Commonwealth of Massachusetts
EXECUTIVE OFFICE OF HOUSING & LIVABLE COMMUNITIES
Maura T. Healey, Governor ◆ Kimberley Driscoll, Lieutenant Governor ◆ Edward M. Augustus Jr., Secretary

Public Housing Notice 2025-06

M E M O R A N D U M

To: All Local Housing Authority (LHA) Executive Directors
From: Fatima Razzaq, Acting Director Division of Public Housing
Re: Preventive Maintenance Planning Year Criteria
Date: May 21, 2025

As outlined previously in Public Housing Notice 2024-19, the Executive Office of Housing and Livable Communities (EOHLC) updated Performance Management Review (PMR) criteria effective June 30, 2025. Among the PMR changes is the launch of an unrated planning year criterion that assesses the administrative components of a Local Housing Authorities (LHAs) preventive maintenance program. This notice provides LHAs more detail on how the Preventive Maintenance Plan will be evaluated.

The current standard is that every LHA maintains a comprehensive Preventive Maintenance Plan and schedule of work that includes all the tasks necessary to maximize and preserve existing LHA components. The update will require that:

- The schedule of work developed by your LHA must encompass twelve (12) months and be comprehensive, by development, describing the necessary task and citing the frequency and the party responsible for completing the required work;
- The LHA preventive maintenance schedule must contain the six (6) core components as outlined in Public Housing Notice 2022-10 and included in Attachment A;
- All tasks identified within the LHA Preventive Maintenance schedule of work must have an associated work order that is created, tracked, and completed within ninety (90) days;
- The LHA can produce a comprehensive Preventive Maintenance work order report, for the fiscal year under review, that includes the following information for each work order listed;
    - Work Order number
    - Date created
    - Date completed
    - Location
    - Labeled as Preventive or Preventive Maintenance
    - Description of the work

Please see the table below for a detailed overview of scoring criteria.

Revised Preventive Maintenance Metrics Scoring Criteria

CRITERIA	NO FINDINGS	OPERATIONAL GUIDANCE	CORRECTIVE ACTION
LHA Preventive Schedule meets criteria as outlined in Public Housing Notice 2022-10, *and* all Preventive tasks identified in the Schedule have an associated work order created, tracked and completed within 90 days.	LHA Preventive Schedule meets criteria as outlined in Public Housing Notice 2022-10, *AND* All Preventive work orders are created tracked and completed within 90 days.	LHA Preventive Schedule meets criteria as outlined in Public Housing Notice 2022-10, *BUT* less than 100%, but greater or equal to 80% of Preventive work orders are created tracked and completed within 90 days.	LHA Preventive Schedule does not meet criteria as outlined in Public Housing Notice 2022-10, *OR* less than 80% of Preventive work orders are created tracked and completed within 90 days. OR Work identified as ”Life and Safety Systems” in PHN 2022-10 is not addressed within the month described in LHA Preventive Schedule

Please contact your EOHLC assigned FMS for additional assistance.

Attachment A: LHA PREVENTIVE MAINTENANCE STANDARDS AND PRACTICES

Every LHA should have a comprehensive Preventive Maintenance Plan and schedule of work that includes all the tasks necessary to maximize and preserve existing LHA components. Examples include: the servicing of boilers, changing filters in air source heat pumps, fire alarm testing, cleaning gutters, or simply changing the oil in an LHA vehicle. Many items will occur on an annual basis, while others will require more frequent servicing. Some tasks may be performed in-house and other work may rely on service contracts, utilizing licensed or specially trained professionals.

The schedule of work developed by your LHA should encompass twelve (12) months and be comprehensive, by development, not only describing the necessary task, but also citing the frequency and the designated party responsible for completing the required work.

LHA maintenance staff should become familiar with required preventive maintenance on new equipment installations, as dictated by the manufacturer and/or industry standards. Considerations should also be given to any reasonable accommodation(s) requiring preventive maintenance and if warranted, they should be reflected in the LHA's preventive schedule of work. During the PMR process, EOHLC staff will review your LHAs adopted preventive schedule of work and cross reference it for accuracy against the physical inspection conducted at the time of the PMR.

PMR RATED CRITERIA #6: LHA Preventive Maintenance schedule accurately reflects all necessary work to maximize the life of LHA components.

In order to assess your LHA's ability to implement an effective preventive maintenance schedule of work, EOHLC will conduct more extensive inspections of LHA properties than in past PMRs, including but not limited to; building exteriors and grounds, common areas, mechanical rooms, maintenance workshops and building systems. These inspections will assess health and safety related discrepancies between the EOHLC inspector's findings and the LHA's management of preventive maintenance tasks and upkeep.

To assist your LHA with the development of a sound preventive maintenance schedule, EOHLC recommends reviewing your current preventive schedule of work and verifying that the six (6) recommended categories (in bold below) are represented. Adjustments should be made to reflect any missing categories and adding any applicable items within each category to your preventive schedule, as necessary, and at the discretion of the LHA. Please note: The following items are not all inclusive.

LIFE AND SAFETY SYSTEMS

Examples:

- Alarm System
- Elevators
- Exit Signs
- Emergency Lighting
- Fire Pumps/Sprinklers/Suppression
- Fire Hydrant

- Fire Extinguishers
- Generators
- Security Systems

DWELLING UNIT

Examples:

- Annual Inspections
- Smoke/CO Battery Replacement
- Pest Control
- HVAC/ASHP Filters and Cleaning

BUILDING ENVELOPE

Examples:

- Roofs
- Windows and Doors
- Gutters and Downspouts
- Siding
- Flashing
- Foundation
- Lighting
- Pest Control

SITE AND GROUNDS

Examples:

- Walkways
- Lighting
- Roads
- Catch Basins and Storm Drains
- Trees and Shrubs
- Lawns and Gardens
- Dumpsters and Trash Removal

MECHANICAL, ELECTRICAL AND BUILDING SYSTEMS

Examples:

- Boiler Service
- Condensate Pumps
- HVAC Systems
- Air Source Heat Pumps
- Domestic Water
- Electrical Panels/Components
- Elevators
- Sanitary Lines
- Sump Pumps
- Vents

VEHICLES AND EQUIPMENT

Examples:

- Trucks
- Lawnmowers
- Snowblowers
- Plows
- Tools

Please contact your assigned Facilities Management Specialist (FMS) for assistance in developing a Preventive Maintenance Plan that meets your LHA needs and the PMR requirements.