

MASSACHUSETTS JURY DUTY - YOU MAKE A DIFFERENCE

With The Honorable Jeffrey M. Winik
By the Massachusetts Judicial Branch

Audio video recording produced by the Office of the Jury
Commissioner in association with the Boston Neighborhood Network
Transcript produced by Approved Court Transcriber
Donna Holmes Dominguez

1 CAPTION: Jury Duty, Michael Ryan, Host

2 MICHAEL RYAN, BNN LIVE HOST: Hi. My name is Mike Ryan. The
3 name of the show is Jury Duty: You Make a Difference on BNN,
4 the show that should answer all your questions about the one
5 day, one trial jury system.

6 HOST RYAN: Our special guest today is Judge Jeffrey Winik
7 from the Housing Court.

8 Welcome, Judge.

9 JUDGE WINIK: Thank you. Happy to be here.

10 HOST RYAN: Thank you very much for coming here.

11 Judge Winik is a prior graduate of the University of
12 Michigan, received his Master's Degree at London College
13 University of London, and obtained his Juris Doctorate from
14 Boston University Law School.

15 And after that, he worked briefly for the New York
16 Commission on Judicial Combat, combat. Judicial Conduct, and
17 came back to these parts, where he worked at the Greater
18 Boston Elderly Service and Greater Boston Legal Services,
19 specializing in Federal and State housing.

20 Then you went and you taught for ten years at BU Law School
21 where you still, where you still teach, before going into
22 private practice with a focus on real estate, land use, and
23 housing litigation.

24 He was appointed to the Housing Court Bench in 1995.

25 JUDGE WINIK: That's correct.

1 HOST RYAN: Appointed First Justice in 2004.

2 He is a recipient of several judicial awards including the
3 Boston Bar's Citation for Judicial Conduct in 2013.

4 So Judge, we, people I think generally know what the
5 Housing Court does. But what exactly are some of the things
6 that the Housing Court touches upon?

7 JUDGE WINIK: Sure. The Housing Court was created by
8 statute with specific jurisdiction.

9 We're a Court of superior jurisdiction, similar to the
10 Superior Court, but with specialized focus.

11 We deal with cases that deal directly or indirectly with
12 residential habitation. That can include issues dealing with
13 tenancies. It deals with code enforcement, state sanitary
14 codes, state health codes, environmental codes.

15 We deal with issues of land use, zoning, and we deal with
16 disputes pertaining to personal injury if they relate to
17 something arising out of a housing relationship.

18 HOST RYAN: How long has the Housing Court been around?

19 JUDGE WINIK: We've been around since the early 1970s was
20 when it was first created initially in Boston and Springfield,
21 and then has since expanded to cover, you know, the regions of
22 Worcester, the northeast section of the state. We have a
23 southeast division. We have a western division.

24 And there's a bill pending now to make, extend the
25 jurisdiction of the Housing Court to cover statewide, so that

1 everybody would have access to the Court.

2 HOST RYAN: So you're about 80 percent, you cover the state
3 now, the Housing Court?

4 JUDGE WINIK: Approximately.

5 HOST RYAN: So the only places that don't have the Housing
6 Court would be the Cape and the Islands?

7 JUDGE WINIK: Cape Islands, Cambridge, Quincy, a range of
8 the western part of, you know, areas like Framingham, Natick
9 do not have coverage.

10 But we're slowly, as I said, the idea is to expand to cover
11 those major population areas.

12 HOST RYAN: I noticed in some of your divisions, that the,
13 the Court almost rides circuit, that it, it not only is in one
14 spot, they're not just in Springfield. They're not just in
15 Worcester. So.

16 JUDGE WINIK: Of the five divisions, four of them travel
17 extensively.

18 The, each day, they'd be a Judge sitting somewhere within
19 the division.

20 That requires not just the Judge to travel, but you also
21 have to have Court Officers. You have to have Clerks. You
22 have to have housing specialists which is one of our special
23 features of the Housing Court is that we do have full time
24 trained mediators who we call housing specialists who are
25 trained to assist the parties when they have disputes to find

1 common ground in an effort to resolve them.

2 Our mediators have had very large amounts of success. And
3 the fact that we can give each of these cases individualized
4 attention enhances the likelihood that the cases can be
5 resolved to the satisfaction of both parties.

6 HOST RYAN: So the mediation, they're able to settle their
7 issues without going to Court?

8 JUDGE WINIK: Well --

9 HOST RYAN: Or going to case, to trial.

10 JUDGE WINIK: Without necessarily going to trial or having
11 to appear before the Judge to argue their case.

12 HOST RYAN: So unlike some of the Court departments, like
13 Superior and District and Boston Municipal, you don't have
14 probation officers, but you have housing specialists?

15 JUDGE WINIK: That's correct.

16 HOST RYAN: And what is their role besides being mediators?

17 JUDGE WINIK: They do a few things. They, they are often
18 the Judge's eyes and ears, where they can go out upon the
19 request of the Judge and with the parties permission to do
20 views so they can take a look at the property. If there's a
21 dispute between a landlord and a tenant for example as to
22 whether there is a problem in the apartment.

23 I can send one of my mediators, my housing specialists, out
24 to the apartment together with the parties, and my specialist
25 can take a look and prepare a report that would be provided to

1 me, giving the specialist's view of what in fact needs to be
2 done.

3 What interestingly happens when that occurs is that often
4 that becomes the catalyst for a mediation between the two
5 sides. Once the specialist sees what's there, the specialist
6 is in a very good position to make suggestions and
7 recommendations as to how the dispute might be resolved.

8 HOST RYAN: So some of these specialists, they probably have
9 backgrounds in property management or construction, home
10 repair.

11 JUDGE WINIK: Some have backgrounds in, in home repair or
12 they've had experience in some aspect of home improvement or
13 they have experience as you said in property management.

14 And sometimes, if they don't have that extensive
15 experience, our specialist department can train our new
16 specialists to gain the expertise that they need.

17 HOST RYAN: And they're trained also in alternative dispute
18 resolution?

19 JUDGE WINIK: That's correct. And they are, they receive
20 certifications for, as, as individuals who can engage in
21 alternative dispute resolution.

22 HOST RYAN: Would eviction be the most, I hate to say
23 popular kind of case in the Housing Court.

24 JUDGE WINIK: I would say in terms of the raw numbers, the
25 largest portion of our cases involve issues of possession. So

1 that would be an eviction action, sometimes we get them where
2 there's a risk of eviction that will occur if a problem cannot
3 be resolved.

4 But you know, we, we have an extensive case load of, of
5 evictions.

6 HOST RYAN: And the legal term is summary process?

7 JUDGE WINIK: Statutorily, it's called summary process.
8 And, but part of what I have to do as a Judge is make sure
9 when I'm on the bench and communicating with the public, I'm
10 using words that everybody understands.

11 And there aren't that many people who would understand what
12 I mean if I say summary process. No one would know
13 instinctively that it dealt with housing.

14 But if I say eviction, everybody understands what I'm
15 saying.

16 HOST RYAN: And of course, you, there's one day of the week
17 that seems to be the busiest at the Housing Court?

18 JUDGE WINIK: In Boston where I sit, we set aside Thursday,
19 Thursdays for summary process cases, eviction cases involving
20 private parties.

21 And we set aside Wednesday morning for eviction actions
22 involving the public housing authority.

23 HOST RYAN: What are some of the common issues in landlord
24 tenant disputes?

25 JUDGE WINIK: The, if we're dealing with eviction, the most

1 common is going to be from the landlord side nonpayment of
2 rent.

3 Sometimes, it's going to be that they believe the tenant is
4 not, is engaging in certain conduct which the landlord
5 believes violates the lease.

6 For example, the allegation could be that they are not
7 properly taking care of the property or they're acting in a
8 way that's disruptive of other tenants. So the landlord would
9 seek to recover possession from the tenant.

10 The tenant side, typically they will argue that they do not
11 owe the rent that is being claimed, and they may assert that
12 the landlord has failed to maintain the property in good
13 repair, and that as a result, the amount of rent that the
14 landlord claims is due is not in fact the amount that the
15 tenant should be obligated to pay.

16 HOST RYAN: I noticed in the Housing Court, there are
17 restraining orders but they're not the kind of restraining
18 orders involve, involving spousal abuse?

19 JUDGE WINIK: No. The, the Court has what we call equitable
20 authority.

21 And what the Court has the ability to do is to hear cases
22 where a party comes in asking the Court to tell the other side
23 either to do something or not to do something.

24 For example, a landlord may seek a restraining order to
25 order a tenant to allow the landlord's repair maintenance crew

1 to enter the apartment to do repairs if the tenant for any
2 reason is refusing access.

3 A tenant may come to Court and seek a restraining order to
4 order the landlord to make repairs that the landlord for some
5 reason has refused to do.

6 And the Court has the authority, after hearing, to issue an
7 order that would be responsive to the request if the Court is
8 satisfied that there's a reasonable likelihood that the party
9 asking for relief will prevail.

10 HOST RYAN: Now, you also deal with, you mentioned about
11 local zoning boards and appeals. What does that, what does
12 that mean, if someone comes to Court about a Zoning Board
13 issue?

14 JUDGE WINIK: Well, typically, it would take the form of a,
15 an appeal from a decision rendered by the, the Zoning Board.
16 It can be either a special permit allowance or denial. It
17 could take the form of a variance that's allowed or granted or
18 denied.

19 The Court does have authority under statute to hear those
20 cases.

21 HOST RYAN: And also, you might hear appeals. I didn't
22 realize that people get tickets from state and local
23 enforcement agencies or the State Fire Marshal's Office?

24 JUDGE WINIK: That's correct. And it will vary from
25 division to division, but the Court does have jurisdiction to

1 consider appeals from a, for example, a trash citation issued
2 by the city of Boston if the property owner felt that it was
3 incorrectly issued, the property owner could seek an appeal
4 and have a hearing in the Housing Court before the Clerk.

5 HOST RYAN: We had such a lovely winter last winter. If I
6 was cited for not cleaning up the snow in front of my house,
7 is that, would, would I appeal to the Housing Court?

8 JUDGE WINIK: You could. I think that last year everybody
9 would understand it was an extraordinary year, and Judges and
10 municipal agencies had to of necessity use some practical
11 reality, and, and make adjustments to the, you know, to the
12 severity of, of what nature brought on us.

13 HOST RYAN: Now, have you done many jury trials in the
14 Housing Court?

15 JUDGE WINIK: I have. People may not know this, but the
16 Housing Court does have jurisdiction to hear jury cases, and
17 that means that the parties have the right to request juries.

18 And typically it's going to be on cases where either a jury
19 is allowed by statute or a jury was typically permitted, a
20 jury claim was permitted on a case back when the Massachusetts
21 state constitution was created back in the late 18th Century.

22 So if you had a right to a jury back in 1780, you have a
23 right to a jury in 2016.

24 And typically, in a, in an eviction case, there was a type
25 of action where a litigant could request a jury in 1780, so

1 they can request a jury today.

2 HOST RYAN: Thank you John Adams, right?

3 JUDGE WINIK: That's correct. The, the author of the State
4 Constitution.

5 HOST RYAN: Absolutely.

6 So your jury trials, are they juries of 12 or are they
7 juries of six?

8 JUDGE WINIK: In the Housing Court, they are juries of 12
9 because again we sit as Courts of Superior Court jurisdiction
10 in our specialized subject matter.

11 So we will impanel 12 jurors. We can impanel alternates,
12 but typically, it's going to be civil cases rather than
13 criminal cases that we hear in jury, and we would, in the
14 typical case, impanel 12.

15 HOST RYAN: And what's, do you remember what your longest
16 jury trial was?

17 JUDGE WINIK: Thinking back to it, it was a very complicated
18 lead poisoning personal injury case that ran about two weeks.

19 HOST RYAN: That's very long.

20 JUDGE WINIK: Ten trial days.

21 And that's the longest. Typically, our jury claims will
22 run between 2 and 3 days.

23 HOST RYAN: 2 and 3 days.

24 Now, before you start the trial, do you give special
25 instruction to the jury, like for instance stay off the

1 internet, don't discuss the case, or anything like that?

2 JUDGE WINIK: Yeah. The jury impanelment process, maybe
3 this is a way to, to get into that, is very straightforward.

4 In Massachusetts, it's, we call one day, one trial. So if
5 you're called for jury duty, you show up at the Court on that
6 day, and you were either sat as a juror or your service is
7 completed for the statutory period. I believe it's three
8 years.

9 HOST RYAN: Yes.

10 JUDGE WINIK: And what I do is when I'm ready to impanel a
11 jury, I have my Jury Commissioner's Office bring over the
12 jurors. They bring the, a panel into my courtroom.

13 Typically, I would get somewhere around 25 to 28 jurors.
14 We swear in the jurors, and then I ask the jurors a set of
15 questions. And the questions deal, typically deal with do
16 they know the parties, is there anything in their experience
17 or background that would lead them to think that they could
18 not be a fair and impartial juror, do they have a reason of a
19 personal nature why they couldn't sit as a juror either on
20 this case or on this day, and I also give the parties, if
21 they're represented by lawyers, I give the lawyers the
22 opportunity to present questions for me to ask the jurors.
23 And if it's an unrepresented litigant, I'll do the same thing.
24 I'll ask the unrepresented litigant if there is anything they
25 want me to ask the prospective jurors.

1 And then I give the parties an opportunity to talk to me
2 outside of the hearing of the jurors to determine whether
3 there's a reason they think that the jurors should be excused,
4 and I'll make a ruling on that.

5 And I explain to the jurors that it is not a reflection on
6 them. It is part of the jury impanelment process.

7 I then put 12 jurors into the jury box, and I give each of
8 the parties four preemptory challenges which means that they
9 can excuse up to four jurors for any reason so long as it's
10 not an illegal reason.

11 HOST RYAN: And jurors should not take offense if they're
12 challenged peremptorily? It's not a reflection upon them?

13 JUDGE WINIK: It is not. It's just part of the process, a
14 very stylized process that we have to sit a jury that both the
15 plaintiff and the defendant feel comfortable with.

16 And if I excuse a juror, I always thank the juror for
17 coming in, and I tell them again it is not a judgment on them.
18 It's not a contest. It's not a competition.

19 HOST RYAN: You mentioned about the impanelment process.
20 And as you're probably well aware in the Superior Court in the
21 past year, they've had a pilot program of attorney
22 participating voir dire which meant the attorneys could ask
23 questions of prospective jurors.

24 Do you see something like that eventually coming to the
25 Housing Court?

1 JUDGE WINIK: I think the answer is yes.

2 I sit on one of the committees, Supreme Judicial Court
3 Committees, that's dealing with attorney conducted voir dire,
4 and we've also created a subcommittee to discuss jury
5 impanelment generally throughout the Trial Court.

6 And part of our task is to consider the prospect for
7 expanding the rights of lawyers and unrepresented litigants to
8 be more involved in the jury selection process by engaging
9 directly with the prospective jurors and asking them
10 questions.

11 So my guess is that in the not too distant future, you're
12 going to see more and more lawyers and litigants in the
13 Housing Court being able to engage the jurors directly, and I
14 think it's going to expand to the other Trial Court
15 Departments as well.

16 HOST RYAN: You think this is something you would welcome in
17 the Housing Court?

18 JUDGE WINIK: I would.

19 HOST RYAN: Yeah.

20 JUDGE WINIK: I think that the goal of everybody, Judges and
21 lawyers and litigants alike, is to impanel a fair and
22 impartial jury.

23 Anything we can do to enhance the prospect for that
24 happening is something that I would favor, and I think is, it
25 promotes confidence in the judiciary.

1 HOST RYAN: And you mention jurors. Now, do we really need
2 jurors if we have people like yourself who are trained in the
3 law? How important are jurors in the Housing Court?

4 JUDGE WINIK: I think they're very important. I'm a firm
5 believer in the jury system. I believe that jurors
6 collectively do a very good job of, of reaching results.

7 I also think that our citizens are willing to accept a
8 judgment rendered by their fellow citizens when they sit as
9 jurors more readily than perhaps they'd accept the judgment of
10 a single Judge sitting with a black robe.

11 HOST RYAN: Some people argue that in other Courts, I mean I
12 don't know if it follows in the Housing Court, that maybe some
13 cases are too complex for jurors.

14 JUDGE WINIK: Again, I have a lot of confidence in both the
15 jury system and our jurors.

16 It's been my experience that if a Judge carefully instructs
17 the jury on the law that they are to apply to the facts that
18 the jury decides, the jury can collectively understand even
19 very complicated and complex legal principles.

20 HOST RYAN: So that's the, that's the role of the lawyers to
21 break it down so the lay people can understand?

22 JUDGE WINIK: Well, it's partly the lawyers' job to explain
23 their client's position and their client's case.

24 It's the Judge's responsibility to explain the law to the
25 jury in a manner that the jury can both understand and apply.

1 HOST RYAN: Now, that, I, come to find out the Housing Court
2 has several programs that are available to people who come to
3 the Housing Court.

4 You mention mediation is one. The other thing you have is
5 lawyer, lawyer for a day.

6 JUDGE WINIK: Yeah.

7 HOST RYAN: What is lawyer for a day?

8 JUDGE WINIK: Well, we have worked closely with, in Boston
9 with the Boston Bar Association to have volunteer lawyers
10 through the Boston Bar Association, the Volunteer Lawyers
11 Project to provide lawyers who will sit at tables directly in
12 front of the courtrooms, providing counsel and assistance in
13 some regards to both unrepresented landlords and un,
14 unrepresented tenants.

15 It's something that we think is an important part of what
16 the services that the Housing Court provides.

17 We can't expect everybody coming into the Housing Court to
18 understand the law, to understand what their rights are, to
19 understand what, what their options might be.

20 And what we found is that the volunteer lawyers serve as a,
21 an organization that can in fact assist the parties in their
22 efforts to make better decisions.

23 Sometimes the lawyers will come into Court to represent the
24 litigants. More often, they'll talk to the litigants and tell
25 them what they should bring to the Judge's attention. And

1 sometimes it will assist them with documents, motions,
2 pleadings, these, pleading is just a piece of paper that a
3 litigant gives to the Court, help them fill it out and bring
4 it into the, the courtroom.

5 HOST RYAN: So similar to that, you also have limited
6 assistance representation?

7 JUDGE WINIK: Sometimes lawyers cannot or are unwilling to
8 enter, agree to represent a party not knowing how long or how
9 complicated or how expensive the case may be to try.

10 But what they, they can do is agree to assist a litigant on
11 one specific issue on one specific day.

12 And we, we call that limited appearance representation.
13 And there's a form, a, a simple contract that they fill out.
14 And then the lawyer comes into Court, gives the Judge the
15 appearance form which identifies the specific issue or motion
16 that the lawyer is going to represent the litigant on, and
17 when that case is heard, the lawyer has the right to then
18 withdraw their appearance.

19 And what my experience has been is that litigants who could
20 not get a lawyer otherwise then with limited appearance
21 representation are well served when they can get a lawyer to
22 come in and assist them.

23 HOST RYAN: You also have a Tenancy Preservation Project.
24 That's to prevent homelessness?

25 JUDGE WINIK: It's a, it's a program that is operated by, in

1 Boston by Bay Cove Social Service, and they work in
2 cooperation with the Housing Court.

3 And what they provide are social workers working to assist
4 tenants and sometimes landlords.

5 If it's a tenant, it's at risk of becoming homeless, losing
6 their homes.

7 And if it's a landlord who's at risk of losing their homes
8 because, because of either some physical difficulty. It could
9 be illness. It could be mental health related. Or sometimes,
10 age. You know, the, the, someone is elderly and has, has some
11 financial difficulties or difficulties getting work that needs
12 to be done done.

13 And what the social workers do is they work with the
14 litigants as their clients to assist them in obtaining social
15 services that are needed, making assessments of their needs,
16 and then working with the Court to see if there's a way to
17 fashion a resolution, a settlement to a case, that's fair to
18 both the landlord and to the tenant, and in doing so, avoiding
19 homelessness, either giving the tenant the ability to stay in
20 the apartment that they're currently in with the landlord's
21 assist, agreement, or time to find an appropriate alternative
22 place to live.

23 HOST RYAN: Judge, in the statute about the Housing Court, I
24 found what was interesting was a phrase health, safety, and
25 welfare. Does that sum up the mission of the Housing Court?

1 JUDGE WINIK: That's a very descriptive description of the,
2 what we do.

3 You can look at what we do on a day to day basis, and
4 you're going to find that we're either dealing with an issue
5 of health safety, when it's dealing with conditions, be it
6 housing code conditions, fire safety conditions, environmental
7 issues dealing with lead or asbestos, and we're also dealing
8 with safety issues when we're involved with people whose
9 conduct may be endangering other residents or other neighbors,
10 and we also deal with issues of contract, meaning the lease
11 that the parties have entered into, either oral or written.

12 And those would not necessarily impact safety or health,
13 but it certainly impacts the, the ability of both a landlord
14 and a tenant to live peacefully, quietly, and in accordance
15 with their obligations under law.

16 HOST RYAN: Well, we've run out of time.

17 We'd like to thank you at home for watching Jury Duty: You
18 Make a Difference on BNN.

19 Just remember, if you have any questions about your jury
20 service, you can always go online at MAJury.Gov or contact us
21 toll free at 1-800-THE-JURY, that's 1-800-843-5879.

22 Just remember you do make a difference. Please serve when
23 called. It's important to all of us.

24 Thank you, Judge Winik.

25 JUDGE WINIK: Thank you. It's been my pleasure to be here.

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

HOST RYAN: And thank you at home.

1 For More Information Visit our Website JuryDuty.MAjury.gov or
2 call 1-800-THE-JURY, 1-800-843-5879

3 Produced by the Office of the Jury Commissioner

4 Directed by Cullen Cockrell

5 Audio and Video Tape Operator Wallace Fashaw

6 Camera Operators Marcela Maroso and Vsevolod Iskiyaev

7 For the Boston Neighborhood Network

8 Studio Manager David A. Palomares

9 Assistant Studio Manager Cullen Cockrell

10 Jury Duty has been produced in association with the Boston
11 Neighborhood Network, Copyright ©2015

12

13

14

15

16

17

18

19

20

21

22

23

24

25

Certificate of Accuracy

I, Donna Holmes Dominguez, an Approved Court Transcriber, do hereby certify that the foregoing is a true and accurate transcript of the audio recording provided to me.

I, Donna Holmes Dominguez, further certify that the foregoing is in compliance with the Administrative Office of the Trial Court Directive on Transcript Format.

I, Donna Holmes Dominguez, further certify that I neither am counsel for, related to, nor employed by any of the parties involved in this interview.

Donna Holmes Dominguez
Approved Court Transcriber
Notary Public, Commission Expires 6-9-17

May 8, 2016 _____
Date

(781) 575-8000 _____

donna@dhreporting.com

<p style="text-align: center;">1</p> <p>12 [5] 11:6,8,11,14 13:7 1780 [2] 10:22,25 18 [1] 10:21 1-800-843-5879 [2] 19:21 21:2 1-800-the-jury [2] 19:21 21:2 1970s [1] 3:19 1995 [1] 2:24</p>	<p>almost [1] 4:13 alternates [1] 11:11 alternative [3] 6:17,21 18:21 amount [2] 8:13,14 amounts [1] 5:2 answer [2] 2:4 14:1 apartment [4] 5:22,24 9:18:20 appeal [3] 9:15 10:3,7 appeals [3] 9:11,21 10:1 appear [1] 5:11 appearance [4] 17:12,15,18,20 apply [2] 15:17,25 appointed [2] 2:24 3:1 appropriate [1] 18:21 approximately [1] 4:4 areas [2] 4:8,11 aren't [1] 7:11 argue [3] 5:11 8:10 15:11 arising [1] 3:17 around [3] 3:18,19 12:13 asbestos [1] 19:7 aside [2] 7:18,21 aspect [1] 6:12 assert [1] 8:11 assessments [1] 18:15 assist [8] 4:25 16:21 17:1,10,22 18:3,14,21 assistance [2] 16:12 17:6 assistant [1] 21:9 association [3] 16:9,10 21:10 attention [2] 5:4 16:25 attorney [2] 13:21 14:3 attorneys [1] 13:22 audio [1] 21:5 author [1] 11:3 authority [4] 7:22 8:20 9:6,19 available [1] 16:2 avoiding [1] 18:18 awards [1] 3:2 aware [1] 13:20</p>	<p>11:17 background [1] 12:17 backgrounds [2] 6:9,11 bar [2] 16:9,10 bar's [1] 3:3 basis [1] 19:3 bay [1] 18:1 becomes [1] 6:4 becoming [1] 18:5 believe [3] 8:3 12:7 15:5 believer [1] 15:5 believes [1] 8:5 bench [2] 2:24 7:9 besides [1] 5:16 better [1] 16:22 between [3] 5:21 6:4 11:22 bill [1] 3:24 black [1] 15:10 bnn [3] 2:2,3 19:18 board [2] 9:12,15 boards [1] 9:11 boston [14] 2:14,18,18 3:3,20 5:13 7:18 10:2 16:8,9,10 18:1 21:7,10 both [7] 5:5 13:14 15:14,25 16:13 18:18 19:13 box [1] 13:7 break [1] 15:21 briefly [1] 2:15 bring [4] 12:11,12 16:25 17:3 brought [1] 10:12 bu [1] 2:20 busiest [1] 7:17</p>	<p>case [14] 5:9,11 6:23 7:4 10:20,24 11:14,18 12:1,20 15:23 17:9,17 18:17 cases [13] 3:11 5:3,4 6:25 7:19,19 8:21 9:20 10:16,18 11:12,13 15:13 catalyst [1] 6:4 century [1] 10:21 certain [1] 8:4 certainly [1] 19:13 certifications [1] 6:20 challenged [1] 13:12 challenges [1] 13:8 circuit [1] 4:13 citation [2] 3:3 10:1 cited [1] 10:6 citizens [2] 15:7,8 city [1] 10:2 civil [1] 11:12 claim [1] 10:20 claimed [1] 8:11 claims [2] 8:14 11:21 cleaning [1] 10:6 clerk [1] 10:4 clerks [1] 4:21 client's [2] 15:23,23 clients [1] 18:14 closely [1] 16:8 cockrell [2] 21:4,9 code [2] 3:13 19:6 codes [3] 3:14,14,14 collectively [2] 15:6,18 college [1] 2:12 combat [2] 2:16,16 come [5] 9:3 16:1,2,23 17:22 comes [3] 8:22 9:12 17:14 comfortable [1] 13:15 coming [4] 2:10 13:17,24 16:17 commission [1] 2:16 commissioner [1] 21:3 commissioner's [1] 12:11 committees [2] 14:2,3 common [3] 5:1 7:23 8:1 communicating [1] 7:9 competition [1] 13:18</p>
<p style="text-align: center;">2</p> <p>2 [2] 11:22,23 2004 [1] 3:1 2013 [1] 3:3 2015 [1] 21:11 2016 [1] 10:23 25 [1] 12:13 28 [1] 12:13</p>	<p>back [5] 2:17 10:20,21,22</p>	<p style="text-align: center;">C</p> <p>call [5] 4:24 8:19 12:4 17:12 21:2 called [3] 7:7 12:5 19:23 cambridge [1] 4:7 came [1] 2:17 camera [1] 21:6 cannot [2] 7:2 17:7 cape [2] 4:6,7 caption [1] 2:1 care [1] 8:7 carefully [1] 15:16</p>	<p>case [14] 5:9,11 6:23 7:4 10:20,24 11:14,18 12:1,20 15:23 17:9,17 18:17 cases [13] 3:11 5:3,4 6:25 7:19,19 8:21 9:20 10:16,18 11:12,13 15:13 catalyst [1] 6:4 century [1] 10:21 certain [1] 8:4 certainly [1] 19:13 certifications [1] 6:20 challenged [1] 13:12 challenges [1] 13:8 circuit [1] 4:13 citation [2] 3:3 10:1 cited [1] 10:6 citizens [2] 15:7,8 city [1] 10:2 civil [1] 11:12 claim [1] 10:20 claimed [1] 8:11 claims [2] 8:14 11:21 cleaning [1] 10:6 clerk [1] 10:4 clerks [1] 4:21 client's [2] 15:23,23 clients [1] 18:14 closely [1] 16:8 cockrell [2] 21:4,9 code [2] 3:13 19:6 codes [3] 3:14,14,14 collectively [2] 15:6,18 college [1] 2:12 combat [2] 2:16,16 come [5] 9:3 16:1,2,23 17:22 comes [3] 8:22 9:12 17:14 comfortable [1] 13:15 coming [4] 2:10 13:17,24 16:17 commission [1] 2:16 commissioner [1] 21:3 commissioner's [1] 12:11 committees [2] 14:2,3 common [3] 5:1 7:23 8:1 communicating [1] 7:9 competition [1] 13:18</p>
<p style="text-align: center;">3</p> <p>3 [2] 11:22,23</p> <p style="text-align: center;">8</p> <p>80 [1] 4:2</p>	<p style="text-align: center;">B</p>	<p style="text-align: center;">C</p>	<p style="text-align: center;">C</p>
<p style="text-align: center;">A</p> <p>ability [3] 8:21 18:19 19:13 able [2] 5:6 14:13 absolutely [1] 11:5 abuse [1] 8:18 accept [2] 15:7,9 access [2] 4:1 9:2 accordance [1] 19:14 acting [1] 8:7 action [2] 7:1 10:25 actions [1] 7:21 adams [1] 11:2 adjustments [1] 10:11 age [1] 18:10 agencies [2] 9:23 10:10 agree [2] 17:8,10 agreement [1] 18:21 alike [1] 14:21 allegation [1] 8:6 allow [1] 8:25 allowance [1] 9:16 allowed [2] 9:17 10:19</p>	<p style="text-align: center;">B</p>	<p style="text-align: center;">C</p>	<p style="text-align: center;">C</p>

<p>completed [1] 12:7 complex [2] 15:13,19 complicated [3] 11:17 15:19 17:9 conditions [3] 19:5,6,6 conduct [4] 2:16 3:3 8:4 19:9 conducted [1] 14:3 confidence [2] 14:25 15:14 consider [2] 10:1 14:6 constitution [2] 10:21 11:4 construction [1] 6:9 contact [1] 19:20 contest [1] 13:18 contract [2] 17:13 19:10 cooperation [1] 18:2 copyright [1] 21:11 correct [5] 2:25 5:15 6:19 9:24 11:3 couldn't [1] 12:19 counsel [1] 16:12 course [1] 7:16 court [56] 2:7,24 3:5,6,7,9,10,18,25 4:1,3,6,13,21,23 5:7,12 6:23 7:17 8:16,19,21,22 9:3,6,7,12,19,25 10:4,7,14,16 11:8,9 12:5 13:20,25 14:2,5,13,14,17 15:3,12 16:1,3,16,17,23 17:3,14 18:2,16,23,25 courtroom [2] 12:12 17:4 courtrooms [1] 16:12 courts [2] 11:9 15:11 cove [1] 18:1 cover [4] 3:21,25 4:2,10 coverage [1] 4:9 created [4] 3:7,20 10:21 14:4 crew [1] 8:25 criminal [1] 11:13 cullen [2] 21:4,9 currently [1] 18:20</p> <hr/> <p style="text-align: center;">D</p> <hr/> <p>david [1] 21:8 day [11] 2:5 4:18 7:16 12:4,</p>	<p>6,20 16:5,7 17:11 19:3,3 days [3] 11:20,22,23 deal [8] 3:11,11,15,15 9:10 12:15,15 19:10 dealing [7] 3:12 7:25 14:3 19:4,5,7,7 deals [1] 3:13 dealt [1] 7:13 decides [1] 15:18 decision [1] 9:15 decisions [1] 16:22 defendant [1] 13:15 degree [1] 2:12 denial [1] 9:16 denied [1] 9:18 department [1] 6:15 departments [2] 5:12 14:15 description [1] 19:1 descriptive [1] 19:1 determine [1] 13:2 difference [3] 2:3 19:18,22 difficulties [2] 18:11,11 difficulty [1] 18:8 dire [2] 13:22 14:3 directed [1] 21:4 directly [4] 3:11 14:9,13 16:11 discuss [2] 12:1 14:4 dispute [4] 5:21 6:7,17,21 disputes [3] 3:16 4:25 7:24 disruptive [1] 8:8 distant [1] 14:11 district [1] 5:13 division [5] 3:23,23 4:19 9:25,25 divisions [2] 4:12,16 doctorate [1] 2:13 documents [1] 17:1 doing [1] 18:18 don't [5] 4:5 5:13 6:14 12:1 15:12 done [4] 6:2 10:13 18:12,12 down [1] 15:21 due [1] 8:14</p>	<p>duty [5] 2:1,3 12:5 19:17 21:10</p> <hr/> <p style="text-align: center;">E</p> <hr/> <p>each [3] 4:18 5:3 13:7 early [1] 3:19 ears [1] 5:18 effort [1] 5:1 efforts [1] 16:22 either [9] 8:23 9:16 10:18 12:6,19 18:8,19 19:4,11 elderly [2] 2:18 18:10 endangering [1] 19:9 enforcement [2] 3:13 9:23 engage [2] 6:20 14:13 engaging [2] 8:4 14:8 enhance [1] 14:23 enhances [1] 5:4 enter [2] 9:1 17:8 entered [1] 19:11 environmental [2] 3:14 19:6 equitable [1] 8:19 estate [1] 2:22 even [1] 15:18 eventually [1] 13:24 everybody [6] 4:1 7:10,14 10:8 14:20 16:17 eviction [8] 6:22 7:1,2,14,19,21,25 10:24 evictions [1] 7:5 exactly [1] 3:5 example [4] 5:21 8:6,24 10:1 excuse [2] 13:9,16 excused [1] 13:3 expand [2] 4:10 14:14 expanded [1] 3:21 expanding [1] 14:7 expect [1] 16:17 expensive [1] 17:9 experience [6] 6:12,13,15 12:16 15:16 17:19 expertise [1] 6:16 explain [3] 13:5 15:22,24 extend [1] 3:24 extensive [2] 6:14 7:4</p>	<p>extensively [1] 4:17 extraordinary [1] 10:9 eyes [1] 5:18</p> <hr/> <p style="text-align: center;">F</p> <hr/> <p>fact [4] 5:3 6:1 8:14 16:21 facts [1] 15:17 failed [1] 8:12 fair [3] 12:18 14:21 18:17 fashaw [1] 21:5 fashion [1] 18:17 favor [1] 14:24 features [1] 4:23 federal [1] 2:19 feel [1] 13:15 fellow [1] 15:8 felt [1] 10:2 few [1] 5:17 fill [2] 17:3,13 financial [1] 18:11 find [4] 4:25 16:1 18:21 19:4 fire [2] 9:23 19:6 firm [1] 15:4 first [2] 3:1,20 five [1] 4:16 focus [2] 2:22 3:10 follows [1] 15:12 form [4] 9:14,17 17:13,15 found [2] 16:20 18:24 four [3] 4:16 13:8,9 framingham [1] 4:8 free [1] 19:21 front [2] 10:6 16:12 full [1] 4:23 future [1] 14:11</p> <hr/> <p style="text-align: center;">G</p> <hr/> <p>gain [1] 6:16 generally [2] 3:4 14:5 getting [1] 18:11 give [6] 5:3 11:24 12:20,21 13:1,7 gives [2] 17:3,14 giving [2] 6:1 18:19 goal [1] 14:20 graduate [1] 2:11 granted [1] 9:17</p>
---	--	---	--

<p>greater [2] 2:17,18 ground [1] 5:1 guess [1] 14:11 guest [1] 2:6</p> <hr/> <p style="text-align: center;">H</p> <hr/> <p>habitation [1] 3:12 happening [1] 14:24 happens [1] 6:3 happy [1] 2:9 hate [1] 6:22 health [5] 3:14 18:9,24 19:5,12 hear [5] 8:21 9:19,21 10:16 11:13 heard [1] 17:17 hearing [3] 9:6 10:4 13:2 help [1] 17:3 hi [1] 2:2 home [5] 6:9,11,12 19:17 20:1 homeless [1] 18:5 homelessness [2] 17:24 18:19 homes [2] 18:6,7 host [44] 2:1,2,6,10 3:1,18 4:2,5,12 5:6,9,12,16 6:8,17,22 7:6,16,23 8:16 9:10,21 10:5,13 11:2,5,15,19,23 12:9 13:11,19 14:16,19 15:1,11,20 16:1,7 17:5,23 18:23 19:16 20:1 house [1] 10:6 housing [40] 2:7,19,23,24 3:5,6,7,17,18,25 4:3,5,22,23,24 5:14,23 6:23 7:13,17,22 8:16 10:4,7,14,16 11:8 13:25 14:13,17 15:3,12 16:1,3,16,17 18:2,23,25 19:6</p> <hr/> <p style="text-align: center;">I</p> <hr/> <p>i'll [3] 12:23,24 13:4 i'm [5] 7:9,9,14 12:10 15:4 idea [1] 4:10 identifies [1] 17:15 illegal [1] 13:10 illness [1] 18:9 impact [1] 19:12</p>	<p>impacts [1] 19:13 impanel [5] 11:11,11,14 12:10 14:21 impanelment [4] 12:2 13:6,19 14:5 impartial [2] 12:18 14:22 important [4] 15:3,4 16:15 19:23 improvement [1] 6:12 include [1] 3:12 including [1] 3:2 incorrectly [1] 10:3 indirectly [1] 3:11 individualized [1] 5:3 individuals [1] 6:20 information [1] 21:1 initially [1] 3:20 injury [2] 3:16 11:18 instance [1] 11:25 instinctively [1] 7:13 instruction [1] 11:25 instructs [1] 15:16 interesting [1] 18:24 interestingly [1] 6:3 internet [1] 12:1 involve [2] 6:25 8:18 involved [2] 14:8 19:8 involving [3] 7:19,22 8:18 iskiyayev [1] 21:6 islands [2] 4:6,7 issue [5] 9:6,13 17:11,15 19:4 issued [2] 10:1,3 issues [8] 3:12,15 5:7 6:25 7:23 19:7,8,10 it's [25] 7:7 8:3 10:18 11:12 12:4,7,23 13:9,12,13,18,18 14:14 15:16,22,24 16:15 17:25,25 18:5,5,7 19:5,23,25</p> <hr/> <p style="text-align: center;">J</p> <hr/> <p>jeffrey [1] 2:6 job [2] 15:6,22 john [1] 11:2 judge [55] 2:6,8,9,11,25 3:4,7,19 4:4,7,16,18,20 5:8,10,11,15,17,19 6:11,19,24</p>	<p>7:7,8,18,25 8:19 9:14,24 10:8,15 11:3,8,17,20 12:2,10 13:13 14:1,18,20 15:4,10,14,16,22 16:6,8 17:7,14,25 18:23 19:1,24,25 judge's [3] 5:18 15:24 16:25 judges [2] 10:9 14:20 judgment [3] 13:17 15:8,9 judicial [5] 2:16,16 3:2,3 14:2 judiciary [1] 14:25 juries [4] 10:17 11:6,7,8 juris [1] 2:13 jurisdiction [6] 3:8,9,25 9:25 10:16 11:9 juror [5] 12:6,18,19 13:16,16 jurors [23] 11:11 12:12,13,14,14,22,25 13:2,3,5,7,9,11,23 14:9,13 15:1,2,3,5,9,13,15 jury [38] 2:1,3,5 10:13,16,18,19,20,22,23,25 11:1,6,13,16,21,25 12:2,5,11,11 13:6,7,14 14:4,8,22 15:5,15,17,18,18,25,25 19:17,19 21:3,10 juryduty.majury.gov [1] 21:1 justice [1] 3:1</p> <hr/> <p style="text-align: center;">K</p> <hr/> <p>kind [2] 6:23 8:17 knowing [1] 17:8</p> <hr/> <p style="text-align: center;">L</p> <hr/> <p>land [2] 2:22 3:15 landlord [13] 5:21 7:23 8:1,4,8,12,14,24 9:4,4 18:7,18 19:13 landlord's [2] 8:25 18:20 landlords [2] 16:13 18:4 large [1] 5:2 largest [1] 6:25 last [2] 10:5,8 late [1] 10:21 law [7] 2:14,20 15:3,17,24</p>	<p>16:18 19:15 lawyer [8] 16:5,5,7 17:14,16,17,20,21 lawyers [12] 12:21,21 14:7,12,21 15:20 16:9,10,11,20,23 17:7 lawyers' [1] 15:22 lay [1] 15:21 lead [3] 11:18 12:17 19:7 lease [2] 8:5 19:10 legal [3] 2:18 7:6 15:19 likelihood [2] 5:4 9:8 limited [3] 17:5,12,20 litigant [6] 10:25 12:23,24 17:3,10,16 litigants [7] 14:7,12,21 16:24,24 17:19 18:14 litigation [1] 2:23 live [3] 2:2 18:22 19:14 load [1] 7:4 local [2] 9:11,22 london [2] 2:12,13 long [4] 3:18 11:19 13:9 17:8 longest [2] 11:15,21 look [3] 5:20,25 19:3 losing [2] 18:5,7 lot [1] 15:14 lovely [1] 10:5</p> <hr/> <p style="text-align: center;">M</p> <hr/> <p>maintain [1] 8:12 maintenance [1] 8:25 major [1] 4:11 majury.gov [1] 19:20 management [2] 6:9,13 manager [2] 21:8,9 manner [1] 15:25 many [2] 7:11 10:13 marcela [1] 21:6 maroso [1] 21:6 marshal's [1] 9:23 massachusetts [2] 10:20 12:4 master's [1] 2:12 matter [1] 11:10 mean [3] 7:12 9:12 15:11 meaning [1] 19:10</p>
---	---	--	--

<p>means [2] 10:17 13:8 meant [1] 13:22 mediation [3] 5:6 6:4 16:4 mediators [4] 4:24 5:2,16, 23 mental [1] 18:9 mention [2] 15:1 16:4 mentioned [2] 9:10 13:19 michael [2] 2:1,2 michigan [1] 2:12 might [3] 6:7 9:21 16:19 mike [1] 2:2 mission [1] 18:25 morning [1] 7:21 most [2] 6:22 7:25 motion [1] 17:15 motions [1] 17:1 much [1] 2:10 municipal [2] 5:13 10:10</p>	<p>office [3] 9:23 12:11 21:3 officers [2] 4:21 5:14 often [3] 5:17 6:3 16:24 once [1] 6:5 one [13] 2:4,5 4:13,22 5:23 7:12,16 12:4,4 14:2 16:4 17:11,11 online [1] 19:20 only [2] 4:5,13 operated [1] 17:25 operator [1] 21:5 operators [1] 21:6 opportunity [2] 12:22 13:1 options [1] 16:19 oral [1] 19:11 order [5] 8:24,25 9:3,4,7 orders [2] 8:17,18 organization [1] 16:21 other [7] 8:8,22 14:14 15:11 16:4 19:9,9 otherwise [1] 17:20 out [7] 3:17 5:18,23 16:1 17:3,13 19:16 outside [1] 13:2 over [1] 12:11 owe [1] 8:11 owner [2] 10:2,3</p>	<p>percent [1] 4:2 peremptorily [1] 13:12 perhaps [1] 15:9 period [1] 12:7 permission [1] 5:19 permit [1] 9:16 permitted [2] 10:19,20 personal [3] 3:16 11:18 12:19 pertaining [1] 3:16 phrase [1] 18:24 physical [1] 18:8 piece [1] 17:2 pilot [1] 13:21 place [1] 18:22 places [1] 4:5 plaintiff [1] 13:15 pleading [1] 17:2 pleadings [1] 17:2 please [1] 19:22 pleasure [1] 19:25 poisoning [1] 11:18 popular [1] 6:23 population [1] 4:11 portion [1] 6:25 position [2] 6:6 15:23 possession [2] 6:25 8:9 practical [1] 10:10 practice [1] 2:22 preemptory [1] 13:8 prepare [1] 5:25 present [1] 12:22 preservation [1] 17:23 prevail [1] 9:9 prevent [1] 17:24 principles [1] 15:19 prior [1] 2:11 private [2] 2:22 7:20 probably [2] 6:8 13:20 probation [1] 5:14 problem [2] 5:22 7:2 process [10] 7:6,7,12,19 12:2 13:6,13,14,19 14:8 produced [2] 21:3,10 program [2] 13:21 17:25 programs [1] 16:2 project [2] 16:11 17:23 promotes [1] 14:25</p>	<p>properly [1] 8:7 property [7] 5:20 6:9,13 8:7,12 10:2,3 prospect [2] 14:6,23 prospective [3] 12:25 13:23 14:9 provide [2] 16:11 18:3 provided [1] 5:25 provides [1] 16:16 providing [1] 16:12 public [2] 7:9,22 put [1] 13:7</p> <hr/> <p style="text-align: center;">Q</p> <hr/> <p>questions [7] 2:4 12:15, 15,22 13:23 14:10 19:19 quietly [1] 19:14 quincy [1] 4:7</p> <hr/> <p style="text-align: center;">R</p> <hr/> <p>ran [1] 11:18 range [1] 4:7 rather [1] 11:12 raw [1] 6:24 reaching [1] 15:6 readily [1] 15:9 ready [1] 12:10 real [1] 2:22 reality [1] 10:11 realize [1] 9:22 really [1] 15:1 reason [6] 9:2,5 12:18 13:3,9,10 reasonable [1] 9:8 receive [1] 6:19 received [1] 2:12 recipient [1] 3:2 recommendations [1] 6:7 recover [1] 8:9 reflection [2] 13:5,12 refused [1] 9:5 refusing [1] 9:2 regards [1] 16:13 regions [1] 3:21 relate [1] 3:16 related [1] 18:9 relationship [1] 3:17</p>
<p style="text-align: center;">N</p> <hr/> <p>name [2] 2:2,3 natick [1] 4:8 nature [2] 10:12 12:19 necessarily [2] 5:10 19:12 necessity [1] 10:10 need [2] 6:16 15:1 needed [1] 18:15 needs [3] 6:1 18:11,15 neighborhood [2] 21:7, 11 neighbors [1] 19:9 network [2] 21:7,11 new [2] 2:15 6:15 nonpayment [1] 8:1 northeast [1] 3:22 noticed [2] 4:12 8:16 numbers [1] 6:24</p> <hr/> <p style="text-align: center;">O</p> <hr/> <p>obligated [1] 8:15 obligations [1] 19:15 obtained [1] 2:13 obtaining [1] 18:14 occur [1] 7:2 occurs [1] 6:3 offense [1] 13:11</p>	<p style="text-align: center;">P</p> <hr/> <p>palomares [1] 21:8 panel [1] 12:12 paper [1] 17:2 part [6] 4:8 7:8 13:6,13 14:6 16:15 participating [1] 13:22 parties [12] 4:25 5:5,19,24 7:20 10:17 12:16,20 13:1,8 16:21 19:11 partly [1] 15:22 parts [1] 2:17 party [3] 8:22 9:8 17:8 past [1] 13:21 pay [1] 8:15 peacefully [1] 19:14 pending [1] 3:24 people [9] 3:4 7:11 9:22 10:15 15:2,11,21 16:2 19:8</p>		

<p>relief [1] 9:9 remember [3] 11:15 19:19, 22 rendered [2] 9:15 15:8 rent [3] 8:2,11,13 repair [4] 6:10,11 8:13,25 repairs [2] 9:1,4 report [1] 5:25 represent [3] 16:23 17:8, 16 representation [3] 17:6, 12,21 represented [1] 12:21 request [5] 5:19 9:7 10:17, 25 11:1 requires [1] 4:20 residential [1] 3:12 residents [1] 19:9 resolution [3] 6:18,21 18: 17 resolve [1] 5:1 resolved [3] 5:5 6:7 7:3 responsibility [1] 15:24 responsive [1] 9:7 restraining [4] 8:17,17,24 9:3 result [1] 8:13 results [1] 15:6 rides [1] 4:13 rights [2] 14:7 16:18 risk [3] 7:2 18:5,7 robe [1] 15:10 role [2] 5:16 15:20 ruling [1] 13:4 run [2] 11:22 19:16 ryan [45] 2:1,2,2,6,10 3:1, 18 4:2,5,12 5:6,9,12,16 6:8, 17,22 7:6,16,23 8:16 9:10, 21 10:5,13 11:2,5,15,19,23 12:9 13:11,19 14:16,19 15: 1,11,20 16:1,7 17:5,23 18: 23 19:16 20:1</p> <hr/> <p style="text-align: center;">S</p> <hr/> <p>safety [5] 18:24 19:5,6,8, 12 same [1] 12:23 sanitary [1] 3:13</p>	<p>sat [1] 12:6 satisfaction [1] 5:5 satisfied [1] 9:8 saying [1] 7:15 school [2] 2:14,20 section [1] 3:22 see [3] 13:24 14:12 18:16 seek [4] 8:9,24 9:3 10:3 seems [1] 7:17 sees [1] 6:5 selection [1] 14:8 send [1] 5:23 serve [2] 16:20 19:22 served [1] 17:21 service [4] 2:18 12:6 18:1 19:20 services [3] 2:18 16:16 18: 15 set [3] 7:18,21 12:14 settle [1] 5:6 settlement [1] 18:17 several [2] 3:2 16:2 severity [1] 10:12 show [3] 2:3,4 12:5 side [3] 8:1,10,22 sides [1] 6:5 similar [2] 3:9 17:5 simple [1] 17:13 since [2] 3:19,21 single [1] 15:10 sit [7] 7:18 11:9 12:19 13: 14 14:2 15:8 16:11 sitting [2] 4:18 15:10 six [1] 11:7 slowly [1] 4:10 snow [1] 10:6 social [4] 18:1,3,13,14 someone [2] 9:12 18:10 sometimes [8] 6:14 7:1 8: 3 16:23 17:1,7 18:4,9 somewhere [2] 4:18 12: 13 southeast [1] 3:23 special [4] 2:6 4:22 9:16 11:24 specialist [4] 5:24 6:5,5, 15 specialist's [1] 6:1</p>	<p>specialists [6] 4:22,24 5: 14,23 6:8,16 specialized [2] 3:10 11: 10 specializing [1] 2:19 specific [4] 3:8 17:11,11, 15 spot [1] 4:14 spousal [1] 8:18 springfield [2] 3:20 4:14 start [1] 11:24 state [9] 2:19 3:13,14,22 4: 2 9:22,23 10:21 11:3 statewide [1] 3:25 statute [4] 3:8 9:19 10:19 18:23 statutorily [1] 7:7 statutory [1] 12:7 stay [2] 11:25 18:19 still [2] 2:21,21 straightforward [1] 12:3 studio [2] 21:8,9 stylized [1] 13:14 subcommittee [1] 14:4 subject [1] 11:10 success [1] 5:2 suggestions [1] 6:6 sum [1] 18:25 summary [4] 7:6,7,12,19 superior [5] 3:9,10 5:13 11:9 13:20 supreme [1] 14:2 swear [1] 12:14 system [3] 2:5 15:5,15</p> <hr/> <p style="text-align: center;">T</p> <hr/> <p>tables [1] 16:11 tape [1] 21:5 task [1] 14:6 taught [1] 2:20 teach [1] 2:21 ten [2] 2:20 11:20 tenancies [1] 3:13 tenancy [1] 17:23 tenant [13] 5:21 7:24 8:3,9, 10,15,25 9:1,3 18:5,18,19 19:14 tenants [3] 8:8 16:14 18:4</p>	<p>term [1] 7:6 terms [1] 6:24 that's [11] 8:8 9:17 11:19, 21 14:3 15:20,20 17:24 18: 17 19:1,21 there's [8] 3:24 5:20 7:2, 16 9:8 13:3 17:13 18:16 they'd [2] 4:18 15:9 they'll [1] 16:24 they're [10] 4:14,14 5:6 6: 17 8:7,17 12:21 13:11 15:4 18:20 they've [2] 6:12 13:21 thinking [1] 11:17 three [1] 12:7 throughout [1] 14:5 thursday [1] 7:18 thursdays [1] 7:19 tickets [1] 9:22 today [2] 2:6 11:1 together [1] 5:24 toll [1] 19:21 touches [1] 3:6 train [1] 6:15 trained [4] 4:24,25 6:17 15: 2 trash [1] 10:1 travel [2] 4:16,20 trial [9] 2:5 5:9,10 11:16,20, 24 12:4 14:5,14 trials [2] 10:13 11:6 try [1] 17:9 two [2] 6:4 11:18 type [1] 10:24 typical [1] 11:14 typically [9] 8:10 9:14 10: 18,19,24 11:12,21 12:13,15</p> <hr/> <p style="text-align: center;">U</p> <hr/> <p>un [1] 16:13 under [2] 9:19 19:15 understand [8] 7:11 10:9 15:18,21,25 16:18,18,19 understands [2] 7:10,14 university [3] 2:11,13,14 unlike [1] 5:12 unrepresented [5] 12:23, 24 14:7 16:13,14</p>
---	--	--	--

unwilling ^[1] 17:7
up ^[4] 10:6 12:5 13:9 18:25
using ^[1] 7:10

V

variance ^[1] 9:17
vary ^[1] 9:24
video ^[1] 21:5
view ^[1] 6:1
views ^[1] 5:20
violates ^[1] 8:5
visit ^[1] 21:1
voir ^[2] 13:22 14:3
volunteer ^[3] 16:9,10,20
vsevolod ^[1] 21:6

W

wallace ^[1] 21:5
watching ^[1] 19:17
way ^[3] 8:8 12:3 18:16
we'd ^[1] 19:17
we're ^[6] 3:9 4:10 7:25 19:
4,7,8
we've ^[3] 3:19 14:4 19:16
website ^[1] 21:1
wednesday ^[1] 7:21
week ^[1] 7:16
weeks ^[1] 11:18
welcome ^[2] 2:8 14:16
welfare ^[1] 18:25
western ^[2] 3:23 4:8
what's ^[2] 6:5 11:15
whether ^[2] 5:22 13:2
who's ^[1] 18:7
will ^[9] 7:2 8:10 9:9,24 11:
11,21 16:11,23 17:1
willing ^[1] 15:7
winik ^[44] 2:6,9,11,25 3:7,
19 4:4,7,16 5:8,10,15,17 6:
11,19,24 7:7,18,25 8:19 9:
14,24 10:8,15 11:3,8,17,20
12:2,10 13:13 14:1,18,20
15:4,14,22 16:6,8 17:7,25
19:1,24,25
winter ^[2] 10:5,5
withdraw ^[1] 17:18
within ^[1] 4:18
without ^[2] 5:7,10

worcester ^[2] 3:22 4:15
words ^[1] 7:10
work ^[3] 18:1,11,13
worked ^[3] 2:15,17 16:8
workers ^[2] 18:3,13
working ^[2] 18:3,16
written ^[1] 19:11

Y

year ^[3] 10:8,9 13:21
years ^[2] 2:20 12:8
york ^[1] 2:15
you're ^[5] 4:2 12:5 13:20
14:11 19:4
yourself ^[1] 15:2

Z

zoning ^[4] 3:15 9:11,12,15