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**INDEPENDENT STATE AUDITOR'S REPORT
ON THE PHYSICAL CONDITION
OF STATE-AIDED PUBLIC HOUSING UNITS
AND RESOURCES ALLOCATED FOR THE
OPERATION AND UPKEEP OF THE
QUINCY HOUSING AUTHORITY
JULY 1, 2003 TO JUNE 30, 2005**

**OFFICIAL AUDIT
REPORT
AUGUST 9, 2007**

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INTRODUCTION**1**

In accordance with Chapter 11, Section 12, of the Massachusetts General Laws, we have conducted a statewide comprehensive audit of the physical conditions and the resources available to provide for the operation and upkeep of the state-aided public housing authorities of the Commonwealth. To accomplish our audit, we performed work at the Department of Housing and Community Development (DHCD) and obtained data from surveys and site visits to a selected, representative cross-section of 66 Local Housing Authorities (LHAs) throughout the state. The Quincy Housing Authority was one of the LHAs selected to be reviewed for the period July 1, 2003 to June 30, 2005. A complete list of the LHAs visited and surveyed is provided in our statewide report No. 2005-5119-3A. Our on-site visits were conducted to follow up on survey data we obtained in order to: observe and evaluate the physical condition of the state-regulated LHAs, review policies and procedures over unit site inspections, determine whether LHA-managed properties were maintained in accordance with public health and safety standards, and review the state modernization funds awarded to determine whether such funds have been received and expended for their intended purpose. In addition, we reviewed the adequacy of the level of funding provided to each LHA for annual operating costs to maintain the exterior and interior of the buildings and housing units, as well as capital renovation infrastructure costs to maximize the public housing stock across the state, and determined whether land already owned by the LHAs could be utilized to build additional affordable housing units. We also determined the number of vacant units, vacancy turnaround time, and whether any units have been taken off line and are no longer available for occupancy by qualifying families or individuals in need of housing.

AUDIT RESULTS**5****1. RESULTS OF INSPECTIONS – NONCOMPLIANCE WITH STATE SANITARY CODE****5**

DHCD's Property Maintenance Guide, Chapter 3(F), requires that inspections of dwelling units be conducted annually and upon each vacancy to ensure that every dwelling unit conforms to minimum standards for safe, decent, and sanitary housing as set forth in Chapter II of the State Sanitary Code.

Between January 5, 2006 and January 10, 2006, we inspected 24 of the 909 state-aided housing units managed by the Authority and noted 164 instances of noncompliance with Chapter II of the State Sanitary Code, including broken windows, asbestos, holes in walls, missing smoke alarms, torn or missing floor tiles, and other health and safety hazards. In its response, the Authority indicated that significant improvements have been made in several properties cited in the report.

2. VACANT UNITS NOT REOCCUPIED WITHIN DHCD GUIDELINES**6**

DHCD's Property Maintenance Guide indicates that housing authorities should reoccupy units within 21 working days of their being vacated by a tenant. However, our review found that during the period July 1, 2003 through June 30, 2005, the Authority's average turnaround time for reoccupying vacant units was 213 days for the 200 Family Housing

program and 40 days for the 667 Elderly Housing program. Moreover, we found that there were over 3,000 applicants on the Authority's waiting list as of June 30, 2005. In its response, the Authority indicated that it has made a concerted effort to reduce vacancies.

3. MODERNIZATION INITIATIVES NOT FUNDED

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In response to our questionnaires, the Authority indicated that on October 26, 1994, February 24, 1999, and December 4, 2002, it requested from DHCD state modernization funding for several repair, upgrade, and renovation projects for its Elderly, Family, and Handicapped Housing programs. However, except for a planning award for 667-1 Elderly Housing program electrical and fire safety upgrades, DHCD has not funded the remaining requests. Deferring or denying the Authority's modernization needs may result in further deteriorating conditions that could render the units and buildings uninhabitable. Moreover, if the Authority does not receive funding to correct these conditions (which have been reported to DHCD), additional emergency situations may occur, and the Authority's ability to provide safe, decent, and sanitary housing for its elderly and family tenants could be seriously compromised. The Authority indicated in its response that although the funding of modernization initiatives is not within the control of the Authority, it recognizes that it must be a vocal and frequent advocate for its needs with the Department of Housing and Community Development.

4. INAPPROPRIATE USE OF FEDERAL FUNDS TO PAY STATE PROGRAM EXPENSES

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During the fiscal year ended June 30, 2005, the Authority advanced \$500,000 of its federal public housing program funds to its state 4001 consolidated program. Federal regulations and annual contributions contract requirements prohibit the use of federal funds for other than federal programs. In its response, the Authority indicated that all invoices are reviewed prior to authorizing any payments. In addition, the Authority has stated that it has established better controls over the allocation of its water expenses between its federal and state programs.

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INTRODUCTION

Background

In accordance with Chapter 11, Section 12, of the Massachusetts General Laws, we have conducted a statewide comprehensive audit of the physical conditions and the resources available to provide for the operation and upkeep of the state-aided public housing authorities of the Commonwealth. To accomplish our audit, we performed work at the Department of Housing and Community Development (DHCD) and obtained data from surveys and site visits to a selected, representative cross-section of 66 Local Housing Authorities (LHAs) throughout the state. The Quincy Housing Authority was one of the LHAs selected to be reviewed for the period July 1, 2003 to June 30, 2005. A complete list of the LHAs visited and surveyed is provided in our statewide report No. 2005-5119-3A.

Our on-site visits were conducted to follow up on survey data we obtained in order to: observe and evaluate the physical condition of the state-regulated LHAs, review policies and procedures over unit site inspections, determine whether LHA-managed properties are maintained in accordance with public health and safety standards, and review the state modernization funds awarded to determine whether such funds have been received and expended for their intended purpose. In addition, we reviewed the adequacy of the level of funding provided to each LHA for annual operating costs to maintain the exterior and interior of the buildings and housing units, as well as the capital renovation infrastructure costs to maximize the public housing stock across the state, and determined whether land already owned by the LHAs could be utilized to build additional affordable housing units. We also determined the number of vacant units, vacancy turnaround time, and whether any units have been taken off line and are no longer available for occupancy by qualifying families or individuals in need of housing.

Audit Scope, Objectives, and Methodology

The scope of our audit included an evaluation of management controls over dwelling unit inspections, modernization funds, and maintenance plans. Our review of management controls included those of both the LHAs and DHCD. Our audit scope included an evaluation of the physical condition of the properties managed; the effect, if any, that a lack of reserves, operating and modernization funds, and maintenance and repair plans has had on the physical condition of the

LHAs' state-aided housing units/projects; and the resulting effect on the LHAs' waiting lists, operating subsidies, and vacant units.

Our audit was conducted in accordance with applicable generally accepted government auditing standards for performance audits and, accordingly, included such audits tests and procedures as we considered necessary.

Our primary objective was to determine whether housing units were maintained in proper condition and in accordance with public health and safety standards (e.g., the State Sanitary Code, state and local building codes, fire codes, Board of Health Regulations) and whether adequate controls were in place and in effect over site-inspection procedures and records. Our objective was to determine whether the inspections conducted were complete, accurate, up-to-date, and in compliance with applicable laws, rules, and regulations. Further, we sought to determine whether management and DHCD were conducting follow-up actions based on the results of site inspections.

Second, we sought to determine whether the individual LHAs were owed prior-year operating subsidies from DHCD, and whether the untimely receipt of operating subsidies from DHCD may have resulted in housing units not being maintained in proper condition.

Third, in instances where the physical interior/exterior of LHA-managed properties were found to be in a state of disrepair or deteriorating condition, we sought to determine whether an insufficient allocation of operating or modernization funds from DHCD contributed to the present conditions noted and the resulting effect, if any, on the LHAs' waiting lists and vacant unit reoccupancy.

To conduct our audit we first reviewed DHCD's policies and procedures to modernize state-aided LHAs, DHCD subsidy formulas, DHCD inspection standards and guidelines, and LHA responsibilities regarding vacant units.

Second, we sent questionnaires to each LHA in the Commonwealth requesting information on the:

- *Physical condition of its managed units/projects*
- *State program units in management*
- *Off-line units*
- *Waiting lists of applicants*

- *Listing of modernization projects that have been formally requested from DHCD within the last five years, for which funding was denied*
- *Amount of funds disbursed, if any, to house tenants in hotels/motels*
- *Availability of land to build affordable units*
- *Written plans in place to maintain, repair, and upgrade its existing units*
- *Frequency of conducting inspections of its units/projects*
- *Balances, if any, of subsidies owed to the LHA by DHCD*
- *Condition Assessment Reports (CARS) submitted to DHCD*
- *LHA concerns, if any, pertaining to DHCD's current modernization process*

The information provided by the LHAs was reviewed and evaluated to assist in the selection of housing authorities to be visited as part of our statewide review.

Third, we reviewed the report entitled “Protecting the Commonwealth’s Investment – Securing the Future of State-Aided Public Housing.” The report, funded through the Harvard Housing Innovations Program by the Office of Government, Community and Public Affairs, in partnership with the Citizens Housing and Planning Association, assessed the Commonwealth’s portfolio of public housing, documented the state inventory capital needs, proposed strategies to aid in its preservation, and made recommendations regarding the level of funding and the administrative and statutory changes necessary to preserve state public housing.

Fourth, we attended the Joint Legislative Committee on Housing’s public hearings on March 7, 2005 and February 27, 2006 on the “State of State Public Housing;” interviewed officials from the LHAs, the Massachusetts Chapter of the National Association of Housing and Redevelopment Officials, and DHCD; and reviewed various local media coverage regarding the condition of certain local public housing stock.

To determine whether state-aided programs were maintained in proper condition and safety standards, we (a) observed the physical condition of housing units/projects by conducting inspections of selected units/projects to ensure that the units and buildings met the necessary minimum standards set forth in the State Sanitary Code, (b) obtained and reviewed the LHAs’ policies and procedures relative to unit site inspections, and (c) made inquiries with the local Boards

of Health to determine whether any citations had been issued, and if so, the cited LHA's plans to address any reported deficiencies.

To determine whether the modernization funds received by the LHAs were being expended for the intended purposes and in compliance with laws, rules, and regulations, we obtained and reviewed the Quarterly Consolidated Capital Improvement Cost Reports, Contracts for Financial Assistance, and budget and construction contracts. In addition, we conducted inspections of the modernization work performed at each LHA to determine compliance with its work plan.

To determine whether the LHAs were receiving operating subsidies in a timely manner, we analyzed each LHA subsidy account for operating subsidies earned and received and the period of time that the payments covered. In addition, we made inquiries with each LHA's Executive Director/fee accountant, as necessary. We compared the subsidy balance due the LHA per DHCD records to the subsidy data recorded by the LHA.

To assess controls over the Authority waiting lists, we determined the number of applicants on the waiting list for each state program and reviewed the waiting list for compliance with DHCD regulations.

To assess whether each LHA was adhering to DHCD procedures for preparing and filling vacant units in a timely manner, we performed selected tests to determine whether the LHA had uninhabitable units, the length of time the units were in this state of disrepair, and the actions taken by the Authority to renovate the units.

AUDIT RESULTS

1. RESULTS OF INSPECTIONS – NONCOMPLIANCE WITH STATE SANITARY CODE

The Department of Housing and Community Development's (DHCD) Property Maintenance Guide, Chapter 3(F), requires that inspections of dwelling units be conducted annually and upon each vacancy to ensure that every dwelling unit conforms to minimum standards for safe, decent, and sanitary housing as set forth in Chapter II of the State Sanitary Code.

For the fiscal year ended June 30, 2005, we reviewed inspection reports for 24 of the 909 state-aided dwelling units managed by the Quincy Housing Authority. In addition, from January 5, 2006 through January 10, 2006, we conducted inspections of these units, which were located at the Authority's Snug Harbor (Family Housing 200-1), Crowley Court (Elderly Housing 667-1), Louis George Village (Elderly Housing 667-2), Sawyer Towers (Elderly Housing 667-3), South Street (Family Housing 705-1), West Acres Road (Family Housing 705-2), and Safford Street (Handicapped Housing 689-1) developments. Our inspection noted 164 instances of noncompliance with Chapter II of the State Sanitary Code, including broken windows, asbestos, holes in walls, missing door knobs, missing smoke detectors, torn or missing floor tiles, obstructed entrances, deteriorated and crumbling concrete stairways, unsafe handrails, and other health and safety hazards. (Appendix I of our report summarizes the specific State Sanitary Code violations noted, and Appendix II includes photographs documenting the conditions found.)

The photographs presented in Appendix II illustrate the pressing need to address the conditions noted, since postponing the necessary improvements would require greater costs at a future date, and may result in the properties not conforming to minimum standards for safe, decent, and sanitary housing.

Recommendation

The Authority should apply for funding from DHCD to address the issues noted during our inspections of the interior (dwelling units) and exterior (buildings) of the Authority, as well as other issues that need to be addressed. Moreover, DHCD should obtain and provide sufficient funds to the Authority in a timely manner so that it may provide safe, decent, and sanitary housing for its tenants.

Auditee's Response

In response to this issue, the Authority stated, in part:

Significant improvements have been made in several properties cited in this report.

Work orders were generated and repairs have been completed on each of the sanitary code violations which were the responsibility of the Authority on the interior of housing units. Those violations which were attributable to tenant lease violations were referred to respective QHA property managers for appropriate lease enforcement activities. Since the Auditor's initial inspections the following construction activities have occurred:

- 1. Safford Street – Building envelope construction completed.*
- 2. Snug Harbor Development: New roofs have been installed on one hundred buildings, housing 400 families.*
- 3. West Acres Development: New roofs have been installed on 9 buildings, housing 36 families.*
- 4. Louis George Village: Window replacements are under design at eleven buildings containing 75 units of elderly/disabled units.*
- 5. Snug Harbor Development: Replacement of siding, windows and doors at one hundred buildings, housing 400 families under conceptual design.*

Auditor's Reply

We commend the actions taken by the Authority in response to our concerns regarding its managed properties. However, since any corrective measures taken by the Authority originated after the completion of our audit fieldwork, we cannot express an opinion on their adequacy, and will review any and all corrective actions taken during our next scheduled audit.

2. VACANT UNITS NOT REOCCUPIED WITHIN DHCD GUIDELINES

DHCD's Property Maintenance Guide indicates that housing authorities should reoccupy units within 21 working days of their being vacated by a tenant. However, our review found that during the period July 1, 2003 through June 30, 2005, the Authority's average turnaround time for reoccupying vacant units was 213 days in the 200 Family Housing program and 40 days in the 667 Elderly Housing program. Moreover, we found that there were over 3,000 applicants on the Authority's waiting list as of June 30, 2005.

By not ensuring that vacant units are reoccupied within DHCD's guidelines, the Authority may have lost the opportunity to earn potential rental income net of maintenance and repair costs and may have lost the opportunity, at least temporarily, to provide needy citizens with subsidized housing.

Recommendation

The Authority should ensure that its vacant units are refurbished and reoccupied within DHCD's timeframe. DHCD should obtain and provide the Authority with the funds necessary to fulfill their respective statutory mandate.

Auditee's Response

In response to this issue, the Authority stated, in part:

The Quincy Housing Authority has made a concerted effort to reduce vacancies. Since May, 2005 the current Executive Director has held weekly meetings with the Director of Tenant Services, Maintenance Director and Vacancy Coordinator to track the progress of all vacant units. As of June 13, 2007 there are 3 units of state housing vacant of a portfolio of 909 units; a vacancy rate of 0.33%. A copy of the current vacancy summary report is attached as Exhibit 2. Also as of June 1, 2007, 82 housing units have been occupied during fiscal year 2007 with an average of 20.4 vacancy days. Please see vacancy report attached as Exhibit 3. The final report ought to note that the delays in preparing units for re-occupancy have been corrected and the QHA is currently re-occupying units within the DHCD guidelines.

Auditor's Reply

We commend the actions taken by the Authority in response to our concerns regarding its managed properties. However, since any corrective measures taken by the Authority originated after the completion of our audit fieldwork, we cannot express an opinion on their adequacy, and will review any and all corrective actions taken during our next scheduled audit.

3. MODERNIZATION INITIATIVES NOT FUNDED

In response to our questionnaires, the Authority informed us that there is a need for modernizing its managed properties. Specifically, the Authority provided the following information regarding capital modernization projects that had been formally requested from DHCD, yet remained unfunded:

200-1 Family Housing: Office renovation, warehouse maintenance, termite damage repair, kitchen renovations, plumbing repairs, smoke detectors, exterior and cellar lighting, steam lines and tanks, sewer lines, and comprehensive modernization.

667-1 Elderly Housing: Laundry relocation, boiler replacement, window replacement, closet lighting, fire alarm system backup, toilet replacement, and window replacement.

667-2 Elderly Housing: Laundry relocation, boiler replacement, window replacement, foundation repairs, toilet replacement, stove replacement.

667-3 Elderly Housing: Security system upgrade, common room heating repairs, and toilet replacement.

667-4 Elderly Housing: Building ventilation; security system upgrade; window, door, and slider replacement; gas fittings; toilet replacement; and conversion from electric to gas.

705-2 Family Housing: Termite damage repair, smoke detectors, bathroom renovations, and stove replacement.

705-3 Family Housing: Roof replacement, flooring replacement, wall and ceiling plastering, foundation repairs and waterproofing, and underground oil tank replacement.

689-1 Handicapped Housing: Roof replacement, siding replacement, heating system replacement, and porch replacement.

The above conditions are mainly the result of aging, use, and wear and tear and, as illustrated by the photographs included in Appendix II, may pose a safety hazard to tenants. Except for a planning award for electrical and fire safety upgrades and pledged planning awards for comprehensive modernization for the 705-1, 705-2, 705-3, and 689-1 programs, DHCD has not taken action on these requests.

Deferring or denying the Authority's modernization needs may result in further deteriorating conditions that could render the units and buildings uninhabitable. Moreover, if the Authority does not receive funding to correct these conditions, additional emergency situations may occur and the Authority's ability to provide safe, decent, and sanitary housing for its elderly and family tenants could be seriously compromised. Lastly, deferring the modernization needs into future years will cost the Commonwealth's taxpayers additional money due to inflation, higher wages, and other related costs.

In June 2000, Harvard University awarded a grant to a partnership of the Boston and Cambridge Housing Authorities to undertake a study of state-aided family and elderly/disabled housing. The purpose of this study was to document the state's inventory of capital needs and to make recommendations regarding the level of funding and the administrative and statutory changes necessary to give LHAs the tools to preserve and improve this important resource. The report, "Protecting the Commonwealth's Investment - Securing the Future of State-Aided Public Housing," dated April 4, 2001, stated that "Preservation of existing housing is the fiscally prudent course of action at a time when Massachusetts faces an increased demand for affordable housing. While preservation will require additional funding, loss and replacement of units would be much more expensive in both fiscal and human terms."

Recommendation

The Authority should continue to appeal to DHCD for the necessary modernization funds to remedy these issues in a timely manner.

Auditee's Response

In response to this issue, the Authority stated, in part:

The funding of modernization initiatives is not within the control of the Quincy Housing Authority. However, the Authority recognizes that it must be a vocal and frequent advocate for its needs and continues to work cooperatively with the Department of Housing and Community Development to properly prioritize its needs with the Department's limited resources.

4. INAPPROPRIATE USE OF FEDERAL FUNDS TO PAY STATE PROGRAM EXPENSES

During the fiscal year ended June 30, 2005, the Authority advanced \$500,000 of its federal public housing program funds to its state 4001 consolidated program. The Authority overpaid state 4001 consolidated program water and sewer usage charges to the City of Quincy in the amount of \$502,623, thereby creating a shortfall in its state 4001 consolidated program funds. The Authority advanced funds to its Revolving Fund from its federal public housing program to offset this shortfall.

Federal regulations and annual contributions contract requirements prohibit the use of federal funds for other than federal programs. The Authority's annual contributions contract with the U.S. Department of Housing and Development (HUD) requires the Authority to maintain records that identify the source and application of funds. These records are required to allow

HUD to determine whether the Authority expended funds appropriately. The Authority uses fund accounts to track the source and use of funds for its public housing (low-rent) program. The funds received for the federal public housing program flow through the Authority's federal account into its Revolving Fund, from which program expenses are paid. During the fiscal year ended June 30, 2005, the Authority transferred \$500,000 from its federal public housing program to the revolving fund to pay state 4001 consolidated program expenses.

The City of Quincy issued a credit to the Authority in the amount of the overpayment to offset fiscal year 2006 charges incurred for water and sewer usage. As of June 30, 2006, the Authority will have realized the full credit and repaid the entire advance to its federal public housing program.

Recommendation

The Authority should more closely scrutinize City of Quincy water and sewer usage bills prior to payment to ensure that errors or omissions are detected on a timely basis and payments are for the correct amount. In addition, the Authority should never use federal funds to pay for state program expenses.

Auditee's Response

In response to this issue, the Authority stated, in part:

The current Executive Director reviews all invoices prior to authorizing any payments. Upon assuming office it became evident that one state elderly building was the subject of either disproportionate usage or a billing error. When brought to the attention of the City, a flow test was conducted on the meter and it was discovered that a billing error has resulted from faulty meter readings. The Authority applied for an abatement and in cooperation with the City a credit was issued which offset current bills. Before June 30, 2006 the total credit, in excess of \$500,000 had been utilized for water billings on both federal and state properties. The Authority's overpayments had resulted in a cash flow shortage of state funds. By utilizing the credit for both state and federal properties, bookkeeping entries, reversing any over advancement of federal funds were corrected before the fiscal year 2006 end.

Since that time, a position in the Quincy Housing Authority Finance Department has been upgraded to include utility monitoring. The Accounts Payable Clerk/Utilities Monitor tracks actual consumption by property of kw hours of electricity; therms of natural gas and cubic feet of water/sewer consumption. By tracking actual consumption, rather than costs alone, the Quincy Housing Authority will be in a better position as it plans for energy performance contracting and energy conservation.

Auditor's Reply

We commend the actions taken by the Authority in response to our concerns regarding its managed properties. However, since any corrective measures taken by the Authority originated after the completion of our audit fieldwork, we cannot express an opinion on their adequacy, and will review any and all corrective actions taken during our next scheduled audit.

SUPPLEMENTARY INFORMATION***Quincy Housing Authority - Managed State Properties***

The Authority's state-aided housing developments, the number of units, and the year each development was built is as follow:

<u>Development</u>	<u>Number of Units</u>	<u>Year Built</u>
200-1	400	1949
667-1	45	1958
667-2	75	1964
667-3	150	1970
667-4	200	1996
705-1	2	1922
705-2	36	1950
705-3	<u>1</u>	1896
Total	<u>909</u>	

APPENDIX I

State Sanitary Code Noncompliance Noted

Snug Harbor 200-1 **Family Development**

<u>Location</u>	<u>Noncompliance</u>	<u>Regulation</u>
72 Traffrail Road Unit #1	Kitchen – water infiltrating over kitchen door corner post	105 CMR 410.500
	Roof – loose and missing asphalt roof shingles	105 CMR 410.500
48 Traffrail Road Unit #4	Bathroom – window screen missing	105 CMR 410.551
	Bedroom #1 – hole in screen	105 CMR 410.551
	Roof – torn shingling	105 CMR 410.500
	Front Door – rotted threshold	105 CMR 410.500
	Yard – debris in front of unit	105 CMR 410.602
14 Traffrail Road Unit #1	Kitchen – floor tiles lifting	105 CMR 410.504
	Kitchen – water infiltration over kitchen door corner post, crack in stud	105 CMR 410.500
	Bedroom #2 – loose and leaking radiator (mold and mildew)	105 CMR 410.500
	Kitchen – broken screen	105 CMR 410.551
	Bathroom – window difficult to open and close, mildew and peeling paint on ceiling	105 CMR 410.500 105 CMR 410.750
	Bedroom #1 – missing window screen	105 CMR 410.551
	Bedroom #1 – paint peeling on ceiling	105 CMR 410.500
	Bathroom – grout missing from tub walls	105 CMR 410.500
	Sidewalks – front asphalt walk breaking up	105 CMR 410.750

<u>Location</u>	<u>Noncompliance</u>	<u>Regulation</u>
115 Traffrail Road Unit #2	Kitchen – crumbling plaster near ceiling	105 CMR 410.500
	Bedroom – roof leak in ceiling, water damage	105 CMR 410.500
	Living Room – broken screen	105 CMR 410.551
	Bathroom – paint peeling on ceiling	105 CMR 410.500
	Bedroom #1 – roof leak, water damage on ceiling	105 CMR 410.500
40 Veterans Road	Living Room/Kitchen - holes in the walls	105 CMR 410. 500
	Kitchen - floor lifting, excess grease on stove, backsplash pulling away from wall and countertop	105 CMR 410.504
		105 CMR 410.500
	Bedroom #1, #2 – broken doors	105 CMR 410.500
	Bedroom #2 – two broken electrical outlets	105 CMR 410.351
	Living Room, Kitchen, Bedroom #1 - broken windows	105 CMR 410.500
	Bedroom #1, #2 - graffiti on closet doors	105 CMR 410. 505
	Broken outside light fixture	105 CMR 410.253
	Porches – missing front door handrail	105 CMR 410.503
	Yard debris	105 CMR 410.602
	Sidewalks – broken asphalt pavement	105 CMR 410.750
72 Captains Walk Unit #3	Security/Entry Door – front door latch does not lock	105 CMR 410.480
	Bathroom – missing ceramic soap dish	105 CMR 410.500

<u>Location</u>	<u>Noncompliance</u>	<u>Regulation</u>
18 Yardarm Lane Unit # 2	Bathroom – temporary wiring in doorway	105 CMR 410.256
	Bedroom # 1, 2, 3 – missing closet doorknobs	105 CMR 410.480
	Living Room – no screens	105 CMR 410.551
	Living Room – paint peeling on ceiling	105 CMR 410.500
	Bathroom – no screen on window	105 CMR 410.551
	Bathroom – paint peeling on ceiling from moisture	105 CMR 410.500
	Bedroom #1 – broken screen on window	105 CMR 410.500
	Bedroom #3 – broken panes of glass	105 CMR 410.501
	Bathroom Sink – faucets do not shut the water off, sink waste line is clogged	105 CMR 410.350
	Living Room – missing smoke detector	105 CMR 410.482
	Front Door – obstructed entryway	105 CMR 410.451
	Bedrooms #1,2,3, Common Areas – missing smoke detectors	105 CMR 410.482
	Yard debris and clutter	105 CMR 410.602
	Living Room –hole in floor	105 CMR 410.500
	Living Room – paint peeling off wall due to moisture	105 CMR 410.500
	Kitchen - storm door is broken and missing screen	105 CMR 410.552
	Bedrooms #1,2,3, - tenant installed locking doorknobs	105 CMR 410.505
	Living Room – paint peeling on	105 CMR 410. 500

<u>Location</u>	<u>Noncompliance</u>	<u>Regulation</u>
20 Traffrail Road Unit #1	ceiling	
	Bedrooms #1,2 – paint peeling on ceiling	105 CMR 410.500
	Living Room walls – mold and mildew	105 CMR 410.750
	Kitchen – mold and mildew	105 CMR 410.750
	Living Room, Kitchen, Bedroom #2 - broken screen	105 CMR 410.551
	Bedroom #1,2 –mold and mildew on walls	105 CMR 410.750
	Kitchen - door has mold and mildew	105 CMR 410.750
	Living Room - windows have mold and mildew	105 CMR 410.750
	Kitchen – mold and mildew on windows	105 CMR 410.750
	Bathroom - mold and mildew on ceiling	105 CMR 410.750
31 Binnacle Lane Unit # 2	Bedrooms #1,2 - windows and ceiling have mold and mildew	105 CMR 410.750
	Roof – asphalt roofing shingles patched and in need of replacement	105 CMR 410.500
	Bathroom – hole in the door	105 CMR 410.500
	Bathroom – broken screen	105 CMR 410.551
	Bathroom - ceiling is peeling and flaking	105 CMR 410.500
	Bedroom # 3 – missing doorknob	105 CMR 410.480
	Kitchen – missing window screen	105 CMR 410.551
	Bedroom # 1 – hole in window screen	105 CMR 410.551
	Bedroom # 1 – paint peeling on ceiling	105 CMR 410.500
	Bedroom # 2 –cracked window	105 CMR 410.500

<u>Location</u>	<u>Noncompliance</u>	<u>Regulation</u>
95 Traffrail Road Unit # 3	Bedroom # 2 – paint peeling on ceiling	105 CMR 410. 500
	Bedroom # 3 – missing window screens	105 CMR 410.500
	Kitchen – upper cabinet door off hinges	105 CMR 410.100
	Bathroom – tub diverter does not work	105 CMR 410.351
	Bathroom – broken soap dish	105 CMR 410.500
	Bedroom #1 – damaged door latch area	105 CMR 410.480
	Bedroom # 1 – cracks in wall	105 CMR 410.500
	Bedroom # 2 – broken door latch	105 CMR 410.480
	Bedroom # 3 – broken door	105 CMR 410.480
	Bedroom # 3 – water damage on walls	105 CMR 410.500
	Bedroom # 4 – deadbolt on bedroom door	105 CMR 410.505
	Bedroom # 4 – unfastened and broken radiator valve	105 CMR 410.351
	Bedroom # 3 – radiator not secured to floor	105 CMR 410.351
	Living Room - broken window screen	105 CMR 410.551
	Living Room – ceiling has water damage and peeling paint	105 CMR 410.500

<u>Location</u>	<u>Noncompliance</u>	<u>Regulation</u>
	Kitchen – broken window screen	105 CMR 410.551
	Bathroom – mold and mildew on ceiling	105 CMR 410.750
	Bedroom # 1 – broken window, broken window screen	105 CMR 410.500 105 CMR 410.551
	Bedroom # 2 – broken window screen	105 CMR 410.551
	Bedroom # 3 – water damage on window	105 CMR 410.500
	Bedroom # 3 – broken window screen	105 CMR 410.551
	Bedroom # 3 – water damage on ceiling	105 CMR 410.500
	Bedroom # 4 – broken window screen	105 CMR 410.551
	Entire Unit – pest infestation (cockroaches)	105 CMR 410.550
	Bathroom – loose toilet seat	105 CMR 410.150
	Living Room – sofa partially blocking front door	105 CMR 410.451
	Bedrooms # 3, 4 – broken smoke detectors	105 CMR 410.482
	Sidewalks – tree roots breaking up a section of the sidewalk	105 CMR 410.750
	Yard debris	105 CMR 410.602
34 Figurehead Lane, Unit # 4	Front Door – broken panels,	105 CMR 410.500

	broken screen insert, missing glass insert	
<u>Location</u>	<u>Noncompliance</u>	<u>Regulation</u>
	Kitchen – water infiltrating over kitchen door corner post	105 CMR 410.500
	Bathroom – broken door	105 CMR 410.500
	Bedroom # 1 – broken door and no doorknob	105 CMR 410.480
	Bedroom # 2 – broken door	105 CMR 410.500
	Living Room – one pane of broken glass	105 CMR 410.501
	Bathroom – paint peeling on ceiling	105 CMR 410.500
	Bedroom # 1 – inside window missing pane of glass	105 CMR 410.501
	Bedroom # 1 – holes in window screens	105 CMR 410.551
	Bedroom # 1 – paint peeling on ceiling	105 CMR 410.500
	Bedroom # 2 – holes in window screen	105 CMR 410.551
	Bedroom # 2 – paint peeling on ceiling	105 CMR 410.500
	Bathroom –waste line was in disrepair	105 CMR 410.351
	Living Room – couch blocking front door	105 CMR 410.451
	Roof – missing slate tiles	105 CMR 410.500

<u>Location</u>	<u>Noncompliance</u>	<u>Regulation</u>
<u>Tobin Towers – 667 Elderly Development</u>		
80 Clay Street Unit 1016	Kitchen – large holes in walls	105 CMR 410.500
	Bathroom – damaged bathroom door, broken wall tile, damaged electric baseboard	105 CMR 410.500
	Bedroom # 1 – broken cap for baseboard electric heat	105 CMR 410.351
	Kitchen – cabinets in need of replacement	105 CMR 410.100
	Living Room – furniture blocking egress	105 CMR 410.451
	Garage – deteriorating concrete floor	105 CMR 410.500
80 Clay Street Unit 719	Kitchen – water damage to counter top laminate and lower cabinet drawer	105 CMR 410.100
<u>667-3 Elderly Housing Development – Sawyer Towers</u>		
95 Martensen Street Unit 1002	Kitchen – burn stain on wall from cooking on stove	105 CMR 410.500
	Kitchen – water damage on ceiling due to contractor mistake in repairing the roof	105 CMR 410.500
95 Martensen Street Unit 314	Roof – water-damaged roof	105 CMR 410.500

<u>Location</u>	<u>Noncompliance</u>	<u>Regulation</u>
<u>667-1 Elderly Housing Development – Crowley Court</u>		
5 Shed Street Unit # 1	Bathroom –no electrical outlets	105 CMR 410.351
9 Snug Harbor Court Unit # 3	Bathroom –no electrical outlets	105 CMR 410.351
	Kitchen – missing window screen	105 CMR 410.551
	Bathroom – window does not operate properly	105 CMR 410.500
	Bathroom – missing window screen	105 CMR 410.551
<u>667-2 Elderly Housing Development –Louis George</u>		
31 Martensen Street Apt. B	Living Room, Kitchen, Bathroom, & Bedroom –windows not weather-tight or functioning properly	105 CMR 410.501
	Living Room, Kitchen, and Bedroom – broken window screens	105 CMR 410.551
	Sidewalks –road around the unit is filled with potholes, and water run off from nearby hill pools on the road	105 CMR 410.750
31 Martensen Street Apt. A	Kitchen – no kitchen floor tile	105 CMR 410.504
	Bathroom – missing wall tiles	105 CMR 410.500

<u>Location</u>	<u>Noncompliance</u>	<u>Regulation</u>
	Living Room, Kitchen, Bathroom, and Bedroom – windows not weather-tight or functioning properly	105 CMR 410.501
	Living Room, Kitchen, and Bedroom – broken window screens	105 CMR 410.551
	Kitchen – broken lower cabinet doors	105 CMR 410.100
	Sidewalks – broken asphalt, tripping hazard	105 CMR 410.750
	Entire Unit –personal items, clutter, and trash covering floors	105 CMR 410.750
<u>Safford Street – 689-1</u>		
<u>Handicapped</u>		
<u>Development</u>		
215 Safford Street	Bathroom – broken wall tile	105 CMR 410.500
	Living Room, Kitchen – broken window screen	105 CMR 410.551
	Kitchen – two broken cabinet doors	105 CMR 410.100
	Building Exterior – rotted soffits and missing gutters	105 CMR 410.500
	Roof – missing roof slate tiles	105 CMR 410.500
	Porch – wooden beams supported by two-by-fours	105 CMR 410.750
	Siding – Asbestos siding, water damage to siding	105 CMR 410.353

<u>Location</u>	<u>Noncompliance</u>	<u>Regulation</u>
	Stairs, Rails, - rotted floor joists, decking, railings, and stairs. Second floor egress not safe for intended use.	105 CMR 410.500
	Cellar – water run off entering back door and flooding cellar floor, cellar ceiling has mold and mildew, cellar floor is deteriorating	105 CMR 410.750
	Entire Building – Serious structural deficiencies: foundation is breaking up, structural supports are rotted, rotted and missing soffits, rotted floor joists, decay inside the building walls, temporary bracing holding up porch roof, rotted gables, exposed and rotted sills, and gutters pulling away from building	105 CMR 410.750
<u>South Street – 705-1 Family Development</u>		
73 South Street Apt A	Kitchen – knob missing from lower cabinet door	105 CMR 410.100
	Kitchen – water sprayer nozzle is broken	105 CMR 410.100
<u>West Acres Road – 705-2 Family Development</u>		
39 Sullivan Road Unit 1	Kitchen – loose door knob	105 CMR 410.480
	Living Room – paint peeling on ceiling	105 CMR 410.500
	Kitchen – paint peeling on ceiling	105 CMR 410.500
	Bathroom – shower area ceiling flaking and peeling	105 CMR 410.500

<u>Location</u>	<u>Noncompliance</u>	<u>Regulation</u>
	Bedroom # 2 – paint peeling on ceiling, musty smell, and moisture and mildew on windows	105 CMR 410.750
	Bedroom # 1 – broken window screen	105 CMR 410.551
	Kitchen – cracked pane of glass	105 CMR 410.501
	Bathroom – broken sink stopper	105 CMR 410.500
	Kitchen – grease accumulation on back burners	105 CMR 410.100
	Siding – worn out and decaying	105 CMR 410.500

APPENDIX II

Photographs of Conditions Found

200-1 Development
95 Traffrail Road
Broken Bedroom Door



200-1 Development
95 Traffrail Road
Mold and Mildew on Bathroom Ceiling



705-2 Development
39 Sullivan Road
Deteriorating Siding



200-1 Development
14 Traffrail Road
Paint Peeling on Bedroom Ceiling



689-1 Development
215 Safford Street
Wooden Beams Supported by Two-by-Fours



689-1 Development
215 Safford Street
Rotted Soffits and Missing Gutters



689-1 Development
215 Safford Street
Hole in Roof Soffits



689-1 Development
215 Safford Street
Mold and Mildew on Ceiling in Cellar



689-1 Development
215 Safford Street
Mold and Mildew on Ceiling in Cellar



667-3 Development
95 Martensen Street
Water-Damaged Roof



667-3 Development
95 Martensen Street
Water-Damaged Roof



705-2 Development
39 Sullivan Road, Unit #1
Deteriorating Siding

