

Northampton Housing Authority

Presentation for the Northampton City Council's
Committee on Social Services & Veterans Affairs

May 17, 2010

A Brief Primer

- The United States Housing Act of 1937 establishes “housing authorities”, which may be state, county or municipal entities (at the discretion of each state), with the intention of developing and managing affordable housing for families of low income. The first housing project is built in Atlanta.
- Massachusetts opts to create local housing authorities in any community that, by vote of the governing body, determines a need for slum clearance or provision of housing for low-income families and elders, and requests the state, by filing a Certificate of Organization, establish a local housing authority in the Community. There are 251 housing authorities in Massachusetts (and about 3500 nationwide). Cities and towns can ask the state to dissolve the local housing authority if they are satisfied that there is no further need.
- After World War II, Northampton requested the state to create the Northampton Housing Authority, the 26th community in Massachusetts to request the state address the need for additional housing.
- The organization, powers and financing of housing authorities come from the state and Federal governments. Each housing authority in Massachusetts has five Commissioners, four appointed by the Mayor with consent of the Council and one by the Governor. (Towns elect their four Commissioners.) Two of the locally selected Commissioners are at-large, one is nominated by the AFL-CIO, and one must, by Federal statute, be a resident of Federal public housing. Northampton’s Board of Commissioners are:

Joseph DeFazio, Chair	At-Large
Lynne Blaisdell, Vice-chair	At-Large
Ronald Hebert, Treasurer	Federal Tenant
Jeff Jones	Organized Labor
Dr. John Andrulis	Governor’s Appointee

- The Board of Commissioners hires and delegates powers to an Executive Director, who hires staff and manages the operations of the Authority.

- A housing authority has powers, subject to approval of the state or Federal government, to:
 - Build and maintain housing for low-income families, elders and individuals with disabilities,
 - Act as an agent of the Federal or state government in slum clearance or the development of housing,
 - Take property by eminent domain,
 - Issue bonds for the demolition or construction of housing, and other features of a neighborhood
 - To invest funds for future use (the creation of reserves),
 - To enter into contracts for the construction, maintenance & management of housing under its control.
 - To seek waivers of state regulations,
 - To enter into Cooperative Agreements with other authorities to create housing,
 - To enter, with approval of the Mayor, into agreements for joint financing of projects.

- A municipality is not liable for the actions of the Authority.

- Municipalities do not fund housing authorities (except in the City of Boston), although from 1946 to 1947 Northampton funded a portion of the NHA until its first development was built. (That project was on River Road, now discontinued, next to the Coolidge Bridge and consisted of barracks for returning veterans and their families). A Municipality can provide funding to an Authority for a project.

- Municipalities are authorized to purchase the debt of an authority, can make an authority's roads and walks public ways, can agree to maintain those ways if not public, and build parks, etc., on Authority land. Municipalities also have the right to waive certain zoning requirements so as to accelerate construction, and can assume debt to take, acquire or clear land for development by the Authority.

- Housing authorities are exempt from local taxation, although they do pay a small Payment in Lieu of Taxes.

- Housing Authorities can enroll their employees in the Municipal Retirement Board, if they so choose.

**Northampton Housing Authority
Units Under Management -2010**

Development Name & Number	Total Units	Bedroom Size				Approved Off Line Units	Of Total-HP Modified
		1	2	3	4		
Hampshire Heights (200-1)	80	0	41	36	2	1	2
Florence Heights (26-1)	50	0	23	22	4	1	
McDonald House (26-2)	60	54	6	0	0	0	9
Cahill Apts. (667-1A)	64	64	0	0	0	0	
Forsander Apts. (667-1B)	72	72	0	0	0	0	
Salvo House (667-2A)	192	189	2	0	0	1	5
State St. House 167-1/705-3	6	5	0	0	1	0	2
Tobin Manor (667-3)	49	47	0	0	2*	0	3
Scattered Site (705-1)	8	0	0	8	0	0	1
Millbank Apts (705-2)	4	0	4	0	0	0	4
Bridge St. House (689-1)	7	3	4	0	0	0	2
Jessie's House- Shelter (689-2)	20	20	0	0	0	0	
Mary McColgan Apts. (167-2)	6	6					2
Total Units Under Management	618	460	80	66	9	3	28

Leased Housing Programs Administered 4/30/10

Section 8 Program: Mobile Vouchers*	322
Project Based Vouchers	40
Enhanced Vouchers-Meadowbrook & Hampton Gdns	128
Veterans Assisted Supportive Housing (VASH)**	55
Florence Inn -- Section 8 Mod. Rehab	13
The Maples -- Section 8 Mod. Rehab	11
Go West -- Section 8 Mod Rehab	7
MRVP	7

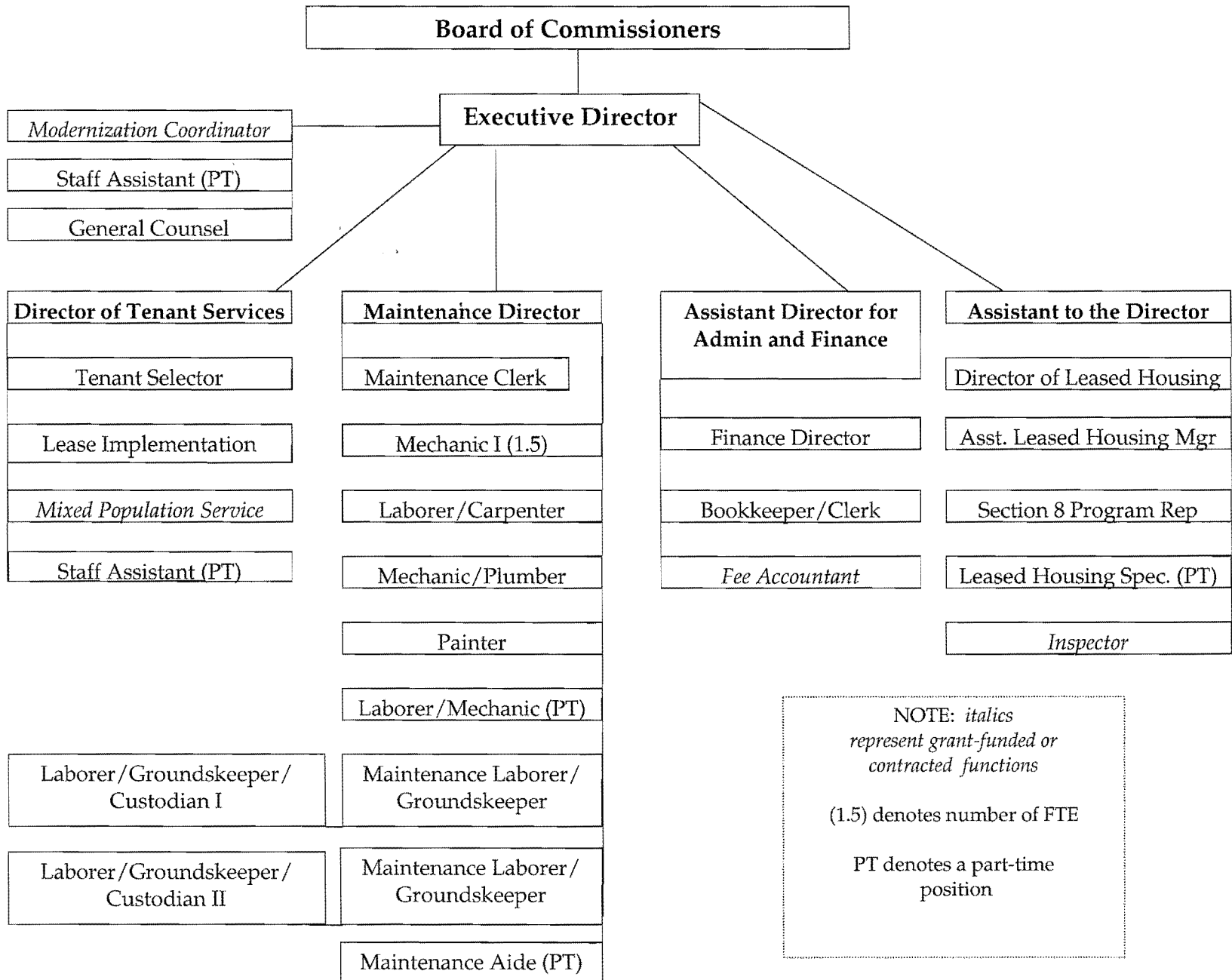
* Includes Port-Outs ** plus 50 Searching

Total Leased Housing	583
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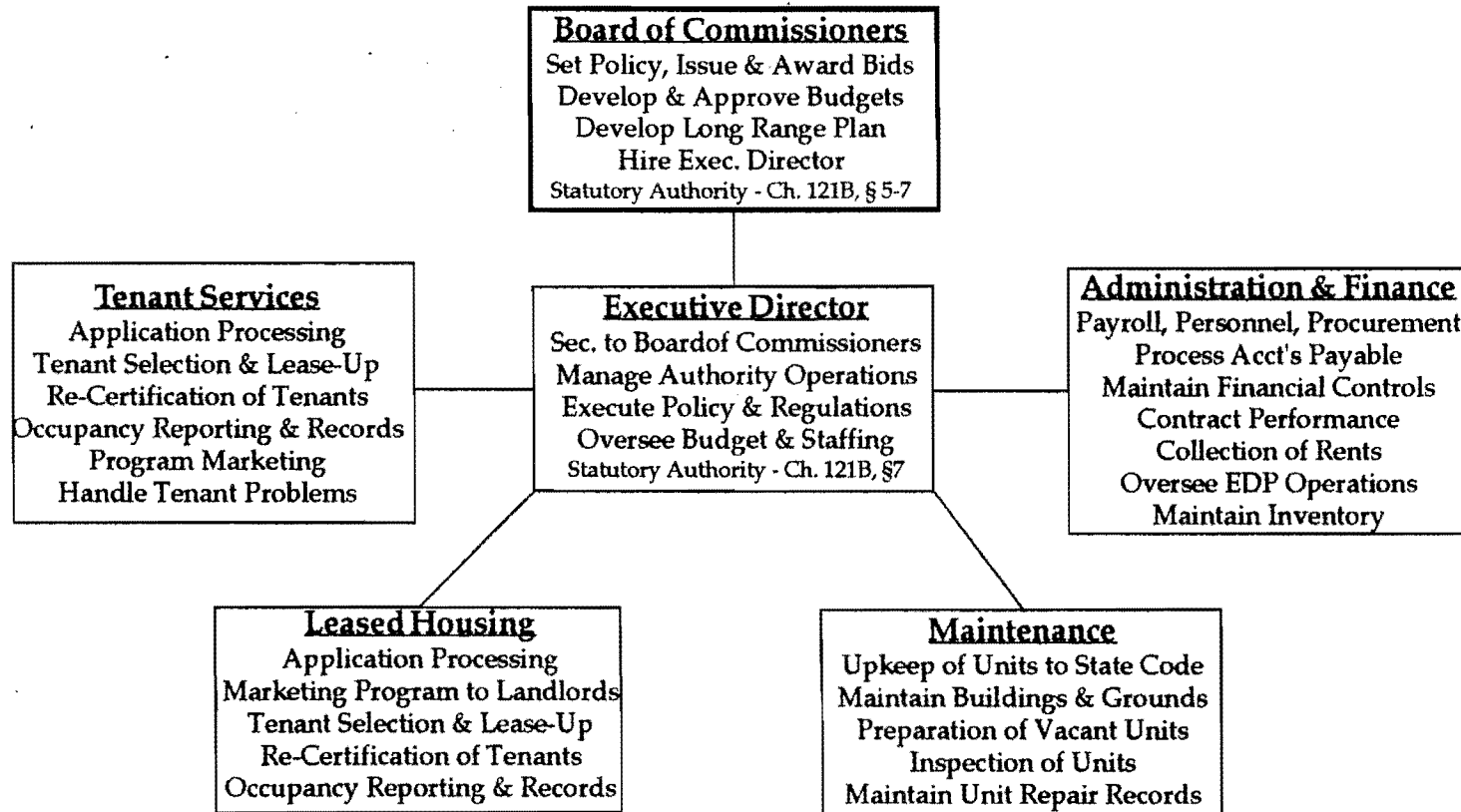
Other Programs-In Development

Hampshire Heights (200-1)	2		1	1		2
Burts Pit Rd.	10	10				10

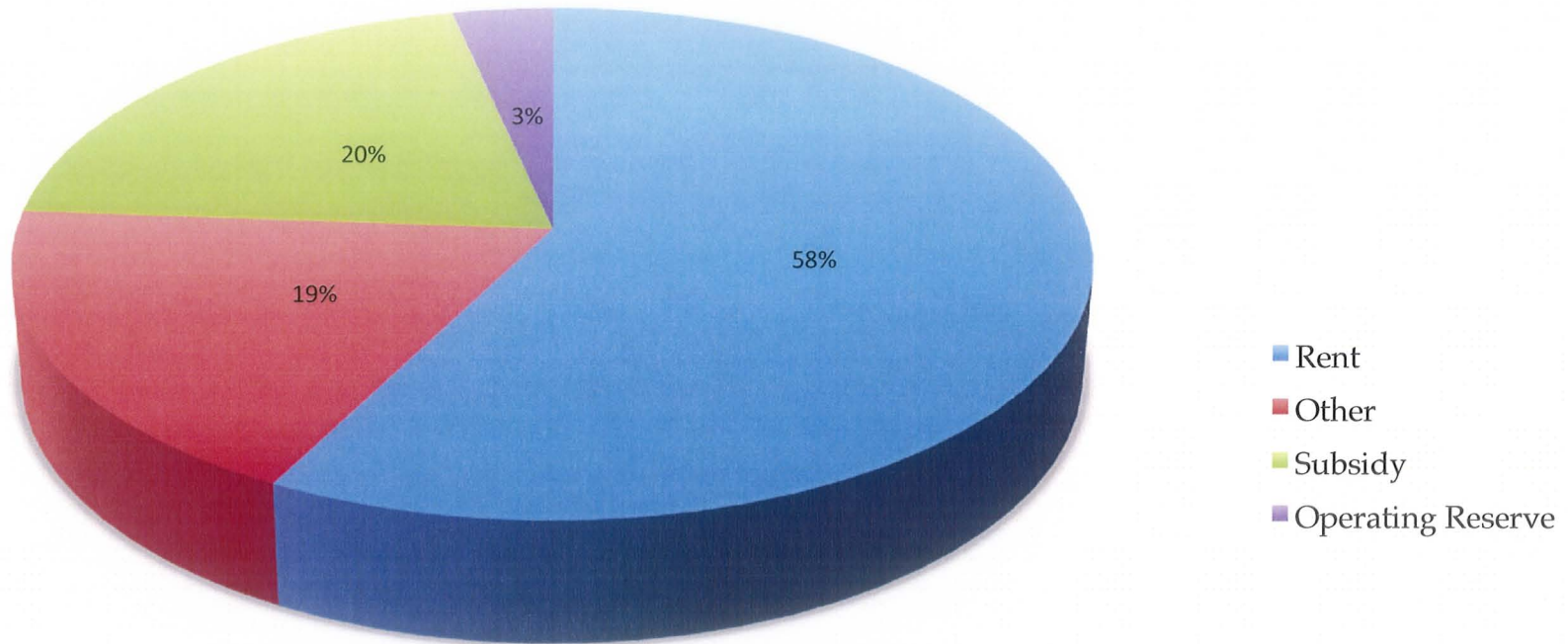
* --- congregate units, each unit with 4 bedrooms



Northampton Housing Authority Functional Organization Chart

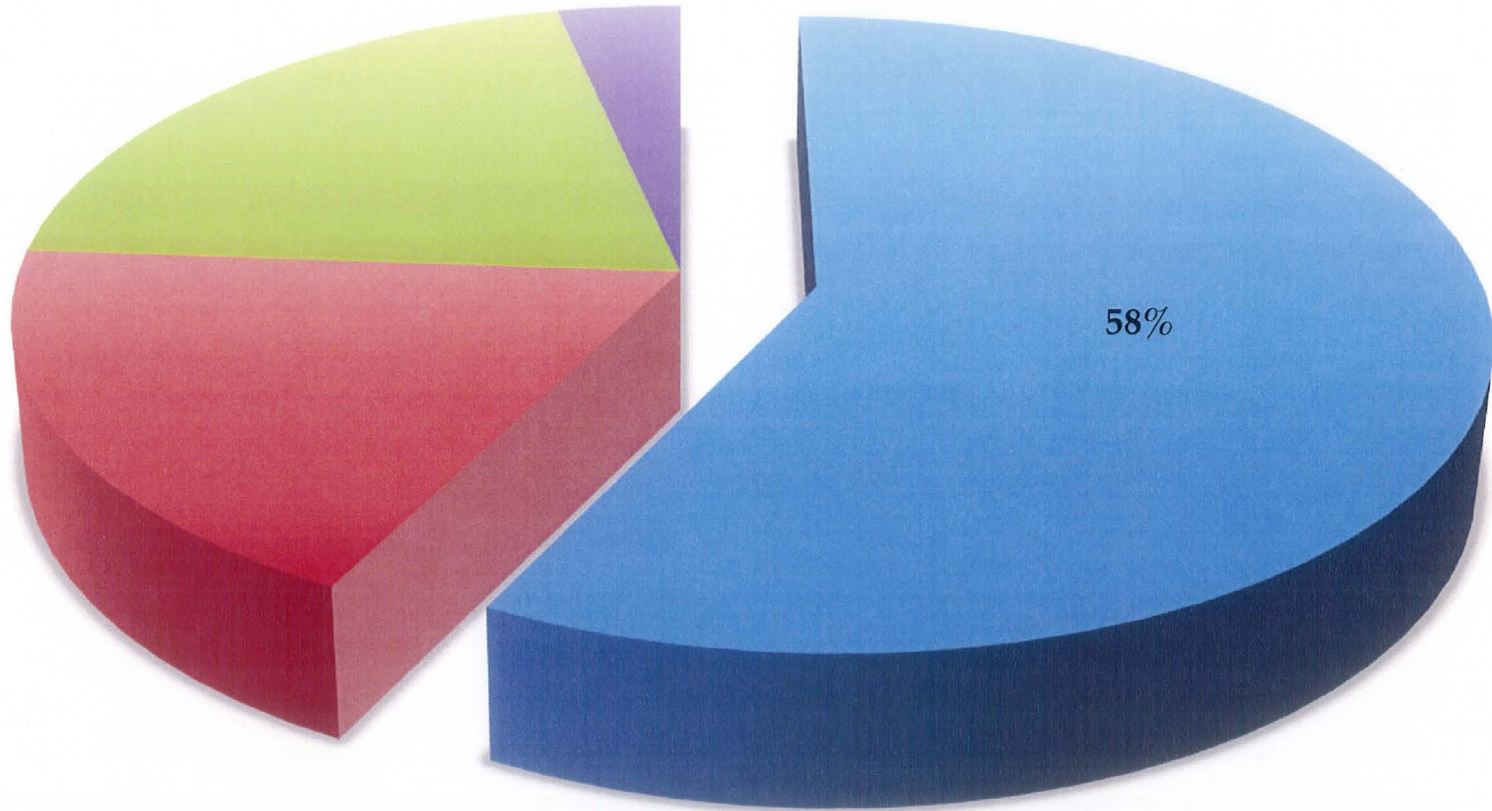


Where Funds Come From- \$3,451,670 Fiscal Year 2010- Budget



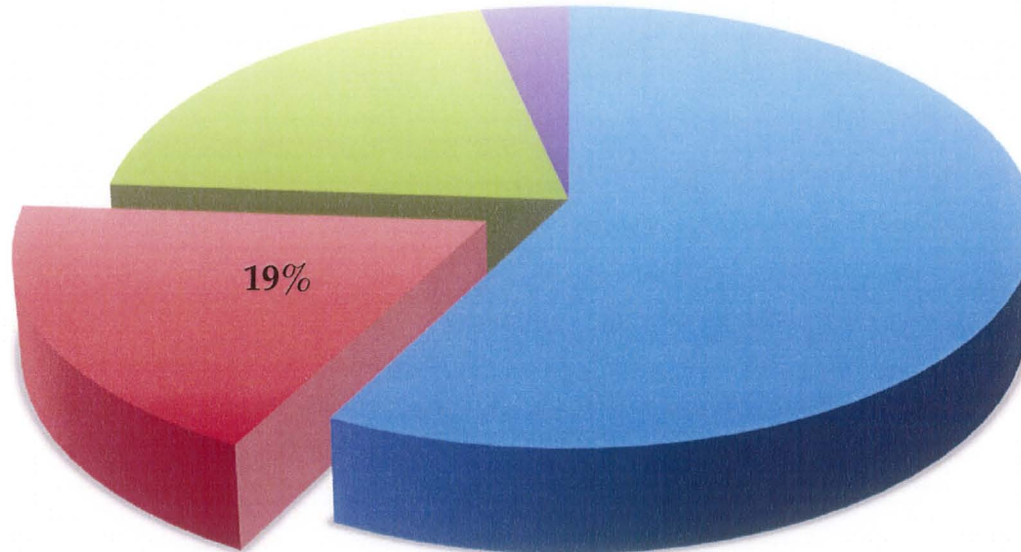
These charts are for illustrative purposes, in an attempt to present a snapshot of where the NHA gets its funding and how those funds are spent. Accordingly, they combine information from State and Federal programs in a manner to create an understandable presentation. Some sources of revenue, such as "pass-thru" funding from Section 8 HAP receipts and rent payments are not included.

Rental Income - \$2,028,092



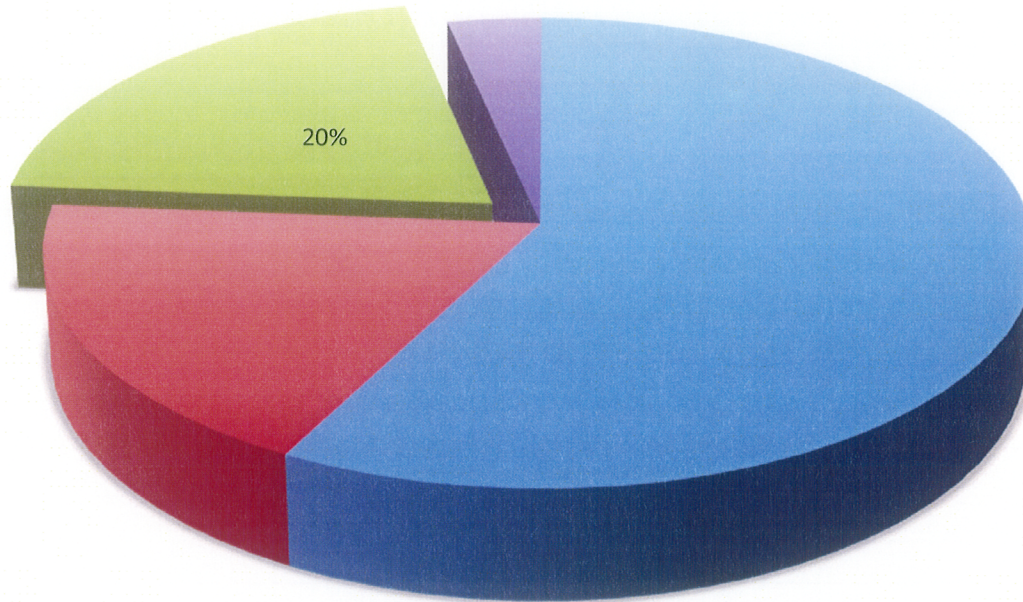
This chart represents the gross rents charged to residents, which for comparative purposes, includes utility allowances from our Federal Family program. The average NHA resident rent is \$283 per month, and is based on the household's income. {The average annual income of a Hampshire Heights family is \$ 12,300. The average income of a Salvo House resident is \$ 11,572.}

Other Income - \$655,050



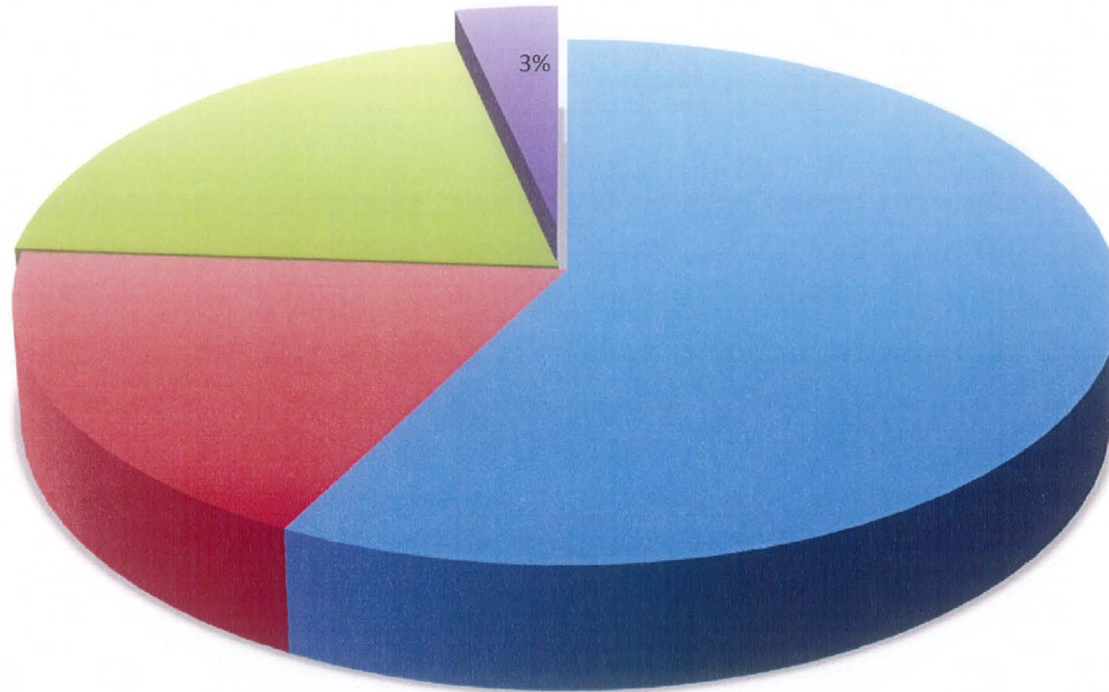
"Other Income" includes a pro-rated "full-costing" of \$534,000 from Leased Housing administrative fees, to pay for agency costs of those programs, as well as laundry receipts, investment income, and non-dwelling rentals. The growth of our Section 8 program has allowed the NHA to maintain operations while absorbing state budget cuts and level rents resulting from the recession.

Subsidy - \$719,990



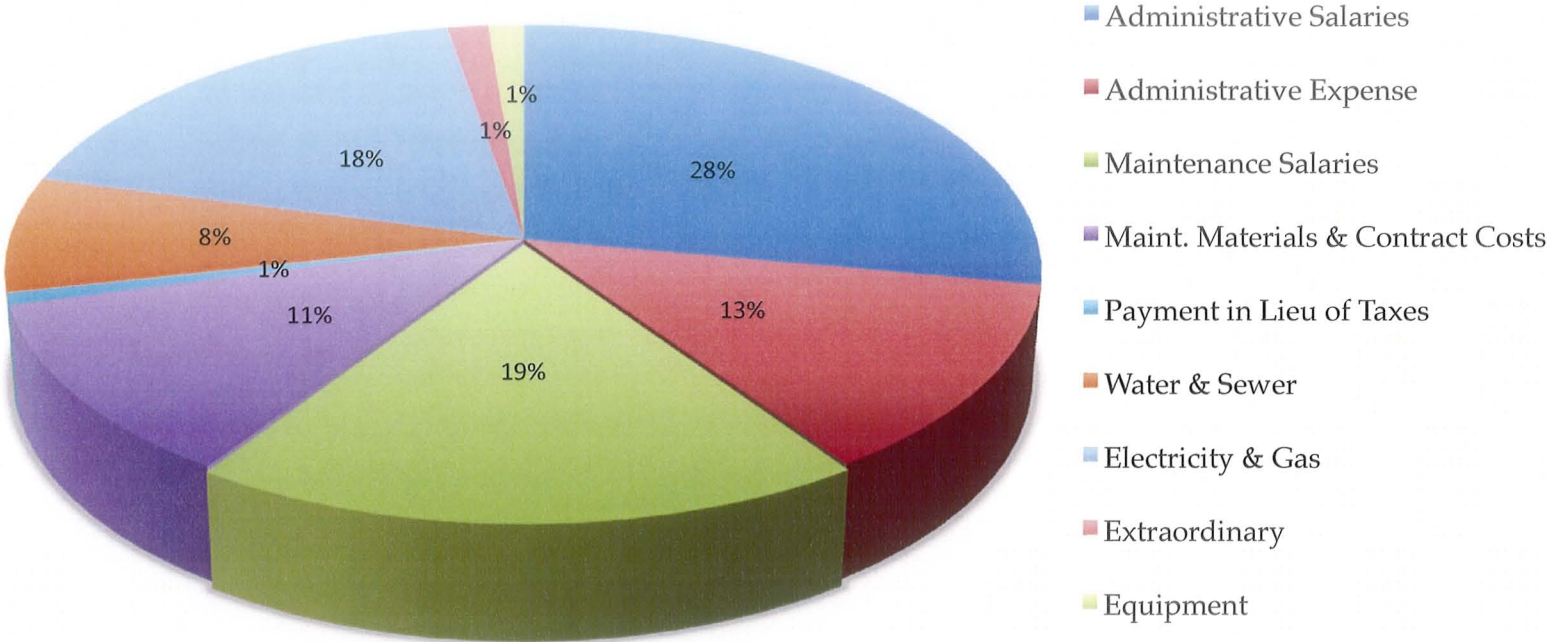
The NHA receives Operating Subsidy of \$331,731 from the Commonwealth, to manage our 508 state-aided apartments, and \$357,059 from the United State Department of Housing and Urban Development to manage our 110 units of Federal Housing. Our state operating subsidy was cut 4.7% this fiscal year. We project level funding for FY-11.

Operating Reserve- \$121,984

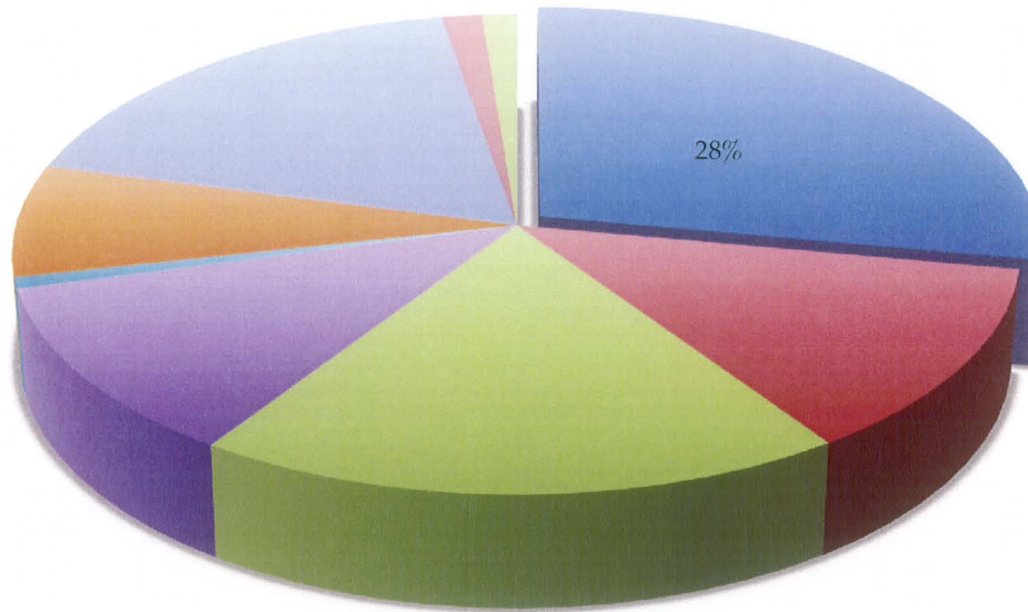


To pay for planned capital expenses, and several emergencies that reoccurred during the fiscal year, the NHA draws upon its operating reserves. State operating reserves (Capital Reserves) stand at \$227,000, while Federal operating reserves stand at \$1.5 million dollars. Federal reserves are invested annually and provide the only source of modernization funding; state modernization projects are funded through a separate process.

How Funds Are Spent- \$3,451,670

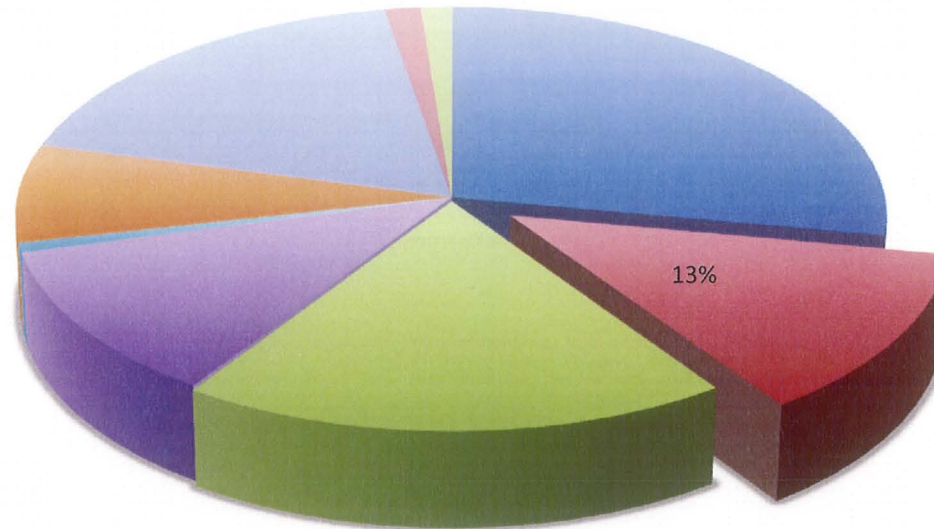


Administrative Salaries- \$ 963,314



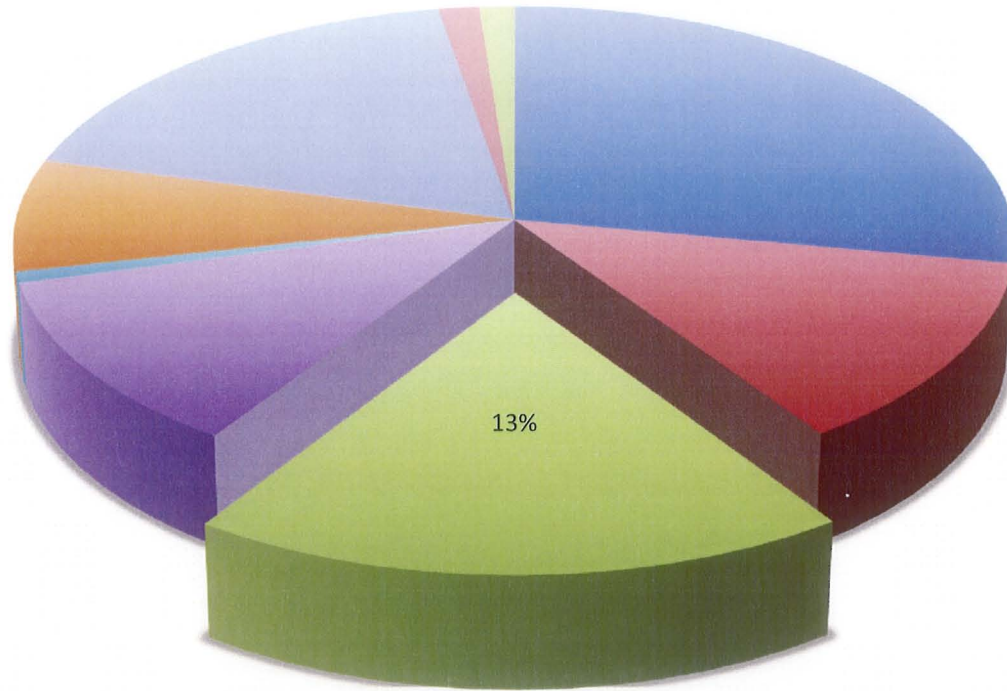
Provides funding for 15 FTE who administer the Public Housing and Leased Housing programs, including four certified PHMs, two MCPPOs, two HQS inspectors and a Social Worker. Major responsibilities include application processing and lease-up, lease compliance, rent collections and accounts payments, in adherence with state or Federal regulations. Includes benefit costs.

Administrative Expenses- \$ 434,106



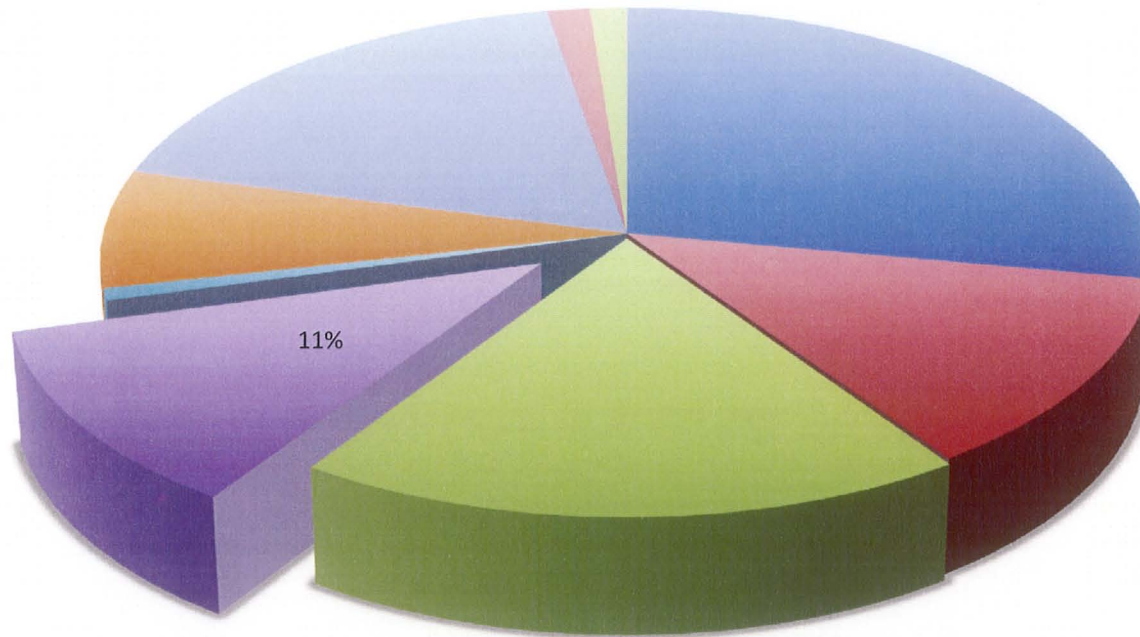
This account funds property and casualty insurance (\$100,000), as well as office supplies, computer maintenance, telephone, postage, accounting, auditing, legal, travel, etc.

Maintenance Salaries- \$647,065



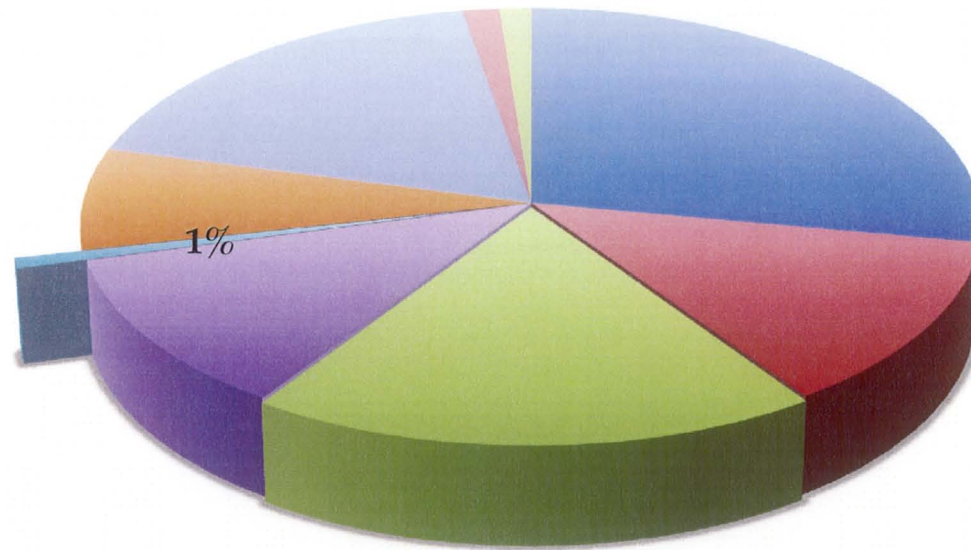
Provides funding for 9.5 FTE who maintain the NHA's 618 apartments. Staffing includes a licensed master plumber, a carpenter, a painter, and several mechanics and groundskeeper/custodians. Major tasks include turning over vacant units for re-occupancy, in addition to addressing 3500+ work orders per year from residents, and maintaining buildings and grounds. The NHA provides 24 hour coverage to immediately address emergencies. Includes employee benefit costs.

Maintenance Materials & Contract Costs- \$398,466



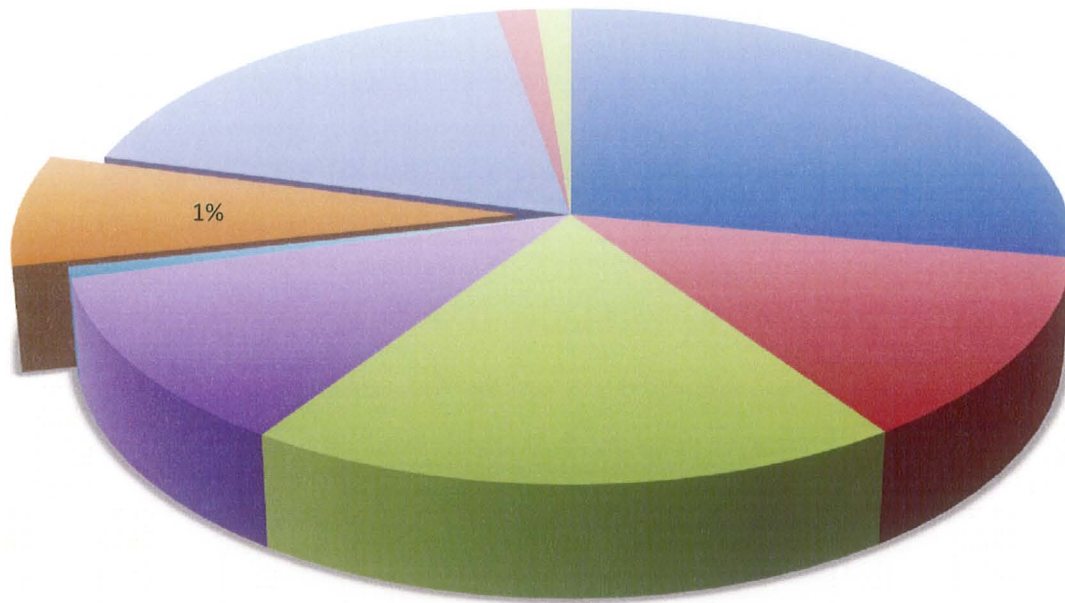
In addition to maintenance supplies such as cleaning products, paint, etc., this account funds maintenance contract costs to outside contractors for elevator, generator, and fire alarm maintenance, as well as trash removal, electrical work requiring a license, and flat work. The NHA seeks to purchase goods and services from local suppliers where possible. In FY-09 the NHA spent \$253,000 for products and services purchased from Hampshire County vendors.

Payment in Lieu of Taxes- \$26,425



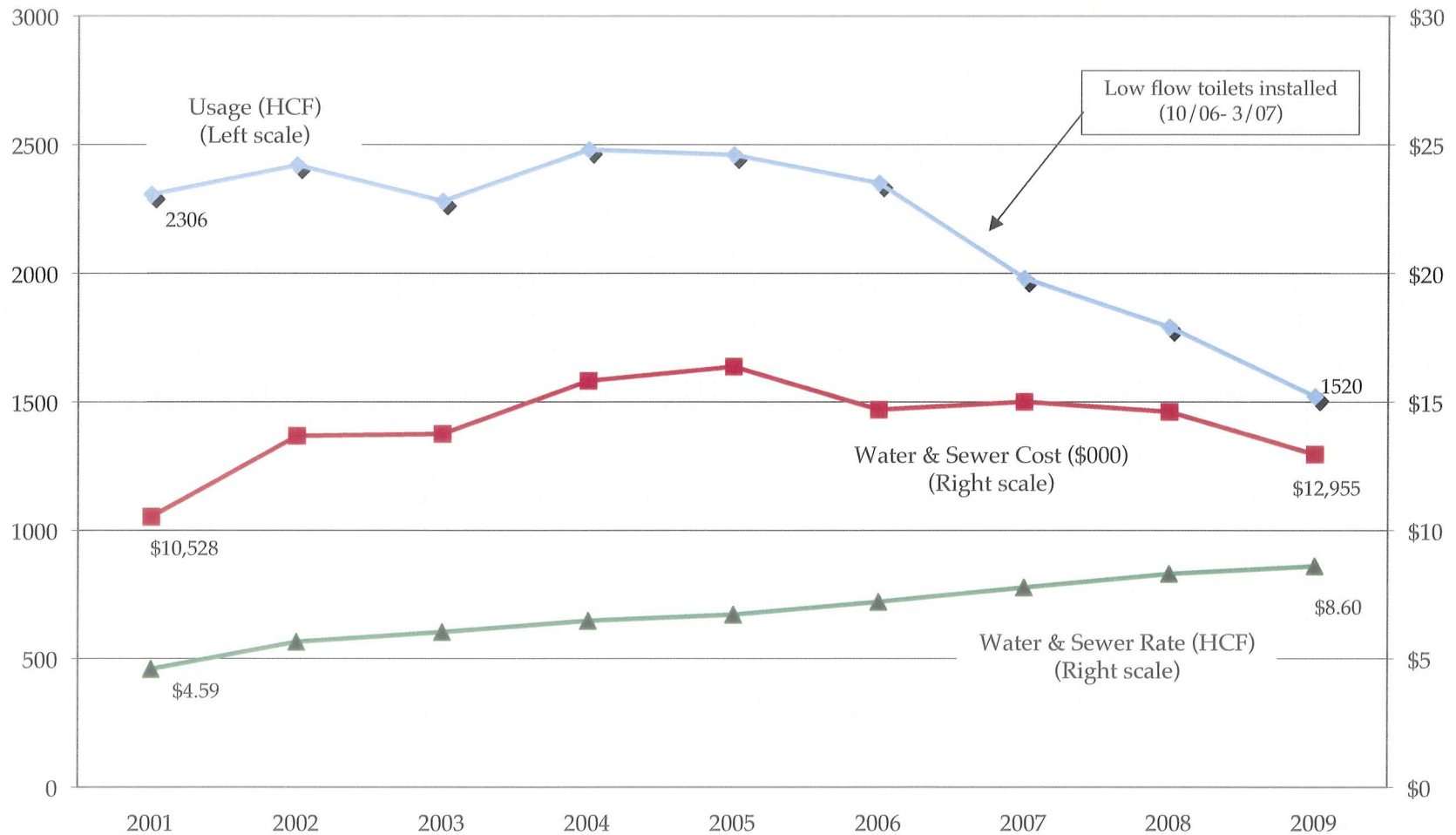
The NHA recognizes that this contribution to the City represents only a fraction of the cost of services provided to the NHA and its residents, and tries in other ways to assist the City beyond the level of these PILOT payments, which are set by state law, and the Cooperation Agreements between the City and the NHA developed at the time of construction of its Federal developments.

Water & Sewer- \$261,739

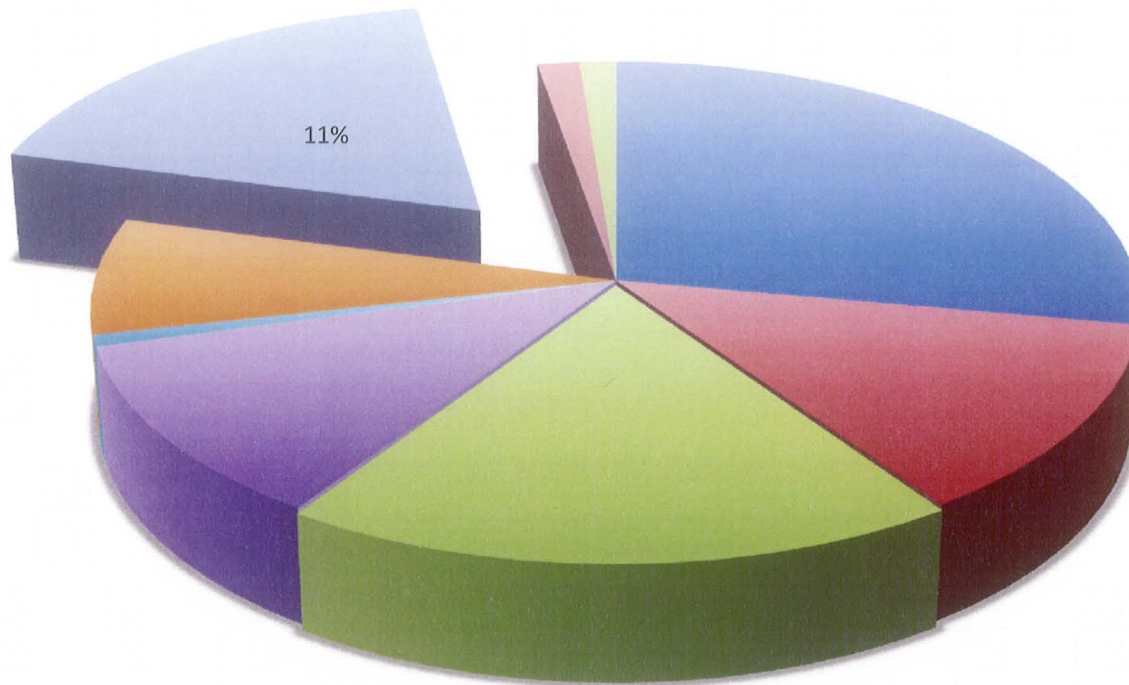


Represents payment to the City for water and sewer costs. The NHA has, in recent years, implemented water saving measures including the installation of low-flow aerators and toilets. To date, Hampshire and Florence Heights, and McDonald House have been retro-fitted completely, and new 1.6 gpf toilets will be installed over the next two years at Salvo House, the result of a grant from the state.

Impact of Low-Flow Toilets on Water and Sewer Usage and Costs Joseph McDonald House 2001-09



Electric & Gas \$ 626,855



The NHA's most recent energy audits indicate that while progress has been made to increase energy efficiency, more work needs to be done, particularly at Forsander Apartments. Recent ARRA funding allowed for high efficiency boiler installation at McDonald House. Individual resident metering of high efficiency boilers at Florence Heights, and replacement incandescent bulbs with CFLs throughout are some of the efforts made. This year, the 30 year-old furnaces at Hampshire Heights will be replaced, the result of a state grant.

Salvo - High Efficiency Gas Fired DHW Boiler (therms) Net Cost \$31,600

	2006/7	2007/8	2008/9	3 Year Ave.	2009/10
October	1042	1089	1234	1122	1031
November	1192	1257	1335	1261	1129
December	1393	1550	1788	1577	1409
January	1858	1856	1911	1875	1593
February	1765	1721	1803	1763	1435
March	1756	1915	1993	1888	1601
6 Month Usage	9006	9388	10064	9486	8198

6 Month Therm Savings	13%
Estimated Cost Savings- 1st Year	\$3,100
Estimated Payback	10 Years

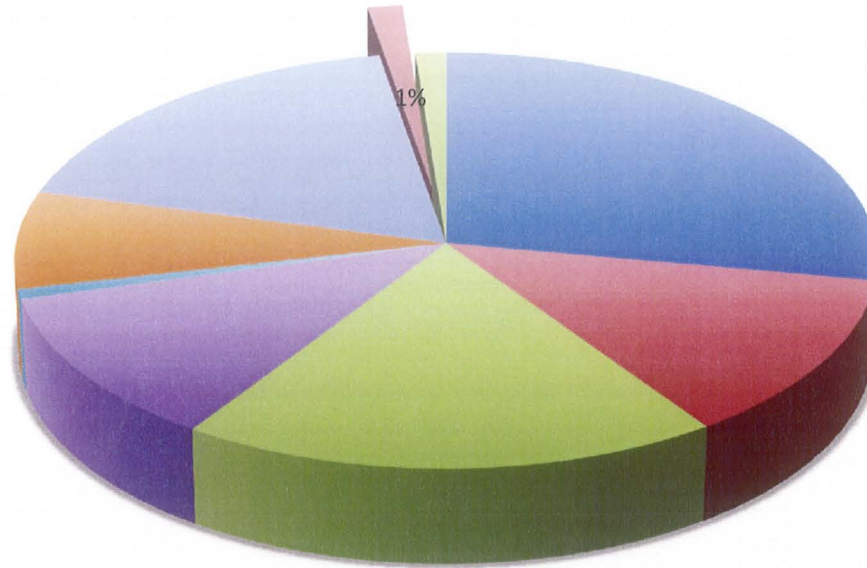
McDonald- High Efficiency Heat & DHW (therms) Net Cost \$46,000

	2006/7	2007/8	2008/9	3 Year Ave.	2009/10
October	1096	1254	1526	1292	1928
November	2116	2285	3004	2468	2096 *
December	2859	4158	4504	3840	2592
January	3169	5711	5582	4821	4385
February	5364	5184	5273	5274	3036
March	5311	5159	5157	5209	2953
6 Month Usage	19915	23751	25046	22904	16990

6 Month Therm Savings	29%
Estimated Cost Savings- 1st Year	\$13,681
Estimated Payback	3.4 Years

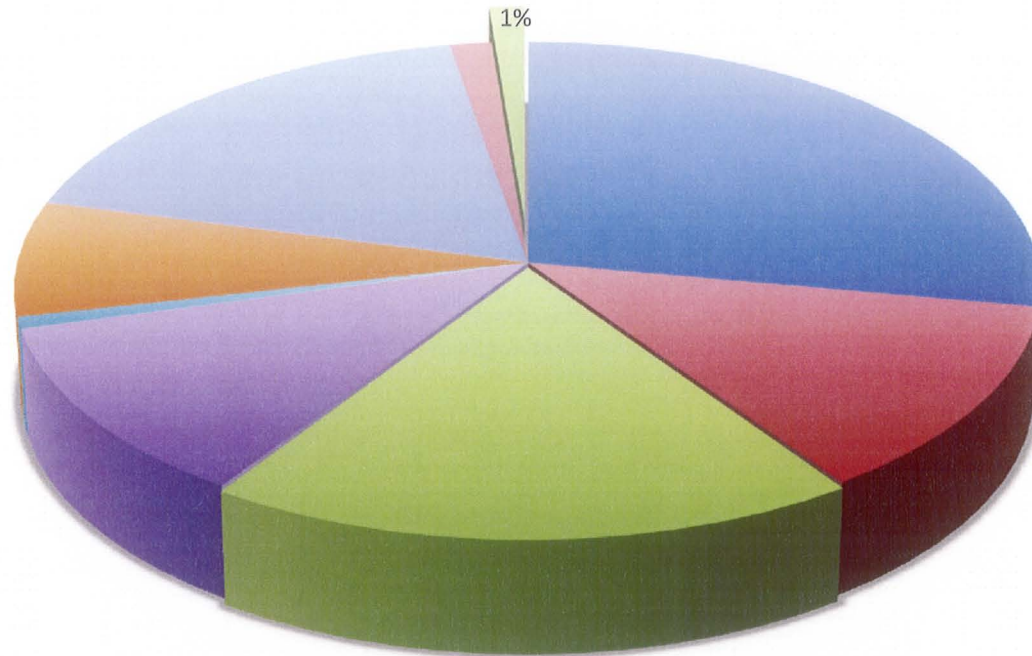
* New System Substantially Installed & In-Use Nov. 7

Extraordinary Maintenance- \$50,000



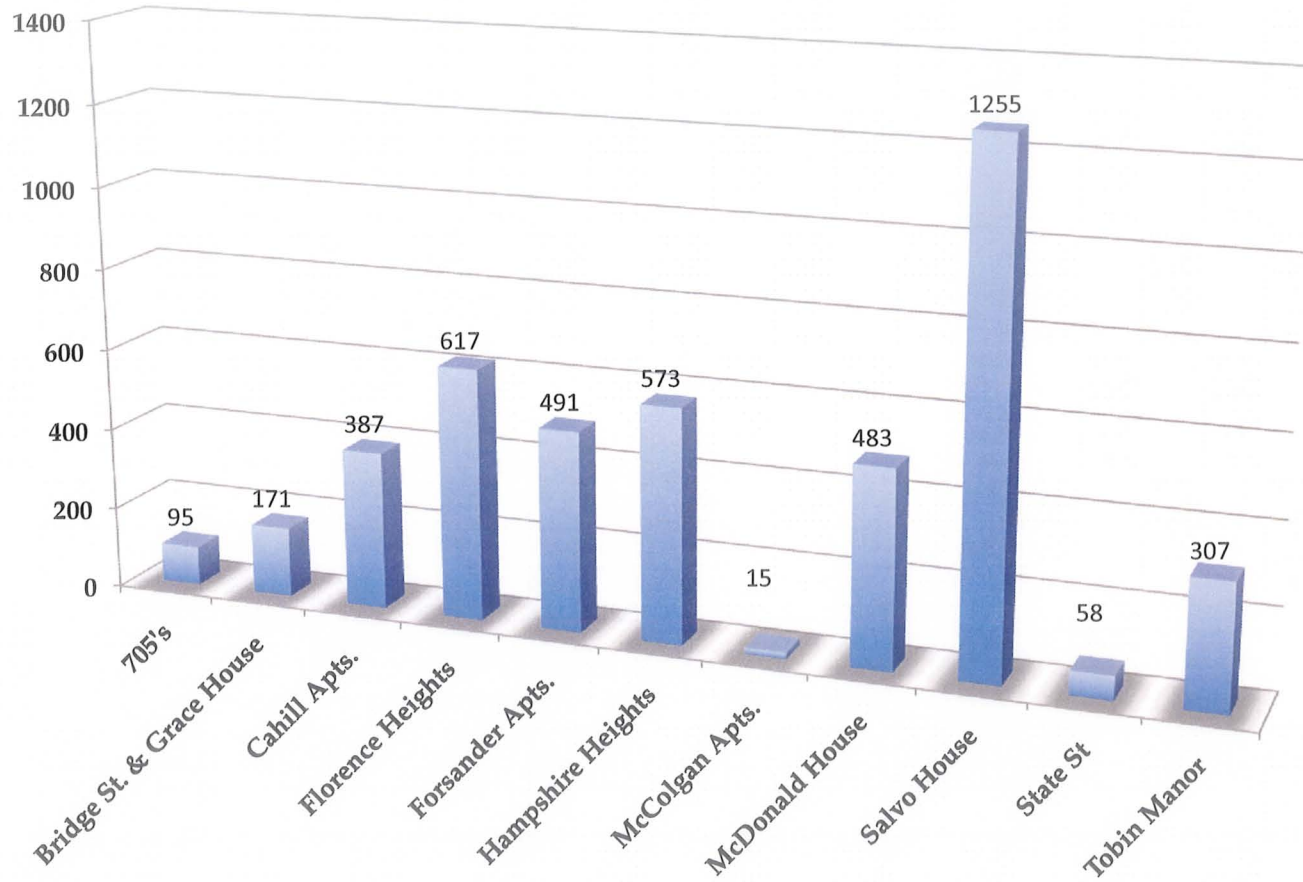
This budget line provides an emergency reserve to cover costs of replacement of systems, for example, and can be used as a planning tool for projects, as well. Unspent funds are returned to Reserves. Notably this year, funds were needed to pay for replacement of the DHW boiler at Salvo House, and to pay the insurance deductible for renovations following a fire.

Equipment- \$43,500



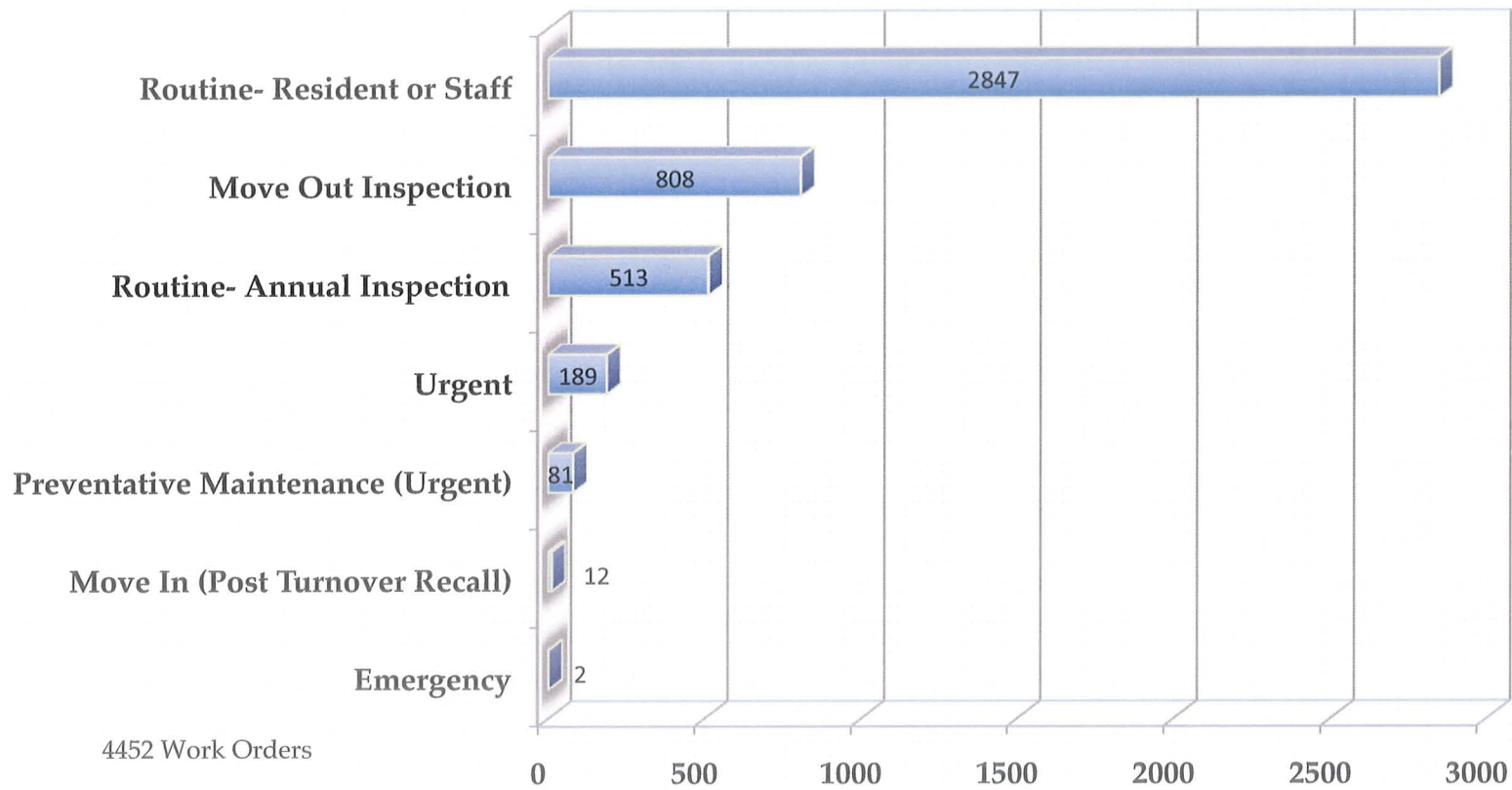
This account pays for the replacement of appliances and NHA capital equipment, such as vehicles, lawn mowers and snow blowers. The NHA keeps a capital inventory that is reviewed by the State Auditor, and attempts to keep up with replacement of items as they approach the end of their useful life. Some of our older vehicles, upon replacement, have been given to the City.

FY-09 Maintenance Work Orders by Development



4452 Work Orders

FY-09 Maintenance Work Order by Source & Priority



Work Orders Per Household- By Development -FY-09

Florence Heights	12.3
State St	9.7
McDonald House*	8.1
705's	7.9
Hampshire Heights	7.2
Forsander Apts.	6.8
Salvo House	6.5
Bridge St & Grace House	6.3
Tobin Manor	6.3
Cahill Apts.	6.0
McColgan Apts.	2.5

* Work Orders for the NHA Offices are Included

Routine Work Orders by Type - Calendar Year 2009

Appliance	193
Electrical	20
HVAC	140
Grounds	92
Lock/Key/Lockout	218
Miscellaneous*	1257
Plumbing	857

* These range from minor carpentry to light bulb replacement, to mopping up spills.

Unit Turnover

<u>Fiscal Year</u>	<u>Vacancies</u>	<u>Ave Days</u>
2005	70	17.3
2006	84	19
2007	80	13.7
2008	76	13.5
2009	78	19.6
Five-Year Average	77	16.2

Overtime Calls Calendar Year 2009 -- 391 Calls

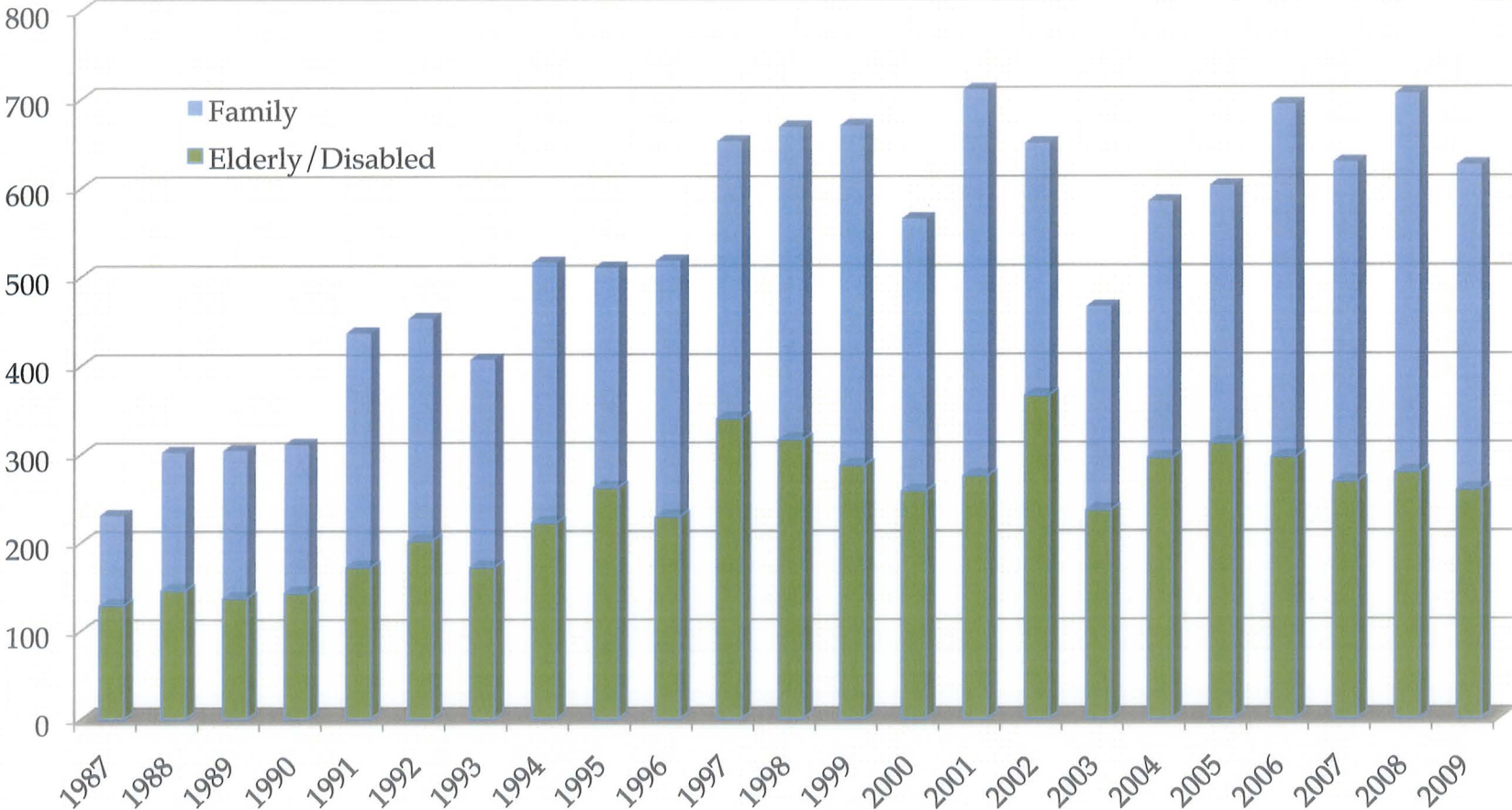
Alarm (CO or Smoke)	15	No Hot Water	21
Broken Pipe	2	Other	17
Change Locks -209A	2	Refrigerator Problem	12
Disposal Not Working	15	Roof Leak	1
Electrical Outlet	1	Sewer Back-up	2
Elevator Down	19	Sink Trap Leaking	3
Furnace Repair	4	Sink/Tub Clog	45
Heat- None	39	Structure Fire	1
Heat- Too Much	6	Smell of Gas	7
Light Out	26	Toilet Related	46
Lockout	40	Water Leaking into Apt.	49
No Electricity	14	Window Problem	4

Weekly Vacancy Trends & Effect on Routine Maintenance



The pattern of vacancies has a great effect on the ability of Maintenance Staff to keep up with other functions. As vacancies increase other functions, including routine maintenance (lawn mowing, carpet shampooing) are slowed, as is the response time to routine work-orders and backlogged specialty work projects (painting, replacement of toilets, door hardware, etc.). NHA staff turnover an average of 77 apartment vacancies a year. The five year average for turnover is 16.2 days.

Public Housing Applications 1987 - 2009



Income eligibility standards vary by housing program:

State Income Limits

Household Size	1	2	3	4	5	6	7	8
	\$41,450	\$47,350	\$53,300	\$59,200	\$63,950	\$68,650	\$73,400	\$78,150

Federal Income Limits

Household Size	1	2	3	4	5	6	7	8
Low Income (1)	\$43,450	\$49,700	\$55,900	\$62,100	\$67,050	\$72,050	\$77,000	\$81,950
Very Low Income (2)	\$27,150	\$31,050	\$34,900	\$38,800	\$41,900	\$45,000	\$48,100	\$51,200
Extremely Low Income (3)	\$16,300	\$18,650	\$20,950	\$23,300	\$25,150	\$27,050	\$28,900	\$30,750

(1) Public Housing; (2) Section 8 Program; (3) ELI limits are used for income targeting purposes in the issuance of Section 8 Vouchers

The Section 8 program requires that 75% of participants be at 30% or less of the median family income for the area.

The average income of a public housing family resident is \$12,159, while the average income of a resident of Elderly/Disabled housing is \$11,425.

More than half of the residents of Elderly/Disabled housing are disabled; we estimate that 25% are veterans. The average age is 58.

The average family housing resident has 2.2 children. Half of the families have employment related income.

The Section 8 program assists 576 households. The average income of a Section participant is \$13,642 (ave. family size is 1.78). 15% of the families are elderly, while 57% are headed by a person with a disability. 32% are families with children under 18.

In the Section 8 program, a participant seeks an apartment that rents for less than the 'payment standard' for our area. Those standards are:

0 Bedroom	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom
\$671	\$798	\$1014	\$1214	\$1409

Generally, the participant then rents an apartment paying 30% of their income for rent; the Program pays the balance.

Social Services Coordination- 2009 Caseload

The NHA is one of only 19 housing authorities in the state with a grant-funded social services coordinator, whose job is to assist residents meet needs that relate to promoting successful tenancies. The program provides front-line intervention services and referrals by a Social Worker. Caseload increased 4% from 2008.

New Cases 2009:			Source of New Cases:		
	Elderly	197		NHA Staff	102
	Younger Disabled	187		Neighbor	99
				Family/Self	141
				Other	42
Ongoing Caseload:		33			
Total Cases Served:		415			
Referrals made to outside agencies:		77			

Service:	<u>Elderly</u>	<u>Younger/ Disabled</u>		<u>Elderly</u>	<u>Younger/ Disabled</u>
Benefit Assistance	22	17	Medical Problem	15	2
Case Management	71	68	Mental Health Problem	1	24
Domestic Violence	0	0	Mental Retardation Problem	2	1
Drug / Alcohol Problem	10	21	Neighbor Dispute	48	45
Employment/Vocational Services	0	0	Nursing Home Placement	9	0
Financial Problem	7	5	Nutrition Related	3	3
Health & Safety Threat	8	6	Personal Hygiene	11	12
Home Healthcare Provider	22	18	Reasonable Accommodation	1	2
Housekeeping	27	21	Rent Arrearage	8	6
Individual Info Sharing	63	61	Tenant Move	1	9
Isolation Problem	0	0	Transportation Issue	8	2
Lease Related Issue	12	24	Unauthorized Guest	2	19
Legal	5	3	Other	0	0
Maintenance Problem	23	19			

Lease Enforcement

	Florence Hgts (49)	McDonald (60)	705's (11)	Hampshire Hgts (79)	Salvo (191)	Cahill (64)	Forsander (72)	Tobin (49)	State (4)	Bridge (4)	Total
Rent Payments FY-10*											
Non-Payment of Rent	64	32	25	159	104	35	50	17	6	2	496 / \$106,800
Notice To Quit- Non Pay	21	10	10	73	38	8	18	3	0	0	182 / \$42,836
Summary Process Complaints	6	1	0	15	7	1	2	0	0	0	39
Court Agreements	5	1	0	12	5	0	2	0	0	0	25
Eviction Executed	2	0	0	3	1	0	0	0	0	0	6

* FY-10 - through May 12, 2010. NTQ numbers projected for May and June of 2010

Lease Violations -2009

Behavior (Criminal or Civil)	4	3	0	5	6	5	2	1	1	1	28
Housing Inspect/HQS/Hoarding	1	18	1	1	12	2	3	0	0	0	38
Lease Renewal	2	7	0	10	6	7	9	0	0	0	41
Neighbor Dispute	3	1	0	2	3	2	0	1	0	1	13
Non-Disclosure/Fraud	1	0	3	10	5	3	0	1	2	0	25
Non-Payment of Damages/Fees	6	1	0	11	1	0	0	0	1	0	20
Parking Policy/Tow	3	0	0	3	3	0	0	0	0	0	9
Pet Violation	1	2	0	5	1	0	0	0	0	0	9
Unauthorized Guest	8	0	1	8	5	5	2	0	0	0	29
Utility Shut-off	2	NA	0	3	NA	NA	NA	NA	0	0	5
Notice To Quit	6	2	2	12	5	6	3	0	0	0	36
Evictions Executed	0	0	0	1	1	1	1	0	0	0	3

Board of Health - FY-09

Complaints to BoH	2	1	0	2	8	0	2	0	0	1	16
Orders To Correct	1	1	0	0	2	0	0	0	0	0	4

FY-09 - Incident Calls at NHA Properties

	Flor. Hgts.	McDonald Hamp. Hgts	Cahill	Forsander	Salvo	Tobin	Arrests	
911 Hang-Up		2			1			
Animal Complaint	3		5					
Assault			1		2			
Breaking & Entering				1	1			
Building/Property Check*	138		52	1	8			
Disturbance	6	2	23	4	3	12	1	
Drug Violation					2		1	
Electrical Hazard					1			
Elevator Down/Elevator Rescue		1			20			
Environmental	1				1			
Fire Alarm/Call**	6	2	7	61	39	51	5	
Harassment	2							
Juvenile Problem	2			1	1			
Lost-Found Property		1			2			
Medical Emergency	11	78	27	72	84	118	40	
NHA Vehicle Tow	1		1		1			
Other	7		5		1	8	1	
Public Service- Well-Being Check		1		1	2			
Robbery								
Serve Restraining Order	1	2		1				
Serve Summons/Warrant		2		1	1	6	2	
Structure Fire					3			
Suspicious Activity	1	1	3	8	5	1	1	
Theft/Larceny				4	3			
Traffic Complaint/Accident***	10	10	10		14	1		
Trespassing				1	4			
Vandalism			1		1			
Total	189	102	134	154	133	265	48	7

* During the summer months, in particular, the NPD perform drive-thrus at our family developments, and punch incident cards of those trips.

** Fire Alarm/Calls represent the total number of incidents where the NFD reposed to the site, including traffic accidents, spills, elevator calls. which are also counted as separate incidents.

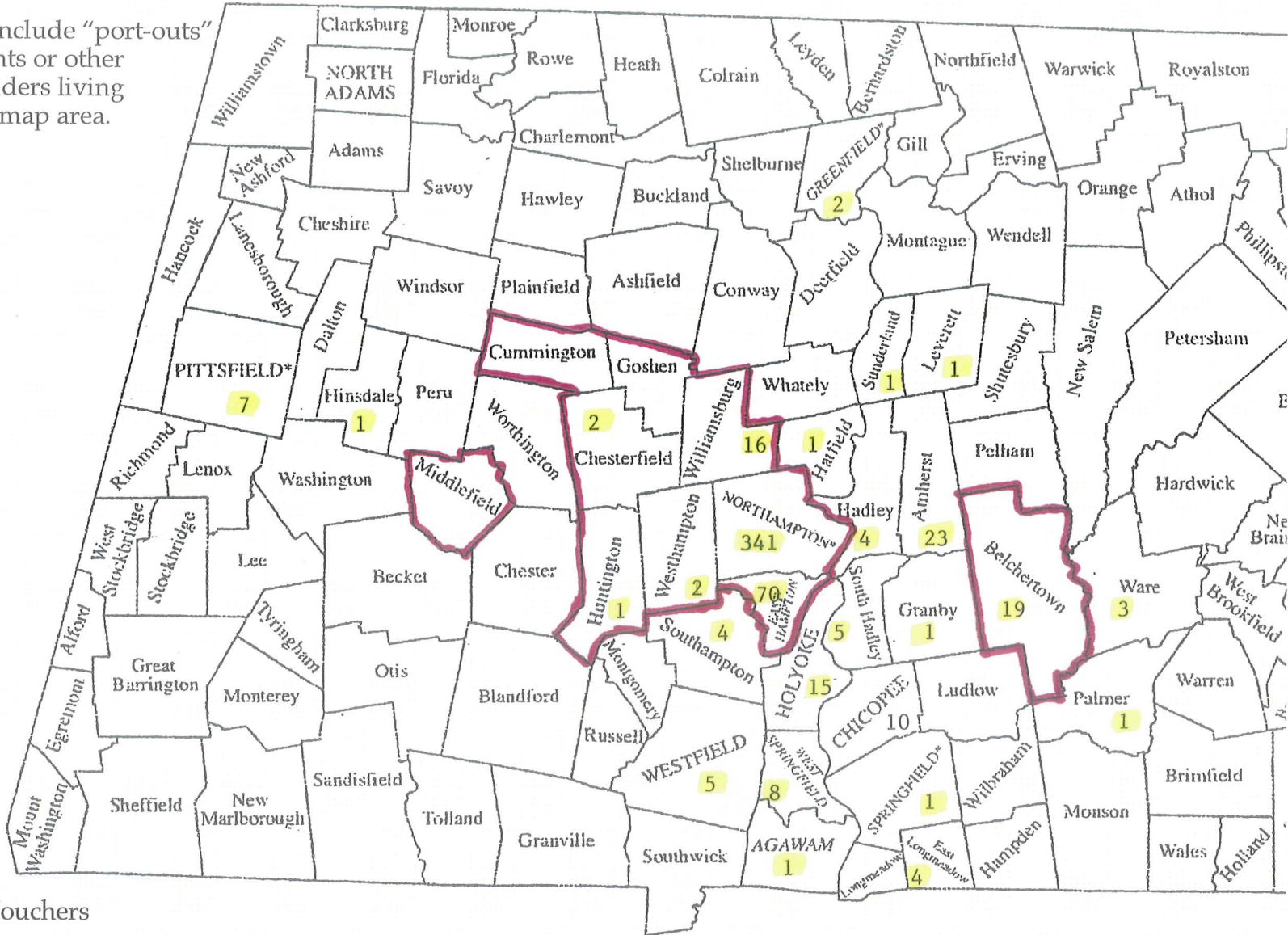
*** These calls may include incidents occurring on the street, where the address is a landmark for the call.

Housing Choice Voucher Program (Section 8)

Dispersion of Mobile Voucher Holders* in Western Massachusetts

 NHA Jurisdictional Area

* Does not include "port-outs" SRO residents or other voucher holders living outside the map area.



542 of 576 Vouchers

Federal 5-Year Capital Plan

From Phys Needs Assessment
but Unfunded from
This 5 year Plan

2010 2011 2012 2013 2014

All	Operations		\$28,839	\$28,839	\$28,839	\$28,839	\$28,839
All	Appliances			\$5,000			\$13,000

26-1	Site Improvements		\$5,000				
26-1	Replace Playground			\$25,000			
26-1	Replace Fencing -Use 2008 Cap Funds	16400					
26-1	Replace Windows				\$30,000	\$110,000	
26-1	Flooring Upgrades		\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
26-1	Drainage Improvements (e.g.Gutters & Downspouts)	52000					\$2,000
26-1	Renovate Kitchens						\$80,000
26-1	Electrical Upgrades (e.g. Smokes & GFI)		\$8,562	\$359	\$359	\$359	\$359
26-1	Replace DHW tanks- Use 2009 Cap Funds	20000	\$5,000				

26-2	Site Improvements						\$5,000
26-2	Replace Water Main		\$60,000				
26-2	Heating Upgrades (e.g. zone valves)			\$10,000	\$8,000		
26-2	Replace Roof Membrane	39000		\$70,000			
26-2	Elevator Upgrades Use - 2009 Cap Funds	40000	\$11,000				
26-2	Electrical Improvements (e.g. lighting)*	70000	\$20,000				
26-2	Electrical Upgrades (e.g. Smokes & GFI)				\$2,000		\$10,000
26-2	Improvements to Community Spaces/Offices	59203	\$797				
26-2	Non Dwelling Structure-??? (e.g. Maintenance garage/ office expansion)				\$70,000		

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