



Commonwealth of Massachusetts

DEPARTMENT OF HOUSING & COMMUNITY DEVELOPMENT

Charles D. Baker, Governor ♦ Karyn E. Polito, Lt. Governor ♦ Chrystal Kornegay, Undersecretary

Public Housing Notice 2016-06

To: Local Housing Authorities

From: Sarah Glassman, Associate Director, Division of Public Housing & Rental Assistance

Date: April 6, 2016

Re: Performance Management Review Preparation

On [August 6, 2014, Chapter 235, "An Act Relative to Local Housing Authorities,"](#) was signed. This Act represents significant reform to state-aided public housing. Included in the new law is a requirement that the Department of Housing and Community Development (DHCD) establish and implement an annual Performance Management Review (PMR) of local housing authorities. This Public Housing Notice provides a very short introduction to the PMR; a more in-depth report, including details on criteria, benchmarks and timelines, is forthcoming via public housing notice.

"What is the PMR?"

The PMR pulls together data on each housing authority's occupancy rates, tenant accounts receivables, accounts payable, budget variance, capital improvement plan submission, capital spending, small projects procurement, annual inspections, work order systems and maintenance systems to identify and address areas of strength and areas for development.

The PMR is an opportunity for DHCD and Local Housing Authorities to stand together and take a deep dive into the data, lift up best practices, and work together towards improving operations across the Commonwealth.

"Where does the PMR Happen?"

The PMR process takes place at DHCD and at the housing authority. Your housing management specialist will conduct a desk audit to determine your authority's areas of strength and areas of opportunity based on the first eight criteria listed above. Your housing management specialist and your facilities management specialist will then schedule a meeting to review the results of the desk audit in person. During that visit, the facilities management specialist will meet with housing authority facilities staff and the executive director to complete the final component of the PMR: a review of annual inspections and work order & maintenance systems.

“Who Developed the PMR?”

While the Department is in charge of implementing the PMR and any follow-up, the PMR was developed collaboratively. Over the past year and a half, a robust group of stakeholders including DHCD staff, executive directors, the Massachusetts Chapter of the National Association of Housing & Redevelopment (MassNAHRO), the Massachusetts Union of Public Housing Tenants (MUPHT), and a group of public and private sector partners have worked together to develop the program.

“How Can I Be Successful During the PMR?”

Since the PMR is a new evaluation process, the department is working to ensure that housing authority staff have a clear understanding of each criteria and guidance as to expectations. Over the next several months, the department will send out a series of public housing notices explaining each criteria and offering detailed guidance as to how housing authorities may prepare for each part of the process in advance of the rollout.

“I Still Have Questions About the PMR”

As stated above, this public housing notice is meant to briefly introduce the PMR. It will not thoroughly explain or address all components of the PMR process and you may still have questions. Details regarding criteria, evaluation methods and benchmarks, timeline, follow-up, and best ways to prepare are forthcoming in subsequent public housing notices.

DHCD staff look forward to working with you on this new program.