

ARCHITECTURAL ACCESS BOARD - HEARING PACKET

Name **New England Sports Center**
Address **121 Donald Lynch Blvd.**
City **Marlborough, MA 01752**

Docket # C24 - 002

Docket #

Hearing 6/1/2026

Type of Complaint Bldg

Time of hearing 1:00PM

Complaint's Name David Correia

Complaint ?

Variance ?

Jurisdiction: 2.6 Maintenance of Access Features: At all times, accessibility features must be maintained and fully operational. (i.e. access aisles kept clear at all times, mechanical devices be kept in operating condition, etc).

Building Permits:

Assessed Value:

Exhibit: 2

C24-002

AAB 1-31

Complaints to be Addressed:

19.6.1 - 20.1 - 20.11.2 - 24.2.1 - 27.2 - 27.4.1 - 2.6 - 28.1 - 29.1 - 30.11

May 28, 2026 – The AAB received materials submitted by the Respondent in advance of the hearing for review and consideration by the Board. (AAB 2-31)

Machado, Victor (DPL)

From: Larue Renfrore <Renfrore@assurtech.com>
Sent: Thursday, May 28, 2026 7:43 PM
To: Joyce, William (DPL)
Cc: Machado, Victor (DPL); Griffin, Molly (DPL)
Subject: Complaint Hearing , Docket C24-002, To Be Held Monday, June 1, 2026 At 1:00 PM
Attachments: NESc_AAB_ C24 002 Hearing_Read-ahead.pdf

CAUTION: This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Executive Director William Joyce:

This email provides the Complaint Hearing response letter and read-ahead briefing package prepared by the New England Sport Center (NESC) staff for presentation at the Subject Hearing. It describes the status of our efforts to resolve each of the complaints cited in the Architectural Access Board Site Visit Report.

We believe we have become compliant with 521 CMR on most of the complaints and want to make sure you agree. We also want to share our plans for resolving the ones in process and request your guidance on how to best resolve these.

We look forward to meeting with you via Zoom on Monday, and want to thank both Victor Machado and Molly Griffin for their support and guidance.

Larue Renfrore
President
New England Sports Center



84 South Street • Carlisle, MA 01741
(978) 369-8848 • Fax (978) 369-3368 • www.nes.com

27 May 2026

REF: C24-0002-NESC-2-25-26

Mr. William Joyce
Executive Director
Commonwealth of Massachusetts
Architectural Access Board
1000 Washington Street, Suite 710
Boston, MA 02118

Reference 1): Architectural Access Board Docket Number C24-002, New England Sports Center Complaint

Reference 2): Architectural Access Board Site Visit Report, dated November 22, 2024

Subject: Preparation For Complaint Hearing On June 1, 2026

Dear Mr. Joyce,

This letter provides the status of our efforts to resolve each of the complaints cited in Reference 2) Site Visit Report since becoming aware of the report in February 2026. Again, you have my sincere apologies for not being aware of these complaints until then due to an unmonitored email address.

In summary, there were 20 complaints in the Site Visit Report, some applicable to more than one location within the New England Sports Center (NESC). A table summarizing each complaint in the Site Visit Report and the actions that we have taken or are taking to be compliant is contained in Attachment A. As indicated in the table, we believe that we have become fully compliant on 15 of the complaints and are submitting the compliance photographs in the Attachments referenced in the table for your approval.

We have also developed the drawings/plans for resolution of the 5 remaining complaints, and are seeking advice/approval on these 5 resolution approaches, including 2 for which we are considering submitting a waiver request.

As indicated by our actions so far in response to the Site Visit Report, we take our code compliance seriously, and will endeavor to close the actions from the hearing on June 1st completely in a timely fashion.

Thank you for considering the attached information. If any questions arise, please contact me at renfroe@assurtech.com, (978) 369-8848 (w) or (978) 505-5810 (m).

Sincerely,
New England Sports Management

H. Larue Renfroe
President

cc: Mr. Victor Machado
Molly Gri
Architectural Access Board

Attachment A

New England Sport Center Resolution Plan And Actions Taken In Response To Architectural Access Board Site Visit Report, Notice Docket Number C24-002

May 28, 2026

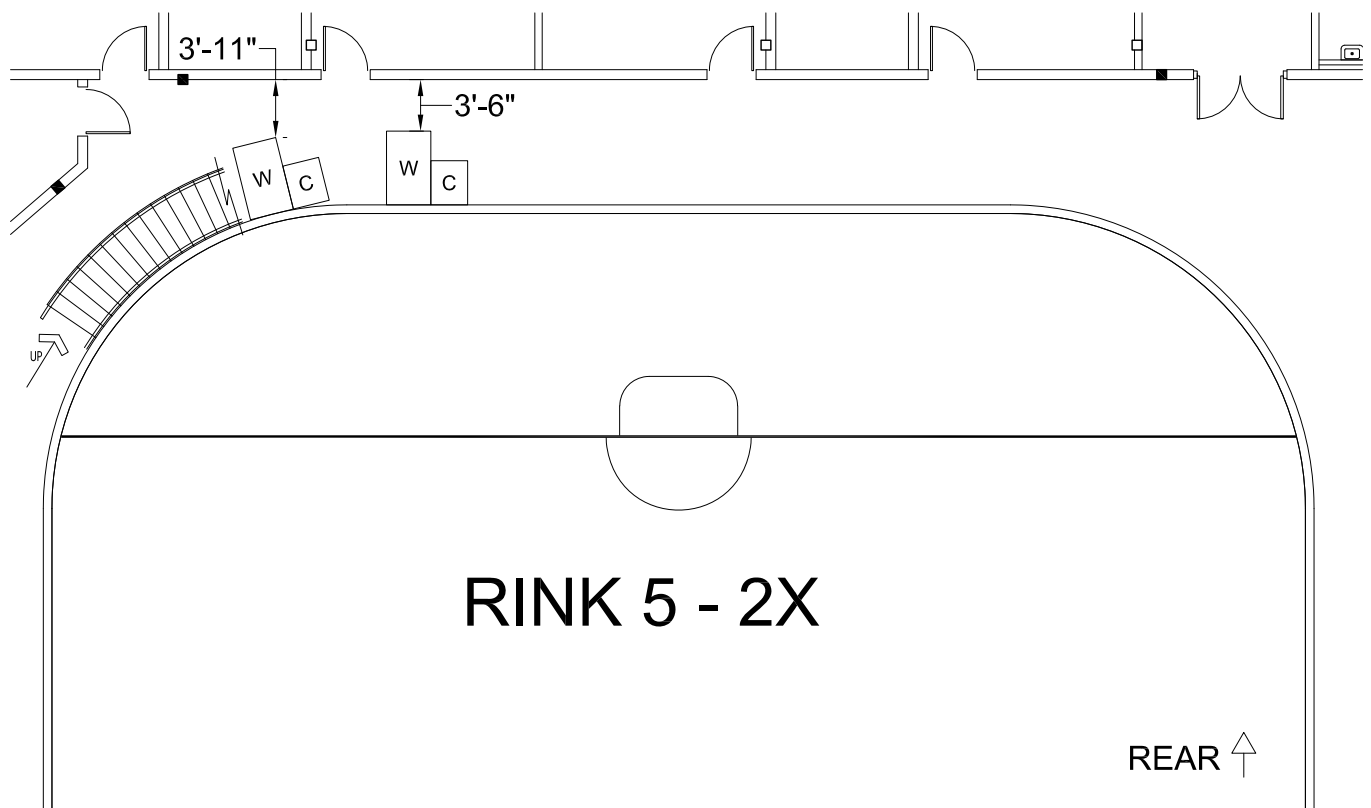
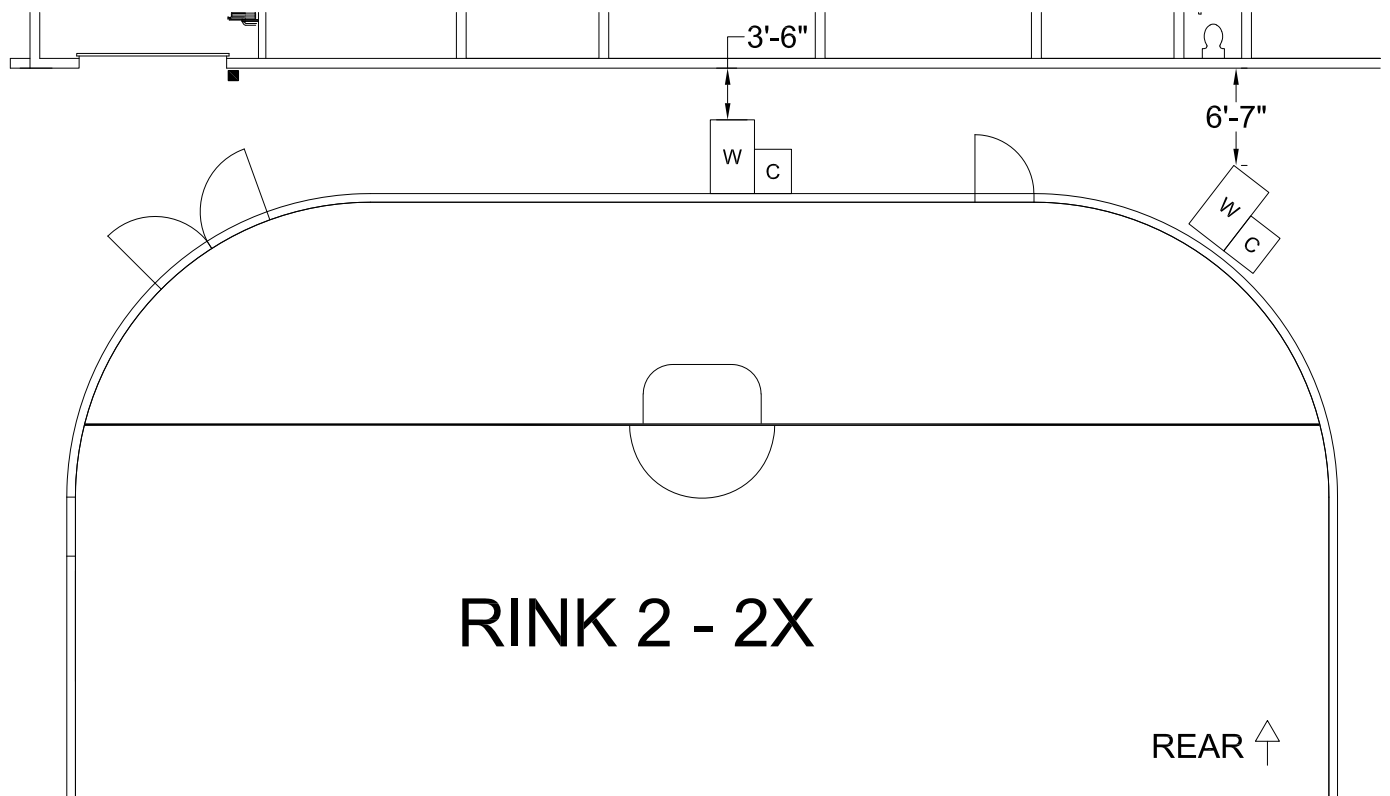
Item	Site Visit Report Paragraph	Complaint	NESC Response And Action Taken	521 CMR Compliance Status
1	2	Rink 1: Stairs throughout spectator seating areas were noted as having uniform treads and risers but were missing handrails.	We understand that there is a possibility that this code requirement will be deleted. Please advise as to whether we should request a waiver or install handrails.	Please Advise
2	2, 7, 8,	Rinks 1 Thorough 8: Lacked required number of accessible seats per 521 CMR 14.2.	Attachment B presents our plan for providing accessible seating in Rinks 1 through 8 per 521 CMR 14.2.	Please Advise
3	2, 6	Rink 1, Main Stairs, Rink 5: Stairs missing the required 12-inch extensions.	Attachment C presents the engineering drawings for adding the 12" railing extensions. Please Advise. .	Please Advise
4	3, 7, 9, 10, 11, 13, 14, 17, 18, 19	Door Opening Force: Per 521 CMR 26.8. I, Requires 5lbs maximum opening force For interior doors . Some doors exceeded the 5lbs. Maximum force requirement.	We have adjusted all doors in NESC have to have a maximum opening force of 5lbs.	Submitted for Approval
5	4	Arcade Area: It was noted that the height of the transaction counter for game prizes was 38 inches, while the maximum allowable is 36 inches above the finished floor (521 CMR 7.2.2b).	The 38 inch arcade transaction counter is no longer in use. We removed it from the arcade area as shown in Attachment D.	Submitted for Approval
6	5, 12	Mezzanine Common Viewing And Dining Areas: Tables were measured as meeting the 27-inch knee clearance requirements per 521 CMR 35.5, but not the 19-inch clear floor space per 521 CMR 35.4 and 5% of all seating must comply. If compliant tables were located in the adjacent dining area, these could be moved to meet distribution require ments.	We have inventoried the tables in NESC. Seven (7) of the 76 tables at NESC are compliant with the 19-inch clear space requirement, This is three (3) more than the four (4) compliant tables needed to meet the 5% requirement of 521 CMR 35.4. These compliant tables have been identified as handicap compliant and distributed uniformly among the 76 tables as shown in Attachment E.	Submitted for Approval
7	6	Main Stairs: Stair two had interrupted handrails.	The repair to Stair Two to be make it compliant with 521 CMR 27.4.1 requiring continuous handrails is illustrated in Attachment F . Please advise	Please Advise
8	7	Rink 4: Ground floor area was noted as having a path of travel which measured at 34 inches wide, 2 inches less than the 36 inches required in 521 CMR 20.3	We have closed this path to the public as shown in Attachment G.	Submitted for Approval
9	9	Rink 5: Stairs(from ground to viewing platform) had a set of stairs within non-uniform treads and risers.	The stairs with non-uniform treads and risers have been repaired to have uniform risers, all within 3/8 inch of each other as shown in Attachment H. We would like to request a waiver on the non-uniform treads, which measure 12 inches on one end and 13.5 inches on the other end of each tread. Please advise.	Please Advise
10	10	Common Viewing Area Between Rinks 5 and 7: Floor area on swing side of this door was measured as having a running slope of 3.6%.. Within this viewing area, non-compliant running slopes varying from 2.3% to 4.2% were measured.	As shown in Engineering Drawing A-3 in Attachment I, the sloped mezzanine floor area between Rinks 5 and 7 cited is 74 feet, 7 inches in length with a 2 feet, 5 5/8 inches (29 5/8 inches) change in elevation. The slope is 0.033, less than the 0.05 minimum slope to be a ramp under 521 CMR 24.	Submitted for Approval
11	12	Common Dining Area: Did not have requisite clear space as per 521 CMR 35.4.	The common dining area have been re-arranged to have 36" clearance among tables and chairs in compliance with 521 CMR 35.4 I.	Submitted for Approval
12	13, 14, 17,18	Second floor (mezzanine) Men's and Women's Bathrooms: Accessible toilet stall doors lacked the required handle on the pull side.	Pull handles have been installed on both sides of the accessible toilet stall doors, shown In Attachment J. In addition, we are implementing the changes shown in Attachment K, Engineering Drawing A-2 recommended by our engineer to be fully compliant with 521 CMR 30	Submitted for Approval
13	16	Elevator Certificate: It was noted that the elevator inspection certificate was due to expire within a week of the site visit (see photo #14). NESC GM Jason Silbor stated that an inspection was scheduled for that week.	The Shindler Elevator Corporation certification is valid through September 30, 2026. See Attachment L	Submitted for Approval
14	16	Elevator Lighting: It was noted that illumination levels inside of car were less than 5 footcandles (53.8 Lux).	The lighting in the elevator has been changed and now measures 87 footcandles (942.6 Lux), See Attachment M	Submitted for Approval
15	16	Elevator Floor Level: It was noted that the self-leveling feature presented a change in level of greater than ½ inch	The Shindler Elevator Corporation has adjusted the self-leveling feature of the elevator such that the elevaor floor is level with the outside floor at both levels when the elevator door opens. See Attachment N	Submitted for Approval
16	17, 18	Accessible Toilet Centerlines: Centerline of toilets was less than the required minimum distance of 18 inches under 30.7.2	The two toilets have been removed and repositioned to be compliant with the 18" requirement of 521 CMR 30.7.2 as shown in Attachment O	Submitted for Approval
17	19	Accessible Showers: It was noted that no locker rooms currently had compliant accessible showers, but that the showers in a private locker room could be converted for accessible use.	As recommended during the site inspection, we have converted the compliant private locker room showersz for accessible use as indicated in Attachment P.	Submitted for Approval
18	20	Second Means of Egress: It was noted that the emergency door from Rink 8 could be used as a second means of accessible egress	As recommended during the site inspection, we have identified Door 10 in Rink 8 as the second means of accessible egress as discussed during the site visit and indicated in Attachment Q.	Submitted for Approval
19	21	Pro Shop Counter: The transaction counter was measured as having a height of 38 inches, higher than the maximum allowable under 521 CMR 7.2.1 c	We have modified the Pro Shop counter to be compliant with 521 CMR 7.2.1 c as shown in Attachment R.	Submitted for Approval
20	21	Pro Shop: Several retail aisles were also measured as having a clear width of less than the minimum 36 inches	The clear width of all retail aisles in the Pro Shop have been modified to meet the requirement of 36 inches as shown in Attachment S.	Submitted for Approval

Attachment B

NESC Accessible Seating, Rinks 1 Through 8

Rinks	Present Seating	Required Accessible Seats
1	1,289	13
2	49	2
3	24	1
4	37	2
5	37	2
6	24	1
7	41	2
8	24	1

[illegible]



RINK 4 - 2X

REAR ↑

UP

W
C

5'-9 $\frac{1}{2}$ "

3'-6 $\frac{1}{2}$ "
W
C

RINK 3 - 1X

REAR ↑

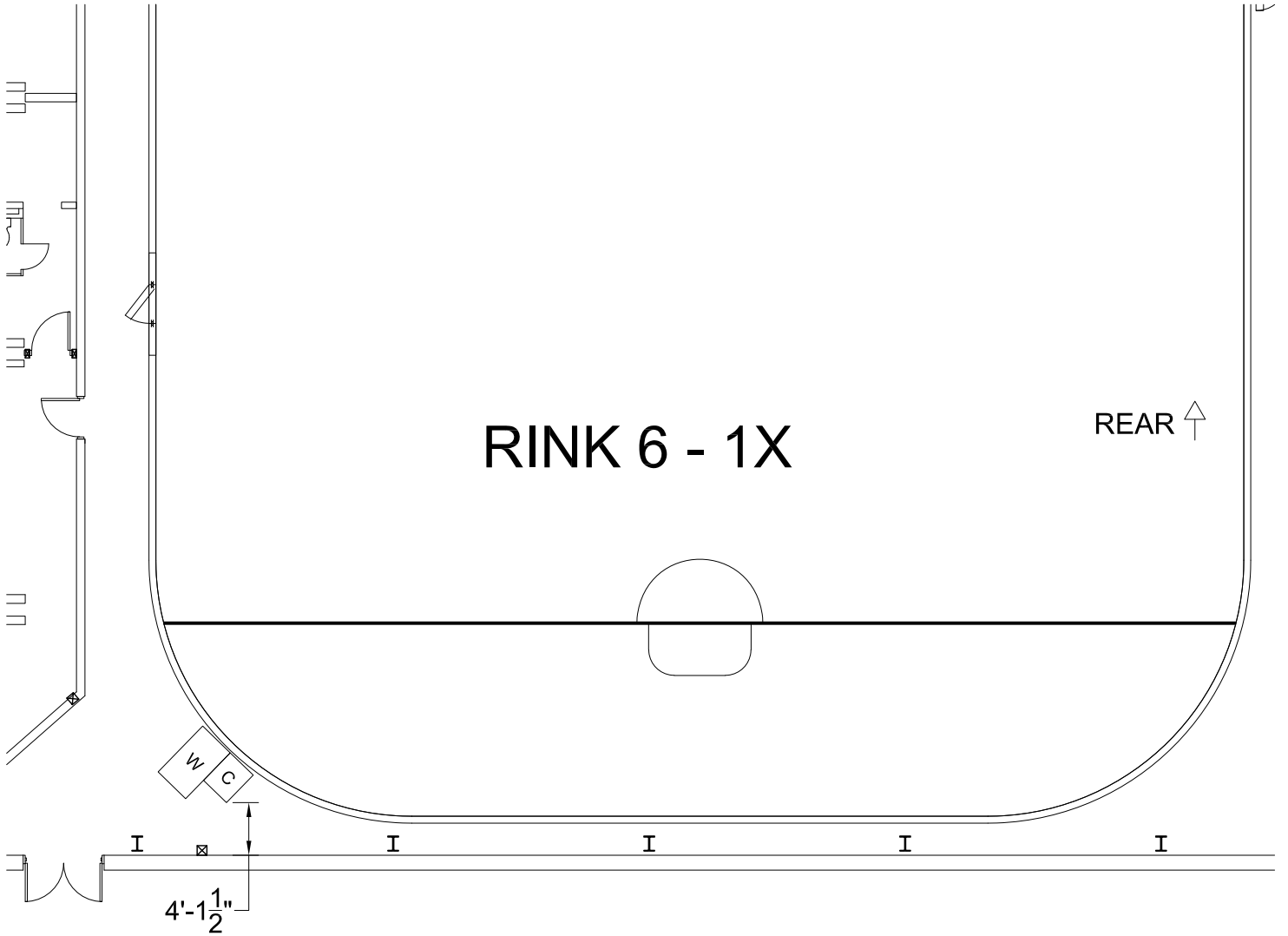
UP

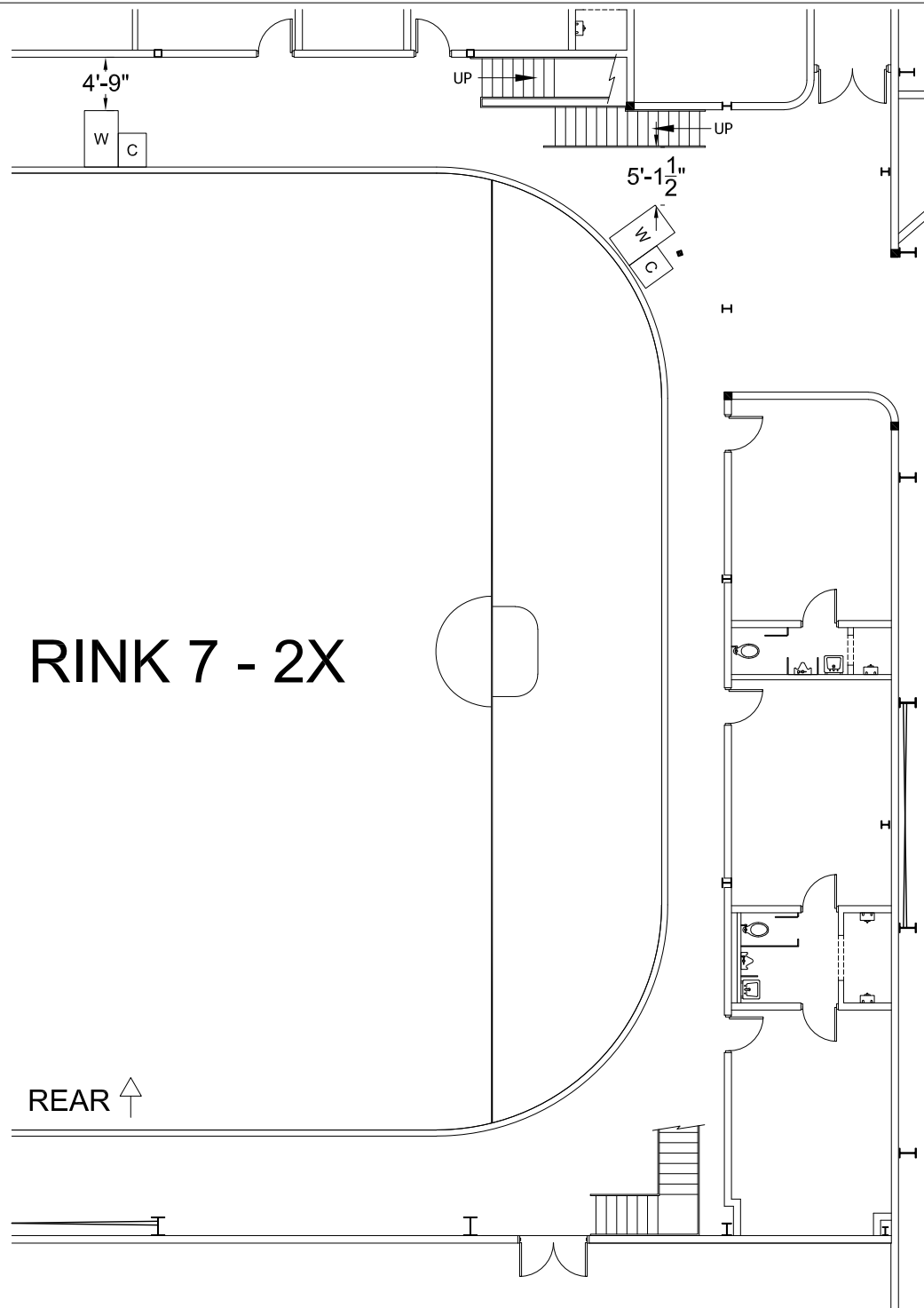
W
C

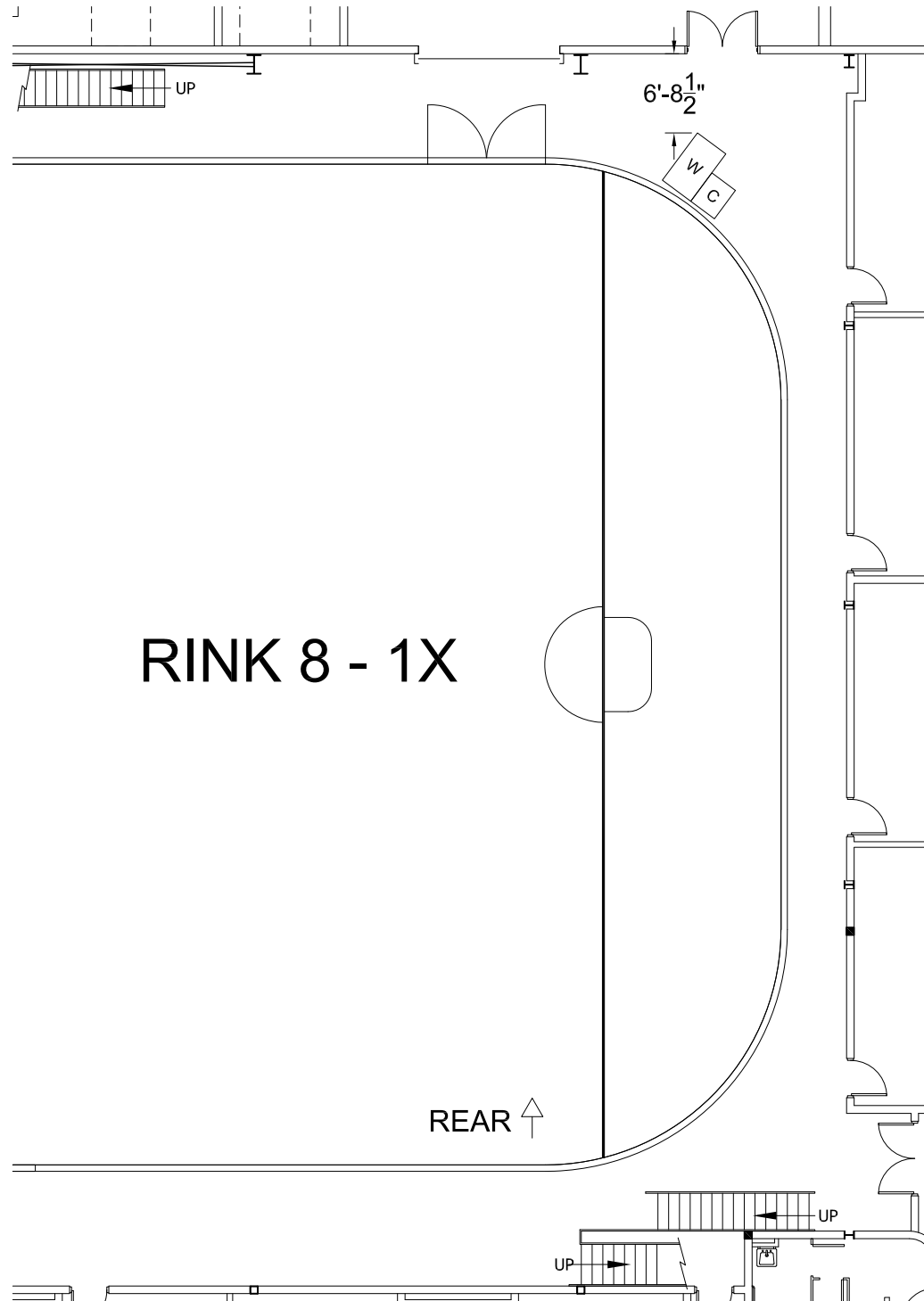
7'-10 $\frac{1}{2}$ "

RINK 6 - 1X

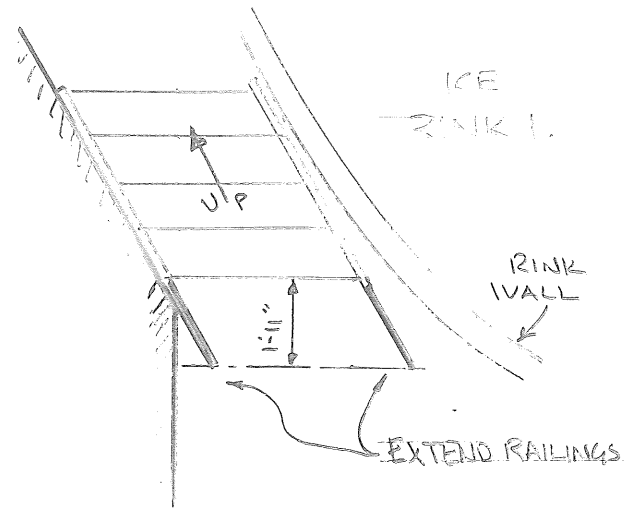
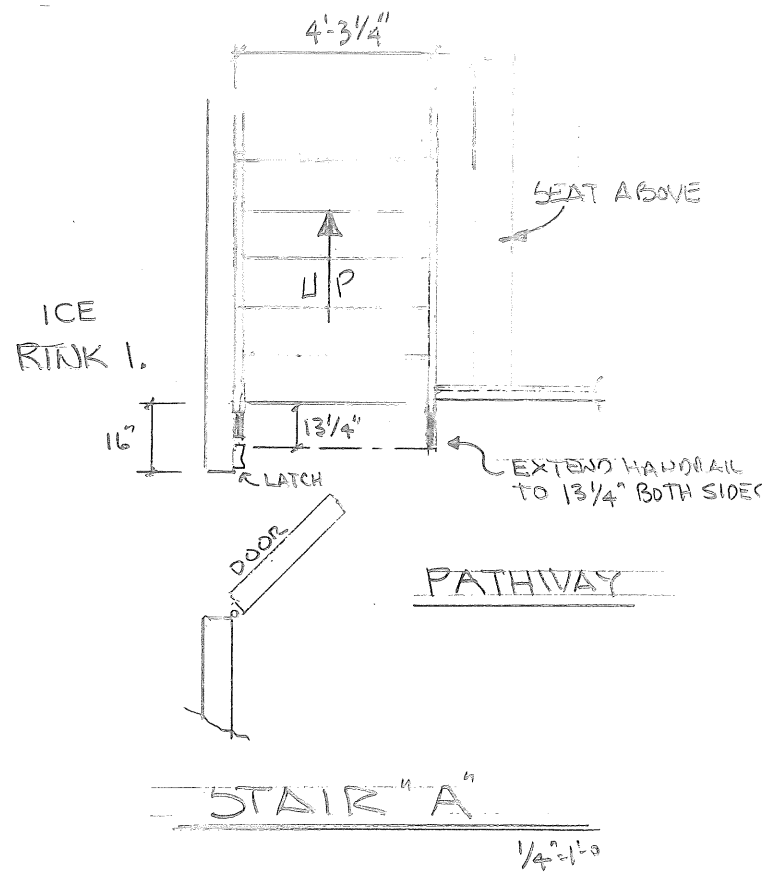
REAR ↑





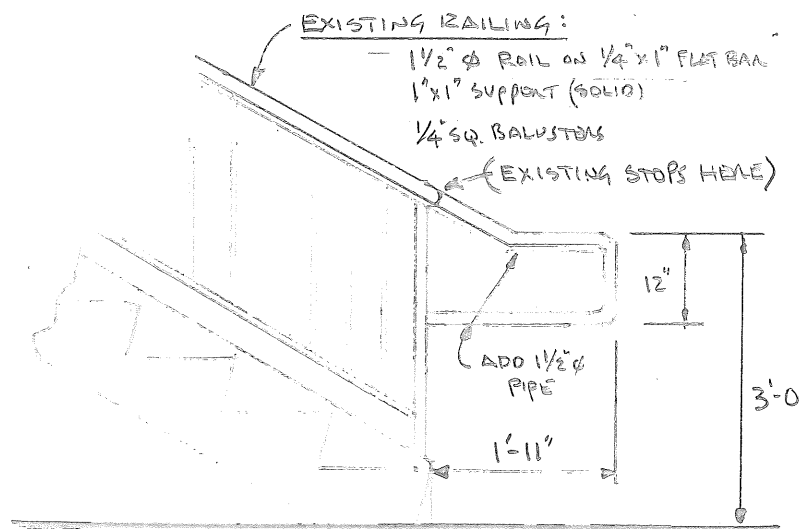
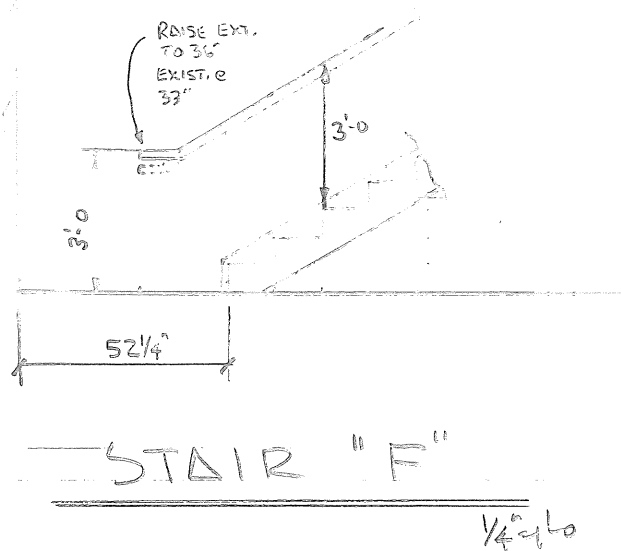
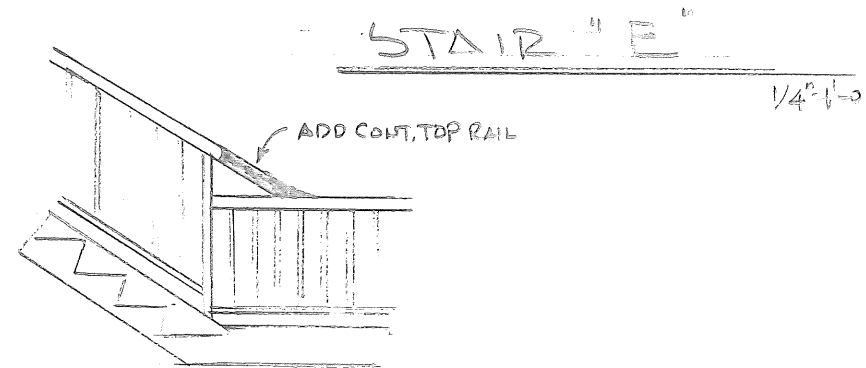
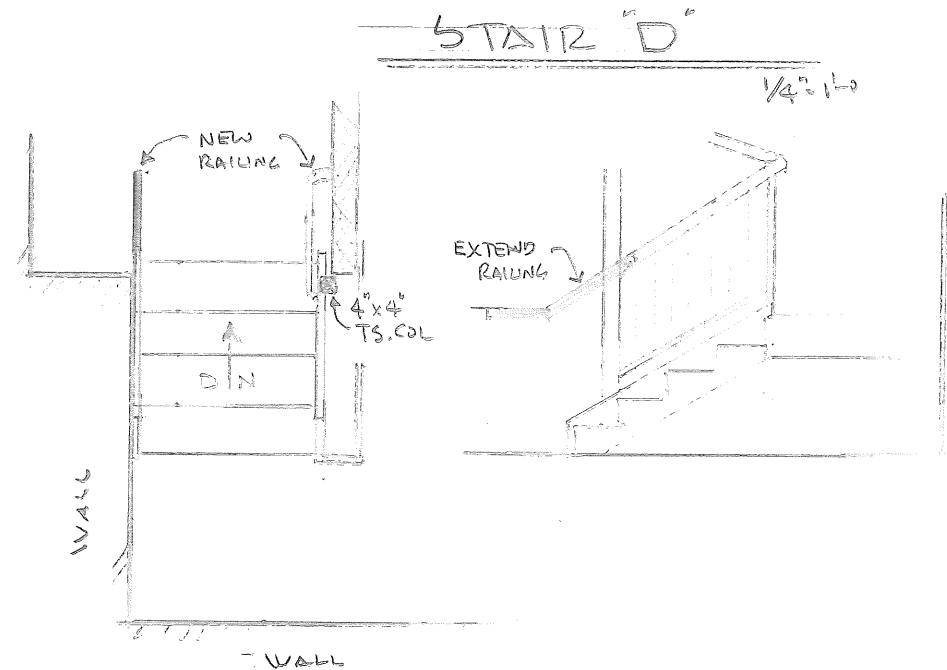
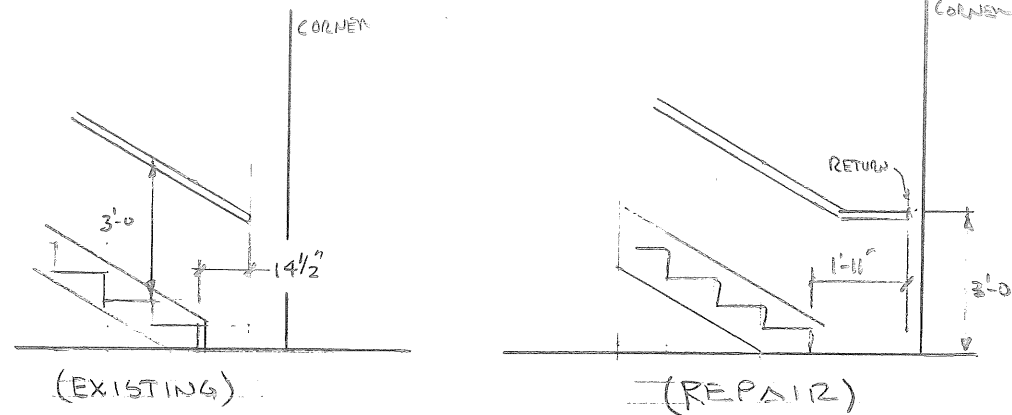


Attachment C
Engineering Drawings For Stair Railing Extensions

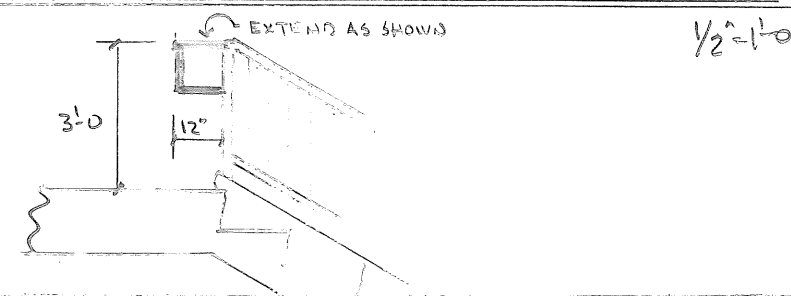


STAIR "B"
1/4"=1'-0"

STAIR "C" (OPP. HAND)
1/4"=1'-0"

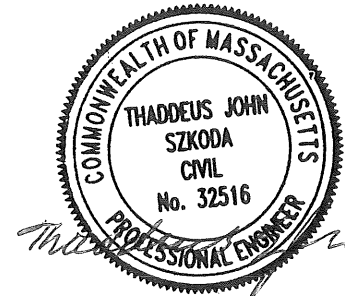


MAIN STAIRS @ RINK 1.
AND RINK 4.



NOTE:

ALL STAIR RAILINGS ARE TO BE
CORRECTED AS SHOWN AT ALL RINKS



REVISIONS

J.R. ASSOCIATES
DESIGN SERVICES
63 GRIGGS ROAD
SUTTON, MA. 01890
(508) 865-5721



STAIRS
ITEMS # 6, 7

N.E. SPORTS CENTER
121 DONALD LYNCH BLVD.
MARLBOROUGH, MA.

J. RIEL

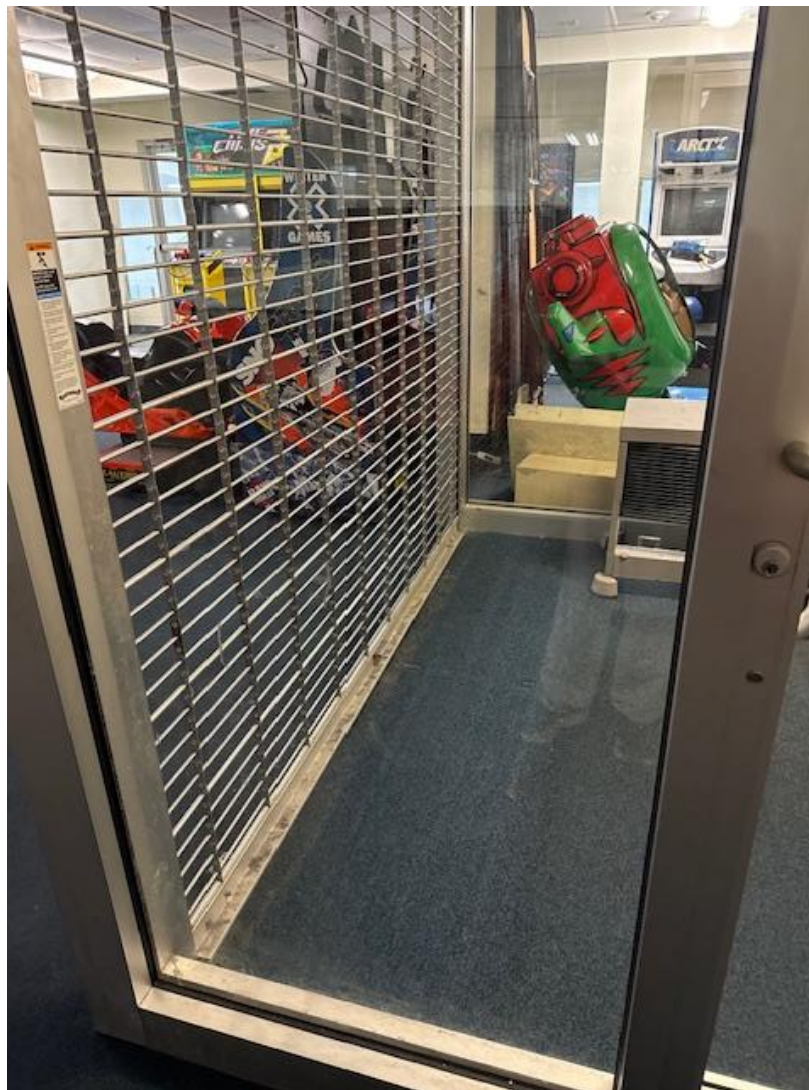
5/10/26

SHEET

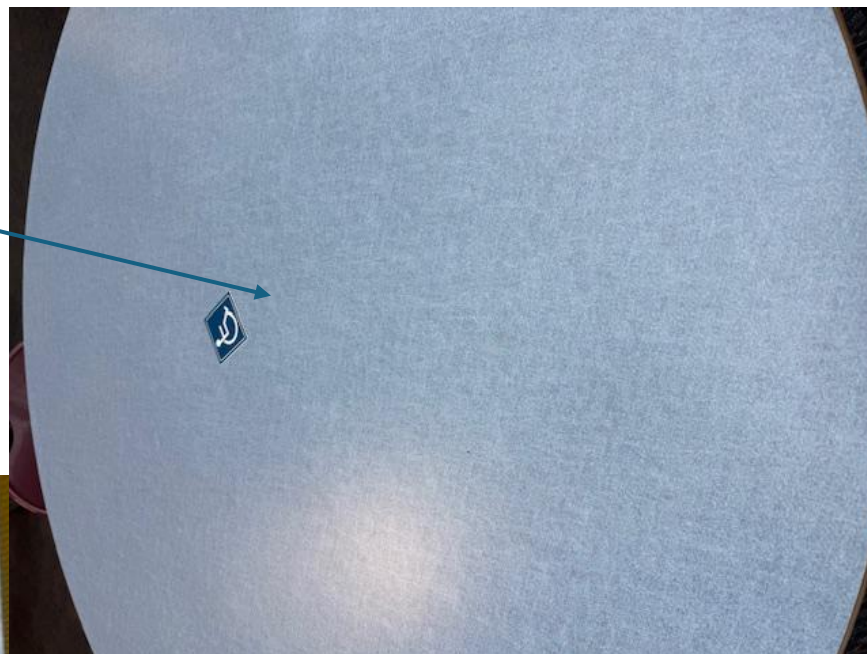
A-1

OF 3

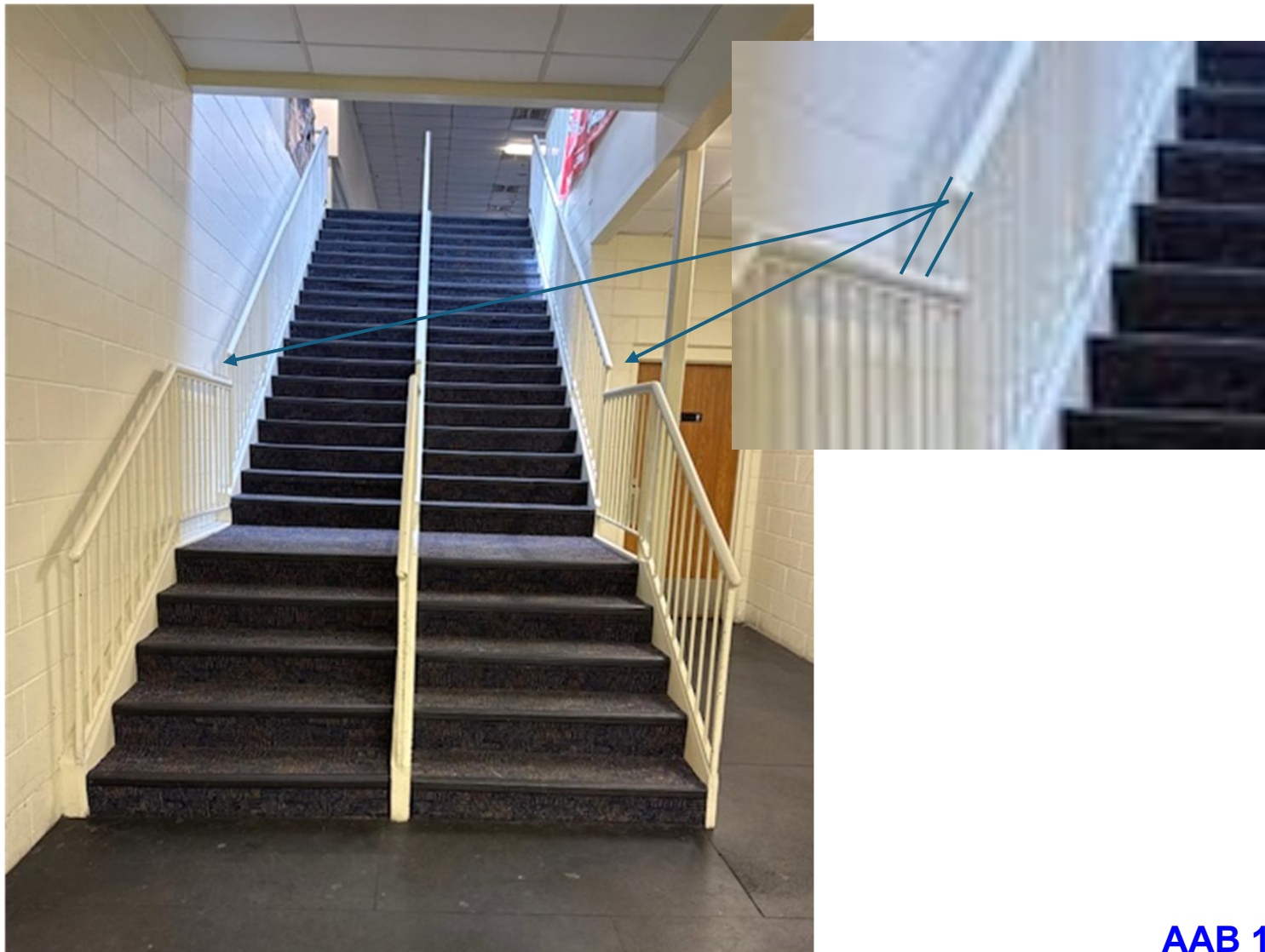
Attachment D: NESC Arcade Transaction Counter Removed



Attachment E: NESC Accessible Dining Tables



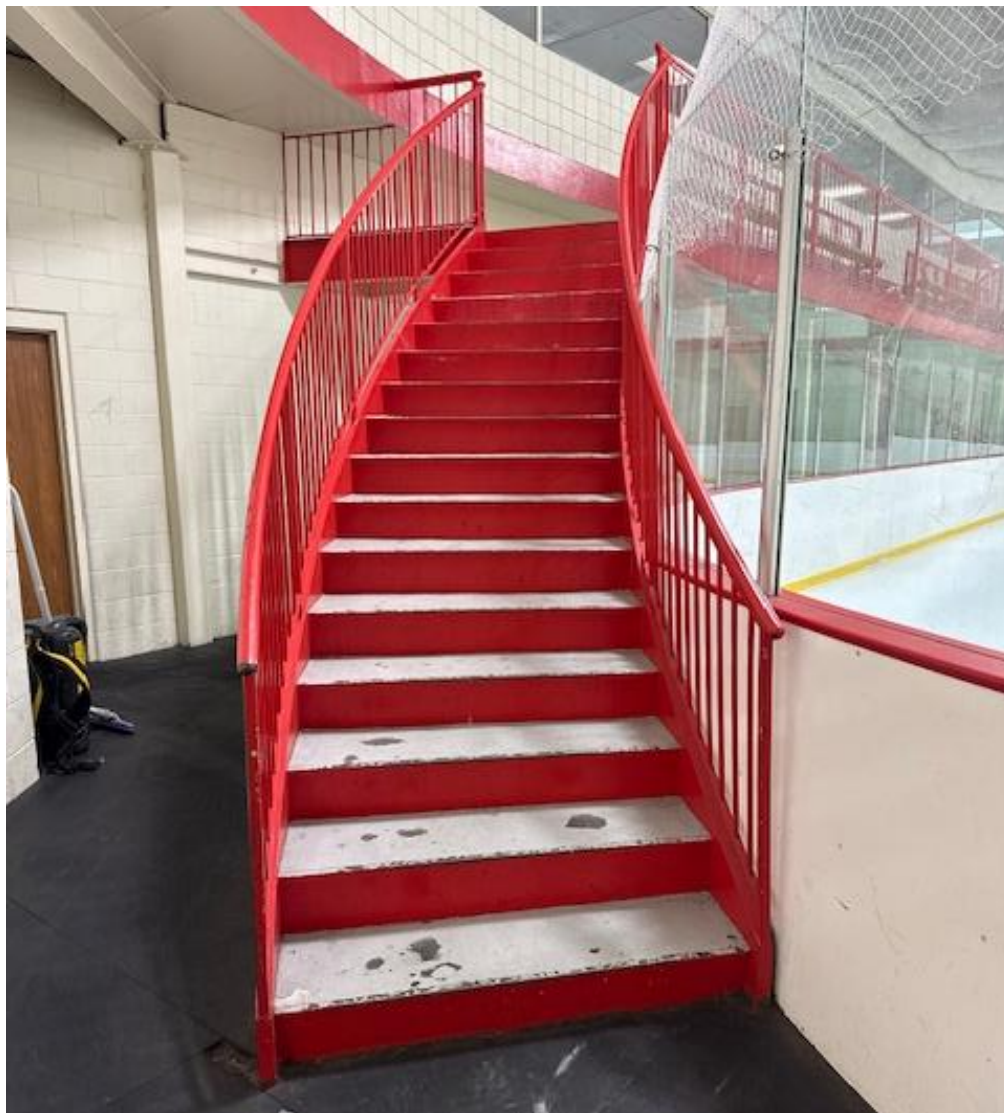
Attachment F: NESC Main Stair Two Continuous Railings



Attachment G: NESC Rink 5 Narrow Path



Attachment H: NESC Rink 5 Non-Uniform Risers Repaired



Attachment I
Engineering Drawing For Mezzanine Slope Between
Rinks 5 And 7

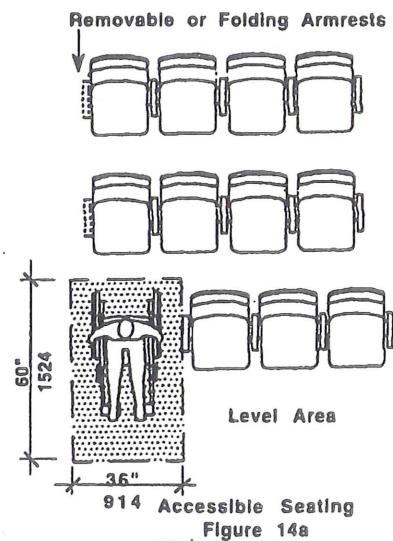


ITEM # 8.

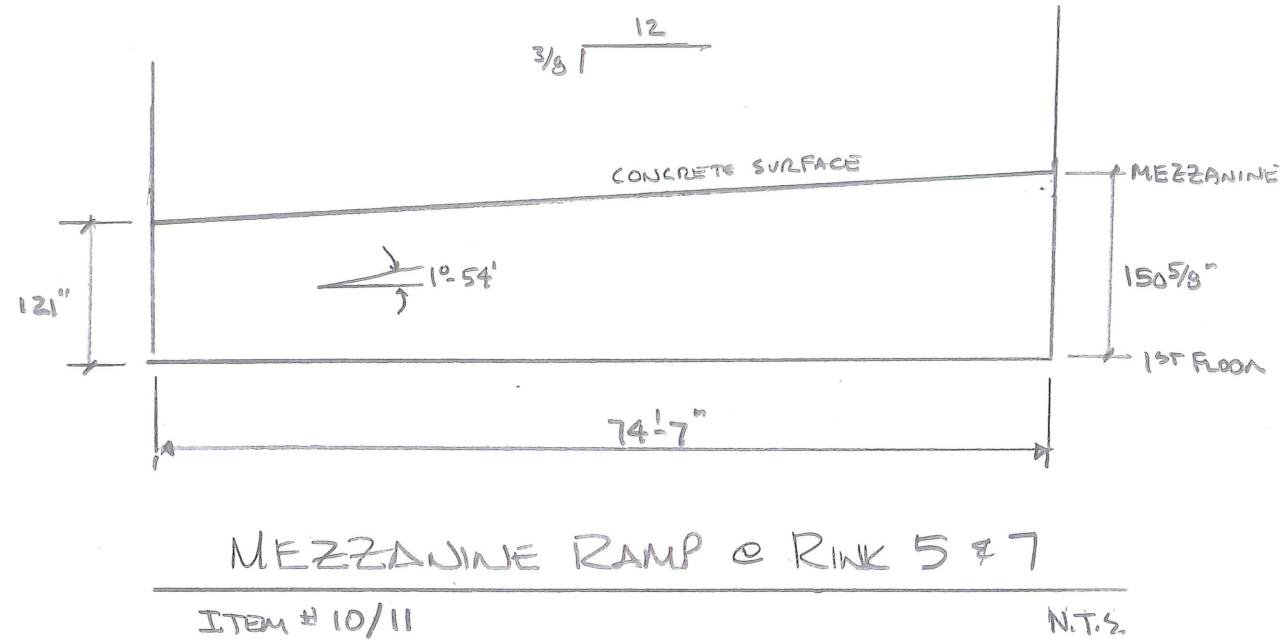
ADDED SIGNAGE FOR RESTRICTED AREA

14.2.1 Armless seats: In addition to wheelchair seating locations, 1% of all fixed seats, but not less than one seat, shall be aisle seats with no armrests on the aisle side, or shall have removable or folding armrests on the aisle side. Each such seat shall be identified by a sign or marker. Signage notifying patrons of the availability of such seats shall be posted at the ticket office. Aisle seats are not required to be on a level surface. See Fig. 14a.

WHERE SHOWN ON MASTER SEATING PLAN.



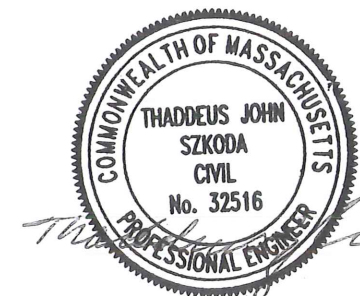
ACCESSIBLE SEATING



$$1:20 = .05$$

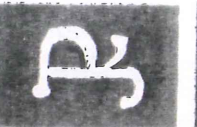
$$29 \frac{5}{8} \text{ } \triangle \text{ } 895 = .0331 = 1^{\circ}-54'$$

OR 3/8":12



REVISIONS

J.R. ASSOCIATES
DESIGN SERVICES
63 GRIGGS ROAD
BUTTON, MA. 01590
(508) 565-6721



MISC.
ITEMS # 8, 10 & 11
ACCESSIBLE SEATING

N.E. SPORTS CENTER
121 DONALD LYNCH BLVD.
MARLBOROUGH, MA.

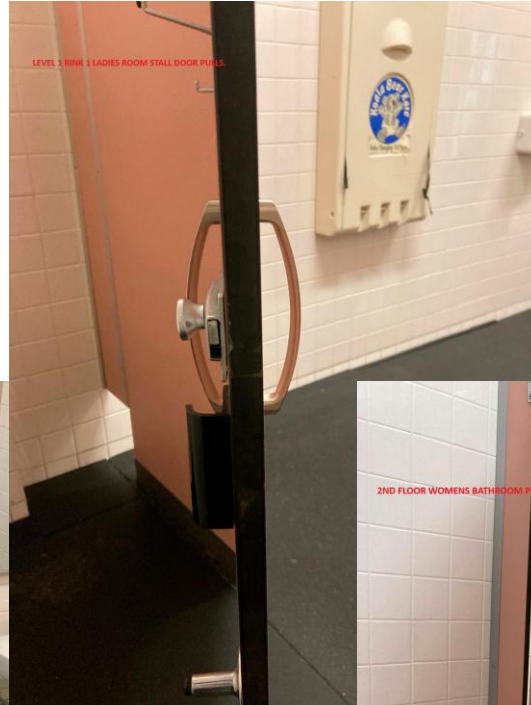
J. RIEL

5/10/26

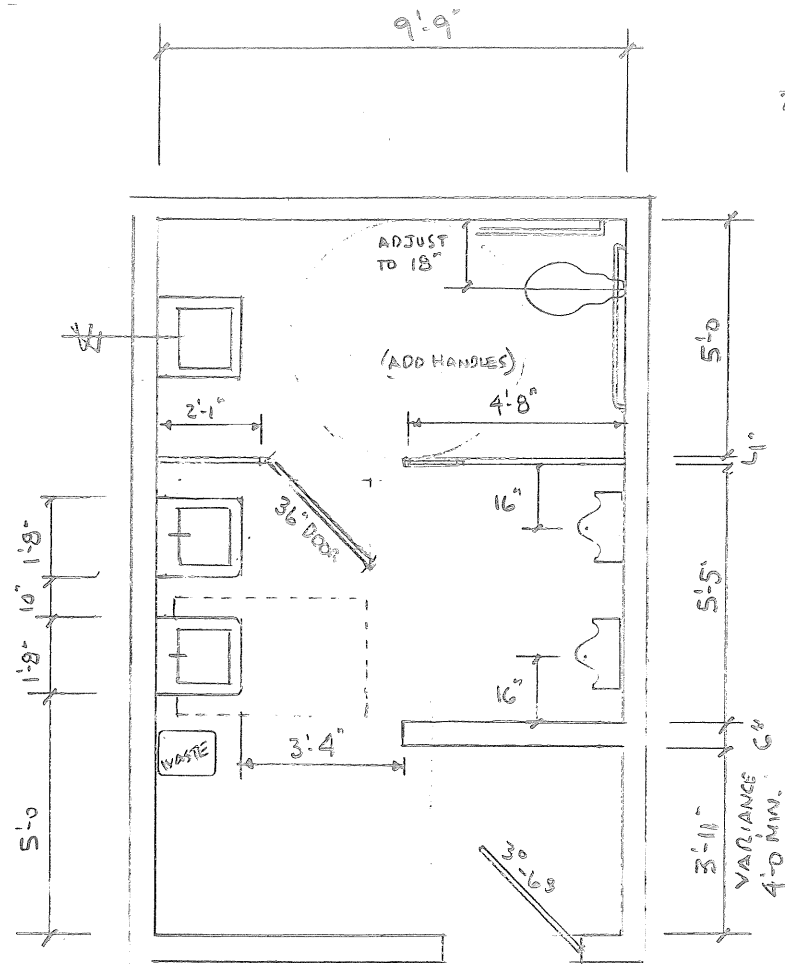
SHEET

A-3

Attachment J: NESc Accessible Pull Handles On Toilet Doors



Attachment K
Accessible Bathroom Modifications Drawing

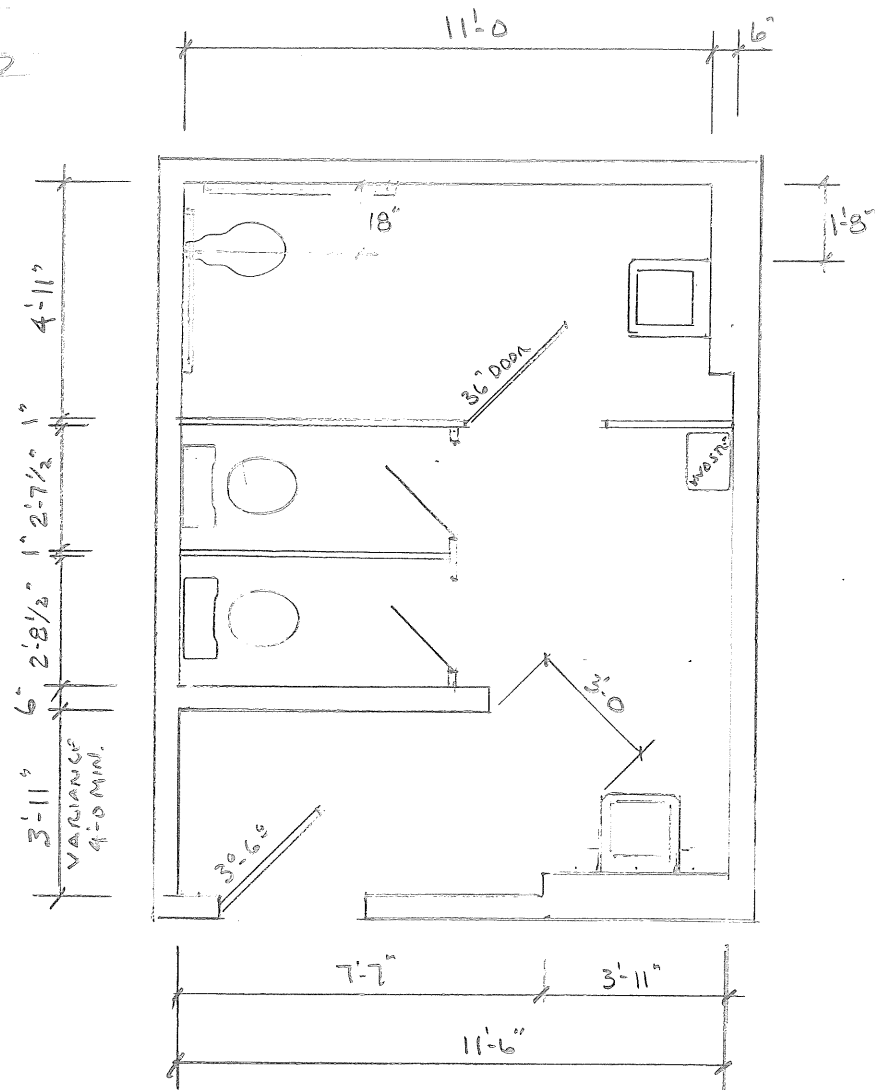


MEN'S ROOM

(1ST FLOOR)
EXISTING CONDITION

1/4" = 1'-0"

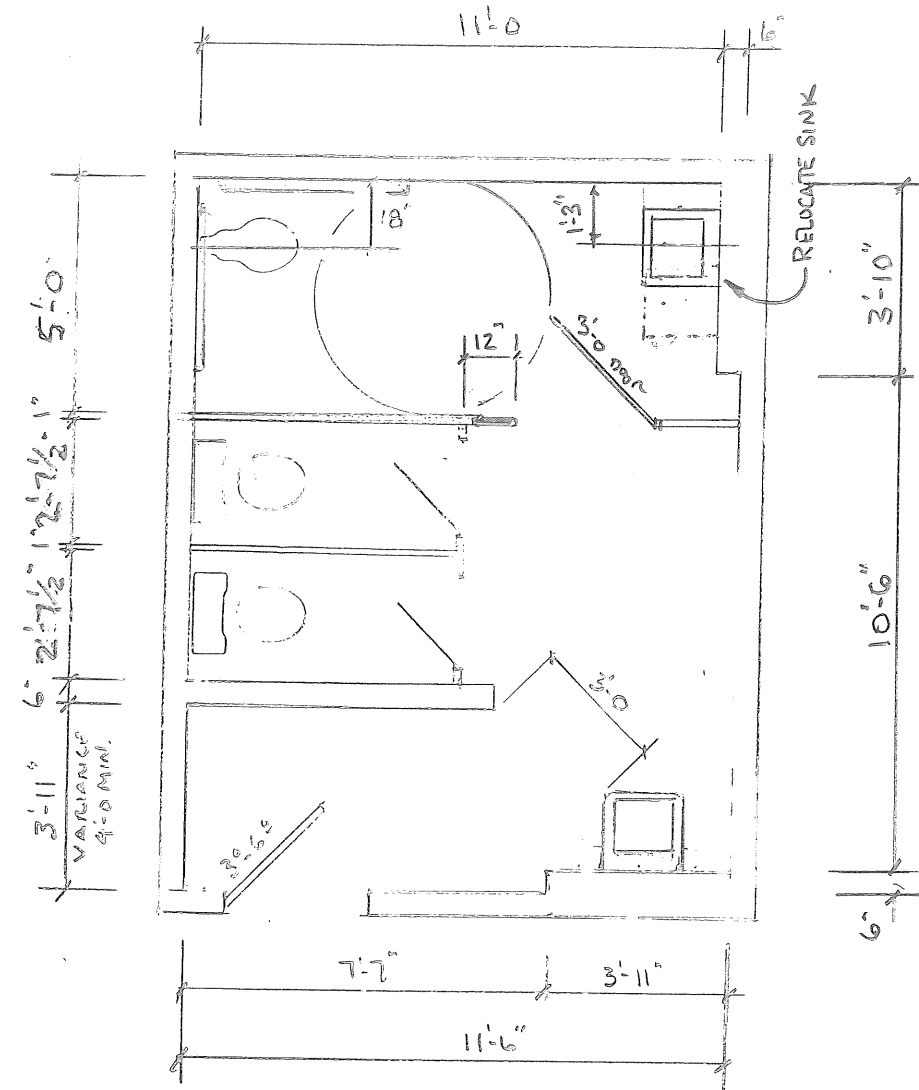
SINK
20" x 20 1/2" D



WOMEN'S ROOM

(1ST FLOOR EXISTING)

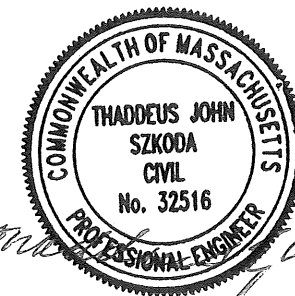
1/4" = 1'-0"



WOMEN'S ROOM

(1ST FLOOR PROPOSED)

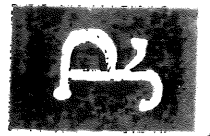
1/4" = 1'-0"



Thaddeus J. Szkoda

REVISIONS

J.R. ASSOCIATES
DESIGN SERVICES
63 GRIGGS ROAD
SUTTON, MA. 01550
(508) 868-6721



BATH ROOMS
ITEMS #17, 18, 19

N.E. SPORTS CENTER
121 DONALD LYNCH BLVD.
MARLBOROUGH, MA.

J. RIEL

5/10/26

SHEET

A-2

OF 3

AAB 23

Attachment L: NESC Compliant Elevator Inspection Certification

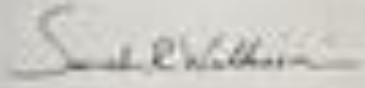


The Commonwealth of Massachusetts
Division of Transportation
Office of Public Safety and Inspection
One Federal Street, Room 600, Boston, MA 02110
Certification for Use of Elevator
(Chapter 14C General Laws, as amended)

Location:
121 DONALD LYNN BOULEVARD
MARLBOROUGH, 01752
Issued On: September 18, 2015
Expires: September 30, 2016

Capacity (Rat): 2500
Speed (Fpm): 100
State Code: 170-P-184
Inspection #: 14C-788105

Chapter 14C of the General Laws, Section 1B, states that
elevator inspection certificate shall be posted in a
conspicuous place in or near the cab or car of each elevator.


Sarah E. Wilkins
Commissioner

In case of accident, written notification of state
officials must be provided to the relevant authority.

1. Inspected and signed
2. Inspected and signed
3. Inspected and signed

Attachment M: NESC Compliant Elevator Floor Lighting



Attachment N: NESC Compliant Elevator Floor Level



Attachment O: NESc Toilet Centerlines Moved To At Least 18 Inches



Attachment P: NESC Accessible Shower



Attachment Q: NESC Second Means of Access



Attachment R: NESC Pro Shop Transaction Counter



Attachment S: NESC Accessible Pro Shop Aisles

