or circular letters to all prospective purchasers. In addition, notices shall be posted in public places. Bids shall be opened publicly at the time and place specified in the advertisement. A tabulation of all bids received shall be prepared and filed with the contract as a part of the permanent record. The award shall be made to the highest bidder as to price.
4. The sale of personal property to a public body for public use may be negotiated at its fair value subject to prior approval of the Board. The transfer shall be documented by an appropriate bill of sale.

Personal property shall not be destroyed, abandoned or donated without the prior approval of the Board. The Executive Director shall make every effort to dispose of excess personal property as outlined above. However, if the property has no scrap or salvage value and a purchaser cannot be found, a statement shall be prepared the Executive Director listing the prospective bidders solicited and all other efforts made to sell the property, together with recommendations as to the manner of disposition. This statement shall be referred to the Board for its approval. A copy of the Board's approval, together with the complete documentation in support of destruction, abandonment, or donation, shall be retained as a part of the permanent records.

The M.H.A. grievance procedure shall be applicable to all individual grievances as defined below between the tenant and the M.H.A. provided, that in those jurisdictions which require that, prior to eviction, a tenant be given a hearing in court containing the elements of due process, as defined below, the M.H.A. may exclude from its procedure any grievance concerning an eviction or termination of tenancy based upon a tenant's creation or maintenance of a threat to the health or safety of other tenants or M.H.A. employees.

ATTACHMENT O

MALDEN HOUSING AUTHORITY PREVENTATIVE MAINTENANCE FOR NEWLAND STREET FAMILY UNITS

WEEKLY MAINTENANCE

Check all sill cocks
Check crawl spaces
Check spotlights
Check gas and electric meters

SEMI-ANNUAL MAINTENANCE

Check all plumbing under skins
Repair or replace gutters and down spouts
Check all faucets in apartment for water leaks
Clean all main traps (or as needed)
Check all door closures for broken parts
Trim all trees and bushes

ANNUAL MAINTENANCE

Clean all catch basins (or as needed)
Inspect and repair roof shingles
Check and caulk all counter tops

SEASONAL MAINTENANCE

SUMMER - Check all sidewalks to be repaired

FALL – Grease and paint blade of snow plow (check grease when in use)

WINTER – Condition all lawn mowers (oil blades and plugs)

TRUCK MAINTANCE – Change oil and grease every 4,000 miles, also check all fluids

BOILERS

Daily – Low water cut off
Air Flow

Weekly – Blow downs
Electrode's

Monthly – Primary Controls

Semi-Annual-Efficiency Test
Annual-Boiler combustion clean

CENTRIFUGAL PUMPS(4)

Daily-Oil levels
Weekly-Air purge
Monthly Grease
Breaker Test
Semi-Annual Clean oil lines
Annual-Seals

RECIRCULATING PUMPS

Weekly-Oil Level
Purge
Monthly-Meters
Couplers

EXPANSION TANKS (2)

Annual Drain
Purge
Clean

SUMP PUMP BOILER ROOM

Daily-Test and run
Semi-Annual-Grease
Annual-Clean Pit

HEATING LINES

Weekly-Purge
Annual New Auto Vents
Blower HT Fans
Shop (2) YMCA (2)
Monthly – Clean
Oil
Grease
Purge

SHOP MACHINERY

Bob Cat-Grease, oil, check and paint blade
Front End Loader-check oil, grease and anti-freeze
Riding Mower-check everyday when in use

**VACANT APARTMENT SCHEDULE
FOR
22-1 FAMILY UNITS**

1. Sweep out empty and throw away any remaining rubbish.
2. Remove electrical plates and patch any holes or cracks.
3. Disconnect gas stove.
4. Wash walls and ceiling (if needed).
5. Stain seal and stains needed.
6. Remove shades, save rollers if workable.
7. Check apartment for electrical and plumbing repairs.
8. Make out a damage report.
9. Paint the ceiling.
10. Paint the walls; first complete cut in then roll.
11. Paint doors and trim.
12. Spray radiators and install kitchen floor tiles when applicable.
13. Clean windows, kitchen, bathroom and caulk bathtub tiles.
14. Replace missing electrical plates, toilet seat, lights lens in bath and install new shades.
15. Replace any damaged or stained kitchen tiles.
16. Do over hardwood floors, styrgseal floors (as many coats as needed).
17. Clean the stove.
18. Make sure there is one operating smoke alarm per bedroom.
19. Change the locks.

**VACANT APARTMENT SCHEDULE
FOR
ELDERLY BUILDINGS**

If needed remove carpet in living room, bedroom, and hall, if so prepare in living room and hall for tile, also place carpet in bedroom and install new base building.

Remove all wall plates from receptacle, toggle, switches and thermostats.

Fill all holes and cracks with spackle and sand when dry.

Paint all ceilings including closets.

Paint all walls in living room, bedroom, halls, toilet, kitchen and closets.

Wash brick wall in living room and bedroom.

Re-caulk around bathtub and sink.

Replace toilet seat.

Wash windows and clean porch.

Wash and clean baseboard unit heaters.

Wash and clean refrigerator and kitchen stove.

Wash and was bathroom and kitchen floor.

Wash all doors including metal closet doors.

Replace filter in Hood Unit.

**PREVENATIVE MAINTENANCE
FOR
ELDERLY BUILDINGS**

1. Clean drains in ceilings on ground floor once a year.
2. Clean boilers once a year.
3. Clean main strainers in heating systems in the summer.
4. Check and repair all roof fan motors once a month.
5. Oil and grease trucks every 4,000 miles.
6. Paint truck blades once a year.
7. Fix up lawn equipment in the wintertime.
8. Fix up snow equipment in the summer time
9. Replace bad unions in the summer months.
10. Grease and oil pumps every three (3) months.
11. Check bolts and motors in unit heaters once a year (summer).
12. Grease motors in boilers every three (3) months.
13. Check emergency generator once a week.
14. Check all shutoff in bathrooms and kitchens every 6 months.
15. Check all emergency alarms in apartments every 6 months.
16. Flush domestic hot water tank once a year (summer).
17. Clean or replace filters for unit heaters once a year.
18. Check all hoppers for leaking around flange yearly.
19. Check kitchen and bathroom faucets for leaking every 6 months.
20. Check belts and grease motors for makeup air vents every 3 months.
21. Check all windows for cracks in the fall.
22. Check compactor fluids and hoses once a week.
23. Check pressure gauges on stand pipes every 3 months.
24. Check heaters in maintenance room and garage once a week during heating season.
25. Check all motorized valves in apartments once a year (summer).
26. Check circulator pumps for couplings and oil, weekly.
27. Check fire pumps and grease every 3 months.
28. Check cement for cracks once a year (summer).
29. Trim all trees and bushes at least once a year.
30. Check and caulk all counter tops once a year.
31. Paint balcony iron every 2 years.
32. Grease and oil heavy equipment every 1000 hours.

Attachment T

Public Hearing – 630 Salem Street - June 7, 2000 at 2:00

In attendance:

**John Daly, Jr. – Director Malden Housing Authority
Maria Moreschi – Section 8 Employee Representative
Members of RAB
Residents of various sites (approximately 25)**

Brief discussion about the meeting and exactly what the 5-Year Plan is. MHA currently has a \$7 million Operating Budget.

- **Modernization Money is currently being used for the following:**
 - **New rugs and painting of the hallways at the following sites: Pleasant Street, Pearl Street, and 630 Salem Street.**
- **Proposed joint venture between MHA, and YMCA:**

The city has been deeded the land where the old Armory is located. A request from the YMCA to the HA to form a partnership in the amount of \$2 million has been extended. Benefits to the residents of the elderly, public housing and section 8 program are included but not limited to the following:

 - 1. Reduced Membership Fees**
 - 2. Child Care**
 - 3. Exercise Classes**
 - 4. Physical Therapy in the Zero Entry Pool**
- **Lead Paint Abatement Program.**
- **Rental Policies for the Section 8 Voucher Choice Program:** **Section 8 Program currently pays \$4.5 million a year to landlords. A tenants rent is based on 30% of their Gross Adjusted Income. The new voucher choice program allows for the tenant to pay up to 40% of there gross adjusted income. This change in the program was to allow lower income families to rent in neighborhoods that are of a higher standard.**

- **Re-certification Process:** A reminder that we take only the interest on income assets, and that it is very important to save cancelled checks for prescriptions to be used as deductions towards rent.
- **Inspection Issues/Infestation Problems:** We have qualified maintenance men located at each site. Once a work order request is filled out it is processed and addressed in a timely manner. We did have an infestation problem but that has been taken care of. We currently have a contract with Kane Chemical. The maintenance men at each site have full authorization to contact Kane Chemical anytime an infestation problem is reported.
- **Agencies and Grievance Procedure:** A grievance can be filed by any tenant against the HA, or by the HA against any tenant with Just Cause. The Grievance Policy for Section 8, Elderly, and Public Housing differ. Procedures can be found in each administrative plan.
- **Designation for Elderly & Disabled Housing:** 89 Pearl Street, Suffolk Manor, 630 Salem Street, 120 Mountain Avenue, 557 Pleasant Street. Although the mixing of Young Disabled with Elderly is not always a perfect fit, the decision to do was a Congressional one as must comply.
- **Safety and Crime Prevention Strategy:** A New Video System has been put into place at the following units: 89 Pearl Street, 120 Mountain Avenue, 557 Pleasant Street, 630 Salem Street. This should eliminate unwanted guests from entering any of the sites.
- **Community Police Officers** are at Newland Street and a Senior Community Officer is located at our Elderly Sites.

Questions and Answer:

- 1. Question: What is the pet policy of the Housing Authority**

Answer: Each resident is allowed 1 pet per household. The following pets are allowed: cats, dogs, (under 20 lbs.) birds, fish. A Pet Deposit is also required.

- 2. Question: What is the HA policy regarding tenants bringing cans into the buildings that they are collecting to recycle?**

Answer: The Housing Authority has addressed this issue by requesting that tenants leave the cans in their cars and not bring them into the buildings. The sugar from the cans attracts bugs. If tenants have not adhered to this request the HA has followed up with verbal and written warnings.

- 3. Question: A request that the Trash Chute be made available for use on the weekends?**

Answer: Trash chute is closed on the weekends because of backup of trash if it is not being emptied everyday and also for safety reasons i.e. Fire and ensuring the proper disposal of needles used for medical reasons.

- 4. Question: Does the HA offer language courses?**

Answer: The Housing Authority does not offer language classes. We do have documents translated for us on an as needed basis. Currently a class is being held at 120 Mountain Avenue assisting people in learning the English language.

- 5. Question: Can a table be put back in the library at 630 Salem Street for the rosary?**

Answer: At one time a table was there. The HA needed that table for the postal machine located in the office. Mr. Daly will look into having another table put back in the library.

- 6. Question: Can doors be put in the TV room at 557 Pleasant Street? The tenants like to put the TV loud so they can hear it over conversation.**

Answer: We will evaluate the way the TV room is set up and see if putting doors is possible.

7. Question: Can a petition be put around the smoking area in the Community room at 630 Salem Street?

Answer: We can not put a petition sectioning off the smoking area. We will look into adding additional Smoke Exhausters by moving the one that is currently located in the library.

8. Question: Can all Community Rooms become No Smoking Areas?

Answer: We can not discriminate against the smokers that way. HUD has no policy currently stating that Community Rooms can be No Smoking Areas. We have established specific smoking areas in each of the recreation rooms.

ATTACHMENT U

EMERGENCY NUMBERS

POLICE AND FIRE DEPARTMENTS - 911

DEVELOPMENTS

630 SALEM STREET

557 PLEASANT STREET

SUFFOLK MANOR

120 MOUNTAIN AVENUE

89 PEARL STREET

FORESTDALE

SPRINGDALE

NEWLAND STREET DEVELOPMENT

LINDEN DEVELOPMENT

YOU ARE AT _____

YOUR FOREMAN IS _____

EMERGENCY TELEPHONE NUMBER FOR THIS BUILDING IS

WATCHMAN

DIRECTORY

WELCOME	PAGE 2
OFFICE HOURS	PAGE 2
MAINTENANCE	PAGE 2
MOVING	PAGE 3
SECURITY	PAGE 3
TRASH	PAGE 4
LOCKOUTS	PAGE 4
INSURANCE	PAGE 5
HEAT/AIR CONDITIONERS	PAGE 5
PARKING	PAGE 5
SAFETY	PAGE 6
FACILITY USAGE	PAGE 6
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DOs	PAGES 7-8
DON'Ts	PAGES 9-10
TELEPHONE NUMBERS	PAGES 12-13
SPOTTING ELDER ABUSE SITUATIONS	PAGES 14-15

THE MALDEN HOUSING AUTHORITY BOARD OF COMMISSIONERS AND STAFF WELCOME YOU. WE HOPE THAT YOUR TENANCY WILL BE AN ENJOYABLE EXPERIENCE PROVIDING A HAPPY HOME AND NEW NEIGHBORS AND FRIENDS.

YOUR APARTMENT HAS BEEN RENOVATED, CLEANED AND PAINTED TO PROVIDE YOU WITH A SAFE AND SANITARY ENVIRONMENT. IT IS YOUR RESPONSIBILITY TO KEEP IT CLEAN. AN ANNUAL INSPECTION OF YOUR APARTMENT WILL BE CONDUCTED WITH PROPER NOTICE.

OFFICE HOURS

THE CENTRAL OFFICE AT 630 SALEM STREET AND THE SATELLITE OFFICES AT 90 PLAINFIELD AVENUE AND 275 NEWLAND STREET ARE OPEN MONDAY, WEDNESDAY, AND THURSDAY FROM 8:30 A.M. TO 4:00 P.M. ON TUESDAY, OFFICE HOURS ARE 8:30 A.M. TO 7:00 P.M., AND ON FRIDAY, FROM 8:30 A.M. TO 12:30 P.M. THE OFFICES ARE CLOSED ON WEEKENDS AND HOLIDAYS. TELEPHONE NUMBERS ARE AS FOLLOWS: MAIN NUMBER 322-9460; LINDEN OFFICE 321-1380; NEWLAND STREET OFFICE 321-1383.

MAINTENANCE

MAINTENANCE CREW HOURS ARE 7:30 A.M. TO 4:00 P.M. THESE EMPLOYEES ARE RESPONSIBLE FOR REPAIRS AND MAINTENANCE SERVICES WITHIN THE BUILDINGS AND UPON MHA PROPERTIES.

REQUESTS FOR MAINTENANCE REPAIR OR SERVICE SHOULD BE

MADE TO THE CENTRAL OFFICE AT 322-9460 EXCEPT FOR THE NEWLAND STREET AND LINDEN DEVELOPMENTS. CALL THESE TWO SITE OFFICES DIRECTLY (SEE ABOVE). IN EMERGENCY CASES ONLY, THE MAINTENANCE CREW WILL BE ALLOWED TO ENTER YOUR APARTMENT IF NO ONE IS AT HOME.

3

MOVING INTO YOUR NEW APARTMENT

BEFORE YOU MOVE POSSESSIONS INTO YOUR NEW APARTMENT, PLEASE NOTIFY THE BUILDING FOREMAN OF THE **TIME AND DATE** YOU WILL BE MOVING.

MOVING IS PROHIBITED BEFORE 9:00 A.M. AND AFTER 9:00 P.M. PLEASE RESPECT THE RIGHTS OF OTHER TENANTS WHEN MOVING AND USE THE MOVING PADS AVAILABLE.

EMERGENCY SWITCHES AND SECURITY

ALL ELDERLY APARTMENTS ARE EQUIPPED WITH EMERGENCY BELLS OR SWITCHES WHICH ARE LOCATED IN THE BATHROOM AND BEDROOM.

SECURITY

THE HIGH-RISE BUILDINGS ARE EQUIPPED WITH AN INTERCOM

SYSTEM FOR YOUR PROTECTION. SOME BUILDINGS ALSO HAVE SPECIAL COMPUTER KEYS THAT CANNOT BE DUPLICATED. SOME BUILDINGS HAVE A CLOSED CIRCUIT TV CHANNEL THAT ENABLES YOU TO VIEW POTENTIAL VISITORS.

ALL OF THESE SECURITY MEASURES WERE INSTALLED FOR YOUR PROTECTION, BUT A BUILDING IS ONLY AS SAFE AS YOU MAKE IT. PLEASE DO NOT ALLOW STRANGERS INTO BUILDINGS.

PLEASE REPORT ANY SECURITY PROBLEMS IMMEDIATELY TO THE BUILDING FOREMAN AND/OR CENTRAL OFFICE, NEWLAND STREET OR LINDEN OFFICES. KEEP YOUR DOORS LOCKED AT ALL TIMES.

3

TRASH

AT FORESTDALE AND SUFFOLK MANOR, TRASH PICKUP DAYS ARE MONDAY, WEDNESDAY AND FRIDAY. ALL TRASH IS TO BE PUT IN BAGS (PLASTIC PREFERRED), TIED, AND PUT OUT THE MORNING OF THE PICKUP. TRASH COLLECTION AT THE NEWLAND STREET AND LINDEN DEVELOPMENTS IS CURBSIDE. PLEASE PUT YOUR SECURED WASTE OUT ON THE MORNING OF THE SCHEDULED PICKUP.

HIGH-RISE TRASH

PLEASE PUT ALL TRASH INTO THE COMPACTOR CHUTES LOCATED ON EACH FLOOR. GARBAGE SHOULD BE PLACED IN AN ADDITIONAL BAG BEFORE BEING INCLUDED WITH TRASH. NO TRASH IS TO BE LEFT IN THE HALLWAYS.

PLEASE DO NOT THROW THE FOLLOWING ITEMS DOWN THE COMPACTOR CHUTE: COAT HANGERS, GLASS, NEWSPAPERS, SHARP ITEMS, SYRINGES, LARGE BOOKS AND LARGE ITEMS OF CLOTHING. THESE ITEMS ARE TO BE LEFT IN THE TRASH ROOM NEATLY AND WILL BE DISPOSED OF BY THE MAINTENANCE CREW.

TRASH ROOM DOORS ARE OPEN MONDAY THROUGH FRIDAY FROM 7:30 A.M. TO 3:00 P.M. WHEN THE TRASH ROOM IS CLOSED AND LOCKED, ALL TRASH IS TO BE KEPT IN YOUR APARTMENT UNTIL THE NEXT WORKING DAY. THIS INCLUDES DAILY, WEEKEND AND HOLIDAY TRASH.

LOCKOUTS AND EMERGENCIES

EACH COMPLEX HAS A DESIGNATED PERSON TO RESPOND TO LOCKOUTS AND EMERGENCIES AFTER 4:00 P.M. DAILY, WEEKENDS AND HOLIDAYS. THE TELEPHONE NUMBER IS LISTED ON THE FIRST PAGE OF THIS BOOKLET. PLEASE DO NOT ABUSE THIS SERVICE.

4

RENTER'S INSURANCE

HEAT

THE HEAT AND AIR-CIRCULATING FANS ARE CONTROLLED BY COMPUTER, EXCEPTING NEWLAND STREET AND LINDEN DEVELOPMENTS. THE HEAT IS PROGRAMMED TO MAINTAIN A 72 TO 74 DEGREE TEMPERATURE. THE FANS ARE PROGRAMMED TO GO ON AND OFF SEVERAL TIMES A DAY. THE HEAT IS TURNED ON IN ALL ELDERLY COMPLEXES SEPTEMBER 15TH.

AIR CONDITIONERS

AIR CONDITIONERS ARE PERMITTED AND WILL BE INSTALLED BY THE MAINTENANCE CREW IN MAY AND REMOVED IN SEPTEMBER. AN ADDITIONAL CHARGE WILL BE ADDED TO YOUR RENT FOR THE MONTHS OF JUNE, JULY AND AUGUST FOR AIR CONDITIONER UTILITY COSTS. (THERE IS NO ADDITIONAL CHARGE FOR RESIDENTS OF FORESTDALE AND SPRINGDALE.)

PARKING

UNINSURED, UNREGISTERED AND INOPERABLE VEHICLES ARE NOT ALLOWED ON MHA PROPERTIES.

A MALDEN HOUSING AUTHORITY PARKING STICKER IS REQUIRED FOR ALL RESIDENT VEHICLES.

RESIDENTS SHOULD REGISTER THEIR VEHICLES AT THEIR RESPECTIVE DEVELOPMENT OFFICES AND OBSERVE ALL REGULATIONS REGARDING PARKING FOR THAT DEVELOPMENT.

THE MALDEN HOUSING AUTHORITY DOES NOT PROVIDE INSURANCE COVERAGE FOR YOUR PERSONAL ITEMS. YOU MAY CONSIDER RENTER'S INSURANCE FOR PROPERTY AND LIABILITY COVERAGE.

GUESTS ARE URGED TO PARK ON THE STREET AND NOT BLOCK OR USE RESIDENT SERVICES.

PUBLIC SAFETY, FIRE SAFETY

5

PLEASE OBSERVE THE SAFETY REGULATIONS FOR YOUR PARTICULAR DEVELOPMENT.

COOKING GRILLS ARE NOT ALLOWED ON ANY BALCONIES OR UNDER ROOF AREAS.

STORAGE OF DANGEROUS ITEMS, REDEEMABLE BOTTLES/CANS IN SIGNIFICANT QUANTITIES OR OTHER ITEMS WHICH MAY POSE HEALTH OR SAFETY HAZARDS IS NOT PERMITTED.

SMOKE DETECTORS ARE MANDATORY. DO NOT DISMANTLE THESE ALARMS. SHOULD YOUR DETECTOR NOT OPERATE, CALL EITHER THE CENTRAL OFFICE OR THE NEWLAND STREET AND LINDEN OFFICES RESPECTIVELY.

USE OF FACILITIES

USE OF MALDEN HOUSING AUTHORITY FACILITIES (COMMUNITY ROOMS, LIBRARY, ETC.) IS ENCOURAGED. PLEASE AVOID CONFLICTS BY SCHEDULING EVENTS WITH THE MAIN OFFICE (322-9460). FACILITIES MUST BE LEFT IN A CLEAN AND ORDERLY CONDITION. PLEASE DO NOT REMOVE ANY FURNITURE FROM COMMON AREAS IN YOUR BUILDING.

GUESTS

OVERNIGHT GUESTS ARE PERMITTED FOR TWO WEEKS ONLY DURING ANY SIX-MONTH PERIOD.

ALL GUESTS ARE TO BE REGISTERED WITH THE CENTRAL OFFICE OR THE NEWLAND STREET AND THE LINDEN DEVELOPMENTS RESPECTIVELY.

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DOs AND DON'Ts

DOs

1. REPORT ALL WATER LEAKS, ELECTRICAL AND SAFETY PROBLEMS IMMEDIATELY TO THE CENTRAL OFFICE OR YOUR MAINTENANCE CREW. ORDINARY MAINTENANCE REPAIRS WILL BE MADE AS SOON AS POSSIBLE.
2. ENSURE THAT ALL DOORS ARE CLOSED AND LOCKED BEHIND YOU WHEN ENTERING OR LEAVING THE BUILDING OR YOUR APARTMENT.
3. PROTECT YOUR KEYS.
4. USE THE INTERCOM SYSTEM; ASK WHO IS AT THE DOOR BEFORE ALLOWING ANYONE ENTRANCE TO THE BUILDING OR DEVELOPMENT.
7. COOPERATE WITH MAINTENANCE CREWS DURING SNOW REMOVAL IN THE PARKING LOT.
8. INFORM YOUR GUESTS THAT YOU ARE RESPONSIBLE FOR THEIR ACTIONS.
9. CONSIDER USING DIRECT DEPOSIT REGARDING YOUR FINANCES.

BUILDING.

5. RESPECT YOUR NEIGHBORS.
6. PARTICIPATE IN THE ACTIVITIES WITHIN YOUR
10. REPORT CHANGES IN YOUR INCOME AND FAMILY COMPOSITION TO THE CENTRAL OFFICE AND/OR THE NEWLAND STREET AND LINDEN DEVELOPMENTS RESPECTIVELY SO THAT ADJUSTMENTS CAN BE MADE. FAILURE TO DISCLOSE INCREASED INCOME OR HOUSING STATUS VIOLATES YOUR LEASE AND IS FRAUDULENT.
11. FILL OUT AND UPDATE EMERGENCY DATA FORMS. THIS INFORMATION IS KEPT CONFIDENTIAL.
12. PAY RENT ON TIME.

NEWLAND STREET AND LINDEN DEVELOPMENTS.)

8. DON'T ALLOW NON-RESIDENTS USE OF LAUNDRY WASHERS AND DRYERS. USE ONE WASHER OR DRYER AT A TIME.
9. DON'T EMPTY LAUNDRY LINT FILTERS INTO SINK OR ONTO THE FLOOR; USE THE BARRELS PROVIDED FOR THIS PURPOSE.

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DON'Ts

1. DON'T HANG MOPS, CLOTHING OR ANYTHING FROM BALCONY RAILINGS. DON'T CLUTTER BALCONIES OR STORE ITEMS WHICH MAY FALL OR BE BLOWN AWAY.
2. DON'T PLAY RADIOS, TELEVISIONS, OR STEREOS TOO LOUDLY. USE EARPHONES TO AUGMENT YOUR HEARING.
3. DON'T FEED PIGEONS OR ANY OTHER BIRDS OR ANIMALS.
4. DON'T LET VISITING CHILDREN PLAY WITH ELEVATORS, RUN IN HALLWAYS, OR ENGAGE IN UNSUPERVISED BEHAVIOR.
5. DON'T LEAVE TRASH IN HALLWAYS OR PUT TRASH IN LAUNDRY RECEPTACLES.
6. DON'T ALLOW ANIMALS INTO BUILDINGS EXCEPT FOR THOSE OWNED BY TENANTS.
7. DON'T HANG PICTURES, MIRRORS OR OTHER OBJECTS ON WALLS. THE MAINTENANCE CREW WILL HANDLE THESE ITEMS FOR YOU. (THIS DOES NOT APPLY TO

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10. DON'T VIOLATE YOUR LEASE BY ALLOWING OTHERS UNWARRANTED USE OF YOUR APARTMENT.
11. DON'T ENGAGE IN ANY COMMERCIAL ENTERPRISE ON OR WITHIN PROPERTIES OF THE MALDEN HOUSING AUTHORITY.
12. DON'T USE, POSSESS, BUY, OR SELL DRUGS ON ANY PROPERTIES OF THE MALDEN HOUSING AUTHORITY. THE MALDEN HOUSING AUTHORITY HAS ADOPTED A "ONE STRIKE AND YOU'RE OUT" POLICY REGARDING ILLEGAL DRUG ACTIVITY ON OR WITHIN ITS PROPERTIES. THERE IS ZERO TOLERANCE FOR ANY DRUG-RELATED BEHAVIOR.

NOTES

IMPORTANT TELEPHONE NUMBERS

(ALL LISTINGS ARE IN MALDEN UNLESS OTHERWISE NOTED)

911 IS YOUR UNIVERSAL CALL SYSTEM FOR MALDEN POLICE,
FIRE, AND AMBULANCES.

MALDEN COUNCIL ON AGING (GOVERNMENT CENTER)
200 PLEASANT STREET
SERVICES AND REFERRALS (781) 397-7144

MYSTIC VALLEY ELDER SERVICES
300 COMMERCIAL STREET
SERVICES, MEALS, AND REFERRALS, SERVICES FOR ELDERLY AT
RISK OR VICTIMS OF ABUSE
(781) 324-7705

MALDEN POLICE DOMESTIC VIOLENCE UNIT
POLICE STATION, 200 PLEASANT STREET
(781) 397-7181

SERVICES AGAINST FAMILY VIOLENCE HOTLINE (24 HOURS)
(781) 324-2221

MAYOR'S OFFICE (GOVERNMENT CENTER)
200 PLEASANT STREET

(GOVERNMENT CENTER)
200 PLEASANT STREET
(781) 388-7100 OR 1-800-772-1213

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(781) 397-7000

REGISTRAR OF VOTERS OFFICE (GOVERNMENT CENTER)
200 PLEASANT STREET
(VOTER REGISTRATION, ETC.)
(781) 397-7113

POISON CONTROL CENTER, BOSTON
(617) 232-2120

MALDEN POLICE CRIME/DRUG HOTLINE
AT THIS NUMBER, YOU WILL GET A RECORDING. YOU DO NOT HAVE
TO GIVE YOUR NAME. IF YOU HAVE INFORMATION, PLEASE GIVE
THE NAME AND ADDRESS OF THE SUSPECT, DATES AND TIMES OF
ANY ACTIVITY, AND THE LICENSE PLATE NUMBER OF ANY
AUTOMOBILES INVOLVED IN ANY ILLEGAL ACTIVITY. (781) 322-1300

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MALDEN PUBLIC LIBRARY
36 SALEM STREET
(781) 324-0218

IMMIGRANT LEARNING CENTER, INC.
442 MAIN STREET
LANGUAGE AND VOCATIONAL SKILLS
(781)322-9777

TRI-CITY MENTAL HEALTH
EMERGENCY NUMBER 1-800-988-1111

TRI-CITY COMMUNITY ACTION PROGRAM
110 PLEASANT STREET
(781) 322-4125

SOCIAL SECURITY ADMINISTRATION

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SPOTTING ELDER ABUSE SITUATIONS

THE MASSACHUSETTS LAW (MGL CHAPTER 19A SECTIONS 14-26)
DEFINES ELDER ABUSE AS ACTS OR OMISSIONS RESULTING IN
SERIOUS PHYSICAL, SEXUAL, OR EMOTIONAL INJURY, OR
FINANCIAL LOSS TO AN ELDER. ELDER ABUSE INCLUDES: PHYSICAL
ABUSE, SEXUAL ABUSE, EMOTIONAL ABUSE, CARETAKER NEGLECT,
AND FINANCIAL EXPLOITATION.

WHO IS PROTECTED?

ALL PEOPLE 60 YEARS OLD AND OLDER LIVING IN THE COMMUNITY
ARE PROTECTED UNDER THIS LAW.

WHO CAN REPORT ELDER ABUSE?

ANYONE WHO HAS REASONABLE CAUSE TO BELIEVE AN ELDER HAS
BEEN ABUSED MAY MAKE A REPORT OF ELDER ABUSE. THE

IDENTIFY OF THE REPORTER IS ALWAYS KEPT CONFIDENTIAL.

WHO MUST REPORT ELDER ABUSE?

MANDATED REPORTERS MUST REPORT ELDER ABUSE. MANDATED REPORTERS WHO FAIL TO REPORT ELDER ABUSE MAY BE SUBJECT TO A FINE.

WHO ARE MANDATED REPORTERS - PHYSICIANS, MEDICAL INTERNS, DENTISTS, CORONERS, PODIATRISTS, OSTEOPATHS, PHYSICIAN ASSISTANTS, SOCIAL WORKERS, NURSES, OCCUPATIONAL AND PHYSICAL THERAPISTS, PSYCHOLOGISTS, FAMILY COUNSELORS, FIREFIGHTERS, POLICE AND PROBATION OFFICERS, EMERGENCY MEDICAL TECHNICIANS, EXECUTIVE DIRECTORS OF HOME HEALTH AIDE AND HOMEMAKER AGENCIES, CASE MANAGERS, HEALTH AIDES, AND HOMEMAKERS, AND MANAGERS OF ASSISTED LIVING RESIDENCES ARE ALL MANDATED REPORTERS.

HOW DO I REPORT ELDER ABUSE?

YOU CAN CALL THE ELDER ABUSE HOTLINE 24 HOURS A DAY,

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SEVEN DAYS A WEEK, TO MAKE A REPORT. THE HOTLINE WILL CONTACT ONE OF THE 27 LOCAL DESIGNATED ELDER PROTECTIVE SERVICES AGENCIES TO RESPOND TO APPROPRIATE REPORTS. YOU CAN ALSO MAKE REPORTS DIRECTLY TO THE LOCAL ELDER PROTECTIVE SERVICES AGENCY IN YOUR AREA. IN MALDEN, THAT AGENCY WOULD BE THE MYSTIC VALLEY ELDER SERVICES, 300 COMMERCIAL STREET, MALDEN. HOTLINE 1-800-922-2275.

WHAT ABOUT LIABILITY?

NO MANDATED REPORTER IS LIABLE IN ANY CIVIL OR CRIMINAL ACTION BY REASON OF SUBMITTING A REPORT TO PROTECTIVE SERVICES. ALSO, NO OTHER PERSON MAKING A REPORT IS LIABLE IN ANY CIVIL OR CRIMINAL ACTION IF THE REPORT IS MADE IN GOOD FAITH (WITHOUT MALICIOUS INTENT).

WHAT HAPPENS THEN?

A PROTECTIVE SERVICES CASEWORKER IS ASSIGNED TO INVESTIGATE THE SITUATION. THE CASEWORKER DETERMINES WHETHER ABUSE IS PRESENT AND THE NATURE AND EXTENT OF THE ABUSE. IF ABUSE IS CONFIRMED, THE CASEWORKER WILL OFFER THE ELDER A CHOICE OF SERVICES DESIGNED TO ALLEVIATE OR END THE ABUSE.

WHAT ARE PROTECTIVE SERVICES? PROTECTIVE SERVICES ARE SERVICES DESIGNED TO ELIMINATE OR ALLEVIATE THE ABUSE OF AN ELDER. CASEWORKERS WORK IN CONJUNCTION WITH COMMUNITY AGENCIES PROVIDING HEALTH, MENTAL HEALTH, LEGAL, AND SOCIAL SERVICES.

FOR MORE INFORMATION, CONTACT THE EXECUTIVE OFFICE OF ELDER AFFAIRS, 1 ASHBURTON PLACE, BOSTON.

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