

# ARCHITECTURAL ACCESS BOARD - HEARING PACKET

Name **Ruth Barkley Apartments**  
Address **19 Monsignor Reynolds Way**  
City **Boston**

Docket # C23 - 078  
Docket #  
Hearing 5/11/2026  
Time of hearing 1:00 PM

Type of Complaint Bldg

Complaint's Name Dawn Oates

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).

**Exhibit: 1**  
C23-078  
AAB 1-394

Building Permits:

Assessed Value:

## Complaints to be Addressed:

2.6 (above) & 28.1 - In all multi-story buildings and facilities, each level including mezzanines, shall be served by a passenger elevator. If more than one elevator is provided, each passenger elevator shall comply with 521 CMR 28.

On July 27th, 2023, AAB received a complaint regarding an elevator outage at this property (AAB 390-394).

On August 14th, 2023, a First Notice was sent to all parties (AAB 385-389).

On September 7th, 2023, AAB received a response from Boston Housing Authority requesting an additional 45 days to contemplate the issue (AAB 380-384).

On September 11th, 2023, AAB sent Correspondence stating the 45-day extension request would not be granted (AAB 377-379).

On September 21st, 2023, a Stipulated Order was sent out granting an additional 14 days (AAB 368-369).

On September 29th, 2023, a second response was received from Boston Housing Authority stating that the elevator had been fully restored on September 28th, 2023 (AAB 356-362).

On October 12th, 2023, a Hearing was scheduled for Monday, December 11th, 2023, at 1:00 PM to address questions of long-term, consistent operation of elevator (AAB 351-355).

On December 18th, 2023, an Adjudicatory Hearing was held on this matter. The Board voted to allow for the submission of additional information from parties prior to reaching its Decision (AAB 316).

On February 15th, 2024, the Board issued a Decision to Find that the Complaint was valid and Ordered respondent to provide elevator call logs over a 60-day observation period (AAB 308-312).

On April 16th, 2024, AAB received additional information from Respondent. (AAB 297-305)

On May 6th, 2024, the Board voted to Extend the 60-day observation period (AAB 292-293).

On July 12th, 2024, Respondent provided Board with additional information (AAB 222-291).

On July 17th, 2024, an Adjudicatory Hearing was scheduled for Monday, August 26th, 2024, at 1:00 PM (AAB 220-221).

On July 26th, 2024, AAB granted a Continuance from the respondent and rescheduled the Adjudicatory Hearing for Monday, September 9th, 2024, at 2:00 PM. (See AAB 211-213).

On September 9th, 2024, the Board voted to ORDER that the Respondent provide the Board with a log of all elevator outages (including the start and end time of the outage, and the nature of each repair performed, obtaining such from the elevator service company if necessary) for 60 days from the date of this Decision. (See AAB 111-115)

On November 27, 2024, the Board received a response from the Respondent and on January 24, 2025, the Board received an email from the complainant, and a hearing was scheduled and rescheduled (See AAB 99-109)

Additions to April 28, 2025, Hearing Packet:

On April 29, 2025, the Board received a response from the respondent and on BHA update to website, taking steps for a one-page protocol, and outage activity from December 2024 to April 29, 2025. (See AAB 95-96)

On May 15, 2025, Notice of Board's Decision dated May 13, 2025, was emailed to all irrelevant parties. (See 89-94)

On July 11, 2025, BHA Elevator Service Outage Log at 19 Msgr. Reynolds Way for the period of May 13, 2025, to June 13, 2025. (See AAB 86-88)

On September 30, 2025, BHA Elevator Service Outage Log at 19 Msgr. Reynolds Way for the period of June 13, 2025, to September 30, 2025. (See AAB 81-85)

On October 21, 2025, the Board issued a Fine Hearing Notice for February 9, 2026. (See AAB 80)

On October 28, 2025, BHA Elevator Service Outage Log at 19 Msgr. Reynolds Way for the period of September 13, 2025, to October 13, 2025. (See AAB 77-79)

On November 17, 2025, BHA Elevator Service Outage Log at 19 Msgr. Reynolds Way for the period of October 14, 2025, to November 13, 2025. (See AAB 75-76)

On November 26, 2025, AAB received emails from Complainant regarding outages during Thanksgiving 2025 week. (See AAB 70-74)

On December 3, 2025, BHA addresses outages during Thanksgiving 2025 week. (See AAB 65-69)

On December 8, 2025, City Councilman Edward Flynn's letter to BHA addressing outages during Thanksgiving 2025 week. (See AAB 61-64)

On January 5, 2026, BHA Elevator Service Outage Log at 19 Msgr. Reynolds Way for the period of November 14, 2025, to December 13, 2025, 2025. (See AAB 56-60)

On January 27, 2026, BHA Elevator Service Outage Log at 19 Msgr. Reynolds Way for the period of December 14, 2025, to January 13, 2026. (See AAB 53-55)

On January 30, 2026, City Councilman Edward Flynn's letter to Board addressing ongoing investigation on the status of the elevators at Ruth Barkley Apartments. (See AAB 51-52)

On February 4, 2026, BHA submits letter regarding Hearing Issues and Recusal. (See AAB 47-50)

On February 6, 2026, BHA 19 Monsignor Reynolds Way, Boston Elevator Outage Log for May 13, 2025, to January 13, 2026. (See AAB 46)

On February 6, 2026, AAB received an email from the Complainant. (See AAB 40-45)

Additions to February 9, 2026, Hearing Packet:

On February 4, 2026, AAB received BHA's correspondence concerning the Notice of Fine Hearing for February 9, 2026, and on February 6, 2026, Director Joyce emailed a response to address concern. (See AAB 35-39)

On February 26, 2026, AAB received BHA 19 Monsignor Reynolds Way, Boston Elevator Outage Log for January 14, 2026, to February 13, 2026 (See AAB 32-34)

On March 10, 2026, AAB issued Decision for 19 Monsignor Ruth Barkley Fine Hearing which was held on February 9, 2026 (See AAB 26-31)

On March 27, 2026, AAB received BHA 19 Monsignor Reynolds Way, Boston Elevator Outage Log for February 14, 2026, to March 13, 2026 (See AAB 14-25)

On April 15, 2026, the Complainant emailed AAB regarding OneCall Now (See AAB 13)

On April 24, 2026, AAB received BHA 19 Monsignor Reynolds Way, Boston Elevator Outage Log for March 14, 2026, to April 13, 2026 (See AAB 7-12)

On May 4, 2026, a Fine Hearing reminder was sent to all relevant parties (See AAB 5-6)

## Machado, Victor (DPL)

---

**From:** Machado, Victor (DPL)  
**Sent:** Monday, May 4, 2026 2:12 PM  
**Cc:** Machado, Victor (DPL)  
**Subject:** FW: C23-078 Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston  
**Attachments:** Decision for 19 Monsignor Ruth Barkley Fine Hearing 02172026.pdf

Hello,

Attached is a reminder of the **Fine Hearing Notice** on **May 11, 2026**, at **1:00 PM** issued by the **Architectural Access Board** regarding accessibility concerns at:

Case Numbers & Location Address:  
**C23-078 Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston**

This email is intended to keep all relevant parties informed.

Regards,  
Victor

**Victor Machado**  
Compliance Officer  
He/Him/His  
**Architectural Access Board**

**Office of Public Safety and Inspections**  
**Division of Occupational Licensure**  
E: [victor.machado@mass.gov](mailto:victor.machado@mass.gov)  
P: (617) 727-0660

1 Federal Street, 6th Floor, Boston, MA 02118  
[www.mass.gov/aab](http://www.mass.gov/aab)

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**From:** Machado, Victor (DPL)  
**Sent:** Tuesday, March 10, 2026 11:33 AM  
**Cc:** Machado, Victor (DPL) <Victor.Machado@mass.gov>  
**Subject:** C23-078 Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston

Hello,

Please find attached the Decision of the Architectural Access Board issued following the Fine Hearing conducted on Monday, February 9, 2026, at 2:00 PM, regarding Complaint No. C23-078.

Electronic transmission of this Decision shall constitute official notice to the parties. Any party requiring a paper copy of the Decision may submit a request to Board staff; however, please note that delivery of physical copies may be subject to delay.

Should you have any questions regarding this Decision or the requirements of 521 CMR, please contact Board staff.

This correspondence is provided to notify all interested parties of the Board's determination.

Regards,  
Victor

**Victor Machado**  
Compliance Officer  
He/Him/His  
**Architectural Access Board**

**Office of Public Safety and Inspections**  
**Division of Occupational Licensure**  
E: [victor.machado@mass.gov](mailto:victor.machado@mass.gov)  
P: (617) 727-0660

1 Federal Street, 6th Floor, Boston, MA 02118  
[www.mass.gov/aab](http://www.mass.gov/aab)



## Machado, Victor (DPL)

---

**From:** Worden, James <James.Worden@bostonhousing.org>  
**Sent:** Friday, April 24, 2026 3:17 PM  
**To:** Joyce, William (DPL)  
**Cc:** Griffin, Molly (DPL); Machado, Victor (DPL)  
**Subject:** RE: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way Monthly Outage Log  
**Attachments:** 2026-04-24 ltr BHA to AAB RE Monthly Report - 19 Msgr Reynolds.pdf

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Executive Director Joyce –

Attached hereto please find the BHA’s correspondence of even date in response to the AAB’s Board Decision dated March 10, 2026 in the above-referenced matter.

Thank you.

James N. Worden  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.  
Boston, MA 02111  
Direct Dial: 617-988-4176



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**Legal**

52 Chauncy Street, 10<sup>th</sup> Floor  
Boston, Massachusetts 02111

P 617.988.4185 F 617.988.4278  
TTY 800.545.1833 x420  
www.bostonhousing.org

April 24, 2026

Via electronic mail:  
William.Joyce@mass.gov

William Joyce, Executive Director  
Architectural Access Board  
1000 Washington Street, Suite 710  
Boston, MA 02118

RE:   AAB Docket No.:           C23-078  
      Owner:                    Boston Housing Authority  
      Elevator No.:            1-P-114010  
      Property:                 Ruth Barkley Apartments,  
                                    19 Monsignor Reynolds Way, Boston, MA

Dear Executive Director Joyce:

Pursuant to the Board Decision of the Architectural Access Board, dated March 10, 2026, BHA submits the following report in the above-referenced matter.

**I.     Report for “Remainder of January 2026 and the Part of February 2026 Prior to this Order in the Format Indicated in the Board’s May 15, 2025 Decision”**

BHA filed its report for the period encompassing January 14, 2026 through February 13, 2026 on February 26, 2026 by email. I provided a second copy with BHA’s last report, filed March 27, 2026. Unless I hear otherwise from the AAB, I will assume this portion of the March 10, 2026 Board Decision was not intended to be an ongoing obligation to be responded to monthly.

**II.    **Scheduled and Unscheduled Outages Between March 14, 2026 and April 13, 2026****

For this reporting period, Elevator 1-P-114010 was reported to be out of service on one (1) occasion:

Date	Issue	Time(s) Reported	Time Resolved	OCNs Issued
03/20/2026	Entrapment/BFD Shutdown	3:48 p.m.	6:09 p.m.	Yes

Residents were notified of the March 20, 2026 outage by a “One Call Now” (“OCN”) notification at approximately 4:02 p.m., approximately fourteen (14) minutes after BHA became aware of the outage. The content of the OCN notification was: “This is to notify you that there is an unexpected elevator outage at your development. BHA is working to restore elevator service as quickly as possible. If you need immediate assistance, please call the work order center at 617-988-4357.” Documentation concerning the methods used to deliver the OCN notification is directly below:

PHONE Name	Destination	Country_Code	Description	Status	Duration	Attempts	FirstAttempt	DeliveryTime
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Person	24 secs	1	3/20/2026 4:01 PM ET	3/20/2026 4:01 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Unreachable Requested Removal	0 secs	0		
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Machine	46 secs	1	3/20/2026 4:02 PM ET	3/20/2026 4:02 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Machine	51 secs	1	3/20/2026 4:05 PM ET	3/20/2026 4:05 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Unreachable Requested Removal	0 secs	0		
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Person	19 secs	1	3/20/2026 4:02 PM ET	3/20/2026 4:02 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Person	34 secs	1	3/20/2026 4:01 PM ET	3/20/2026 4:01 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Machine	48 secs	1	3/20/2026 4:02 PM ET	3/20/2026 4:02 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Person	41 secs	1	3/20/2026 4:03 PM ET	3/20/2026 4:03 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Person	42 secs	1	3/20/2026 4:02 PM ET	3/20/2026 4:02 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Machine	47 secs	1	3/20/2026 4:01 PM ET	3/20/2026 4:01 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Person	41 secs	1	3/20/2026 4:01 PM ET	3/20/2026 4:01 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Machine	54 secs	1	3/20/2026 4:02 PM ET	3/20/2026 4:02 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Person	17 secs	1	3/20/2026 4:01 PM ET	3/20/2026 4:01 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Person	43 secs	1	3/20/2026 4:01 PM ET	3/20/2026 4:01 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Person	26 secs	1	3/20/2026 4:01 PM ET	3/20/2026 4:01 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Machine	47 secs	1	3/20/2026 4:02 PM ET	3/20/2026 4:02 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Machine	41 secs	1	3/20/2026 4:01 PM ET	3/20/2026 4:01 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Machine	46 secs	1	3/20/2026 4:01 PM ET	3/20/2026 4:01 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Person	42 secs	1	3/20/2026 4:02 PM ET	3/20/2026 4:02 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Unreachable Requested Removal	0 secs	0		
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Person	16 secs	1	3/20/2026 4:01 PM ET	3/20/2026 4:01 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Machine	47 secs	1	3/20/2026 4:01 PM ET	3/20/2026 4:01 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Person	13 secs	1	3/20/2026 4:01 PM ET	3/20/2026 4:01 PM ET
[REDACTED]	[REDACTED]	USA	MainPhone	Unreachable Requested Removal	0 secs	0		
[REDACTED]	[REDACTED]	USA	MainPhone	Reached Person	46 secs	1	3/20/2026 4:01 PM ET	3/20/2026 4:01 PM ET

EMAIL  
No delivery records are available for this alert.

SMS  
No delivery records are available for this alert.

Residents were notified the elevator had returned to service on March 20, 2026 by a second OCN notification issued at approximately 6:18 p.m., approximately nine (9) minutes after the repairs were complete and the elevator restored to service. The content of the second OCN notification was: “This is to notify you that the unexpected elevator outage at your development has been resolved and the elevators have been restored. If you need additional assistance, please call the work order center at 617-988-4357.” Documentation concerning the methods used to deliver the OCN notification is directly below:

PHONE		Country_Code	Description	Status	Duration	Attempts	FirstAttempt	DeliveryTime
Name	Destination	USA	MainPhone	Reached Person	26 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Unreachable Requested Removal	0 secs	0		
		USA	MainPhone	Reached Machine	32 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Unreached Expired	0 secs	4	3/20/2026 6:18 PM ET	
		USA	MainPhone	Unreachable Requested Removal	0 secs	0		
		USA	MainPhone	Reached Person	17 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Reached Machine	33 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Reached Person	27 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Reached Person	38 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Reached Machine	55 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Reached Machine	32 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Reached Machine	55 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Reached Person	35 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Reached Person	38 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Reached Machine	55 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Reached Machine	32 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Reached Person	38 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Reached Machine	55 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Reached Person	54 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Reached Person	29 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Unreachable Requested Removal	0 secs	0		
		USA	MainPhone	Reached Person	22 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Reached Machine	55 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Reached Machine	55 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET
		USA	MainPhone	Unreachable Requested Removal	0 secs	0		
		USA	MainPhone	Reached Person	29 secs	1	3/20/2026 6:18 PM ET	3/20/2026 6:18 PM ET

EMAIL  
 No delivery records are available for this alert.

SMS  
 No delivery records are available for this alert.

**III. Detailed Description of Each Type of Training Provided to Staff Regarding the Elevator Outage and Return to Service Policies, Including the Dates and Format of Trainings**

Please see BHA’s March 27, 2026 correspondence to the AAB for this information. There are no updates at this time.

**IV. Detailed Description of:**

**i. All Steps Taken by BHA to Ensure that All Outages are Properly Recorded by Staff**

Please see BHA’s March 27, 2026 correspondence to the AAB for this information. There are no updates at this time.

**ii. A Detailed Description of All Systems in Place at BHA to Report Elevator Outages and Returns to Service**

Please see BHA’s March 27, 2026 correspondence to the AAB for this information. There are no updates at this time.

**iii. Documents Evidencing that These Systems are Properly Maintained**

Please see BHA’s March 27, 2026 correspondence to the AAB for this information. There are no updates at this time.

**iv. A Detailed Description of How Each Unresolved Outage Should be Handed Off to Other Staff When a Staffer's Shift Ends**

Please see BHA's March 27, 2026 correspondence to the AAB for this information. There are no updates at this time.

**V. Log of All Contacts with Any Elevator Repair Vendor by Any BHA Personnel Reflecting Date, Time, and Persons or Companies Involved**

As previously reported, this type of log is not technologically feasible within the current software ecosystem in use by the BHA. The software BHA uses to track work orders does not have the capability of connecting to BHA's phone system, monitoring, or logging telephone calls related to work orders automatically. BHA's Emergency Response Operators are responsible for receiving and responding as needed to calls from residents across all BHA Developments. BHA's management-level employees with responsibility for elevator maintenance contracts are similarly responsible for multiple Developments across BHA's property portfolio and may receive or make telephone calls to or from elevator maintenance and emergency response vendors outside of regular business hours or away from locations where they can readily log the call. It would be unduly burdensome to require each such employee to record, by hand, phone calls made or received concerning a single address within a single development; gather each of those individual logs from multiple BHA employees each month; and generate a single accurate and complete log to produce to the AAB.

BHA requests copies of any documents or other evidence submitted by the Claimant to support the allegation that "Respondent may be using alternative methods to contact service providers for repairs, such that the work does not appear on the Board-requested reports" so that BHA may review and have a fair opportunity to respond to same.

William Joyce, Executive Director  
Architectural Access Board  
April 24, 2026  
Page 5

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Absent such evidence and a fair opportunity for BHA to examine and respond to same, BHA again requests that the AAB reconsider this directive.

Thank you.

Sincerely,



James N. Worden  
Assistant General Counsel

cc: Kenzie Bok, BHA Administrator  
David Gleich, Deputy Administrator of Housing Programs  
Dean Papademetriou, General Counsel  
Victor Machado, Compliance Officer

## Machado, Victor (DPL)

---

**From:** Dawn Oates <dawn@playbrigade.com>  
**Sent:** Wednesday, April 15, 2026 1:58 PM  
**To:** Machado, Victor (DPL)  
**Subject:** OneCall Now

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.

Hi Victor,

Per the last report on 19 Monsignor, I wanted to note that the explanation given by BHA of the reporting for the OCN system appears to be an architecture issue, not a limitation of the system.

I had a conversation with the OCN rep and she said the system is designed to get as granular as the customer wants. She went on to say that if a complex wants, they can set up the system at any point to be able to sort and broadcast by complex, building, floor, apartment, and so on.

I would encourage the Board to press the reporting issue with BHA, Their representation that reporting what you need is burdensome, but it can be remedied with changes to how they initially set it up.

Regards,  
Dawn

## Machado, Victor (DPL)

---

**From:** Worden, James <James.Worden@bostonhousing.org>  
**Sent:** Friday, March 27, 2026 3:38 PM  
**To:** Joyce, William (DPL)  
**Cc:** Griffin, Molly (DPL); Machado, Victor (DPL)  
**Subject:** RE: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way Monthly Outage Log  
**Attachments:** 2026-03-27 ltr BHA to AAB RE Monthly Report - 19 Msgr Reynolds.pdf; RE: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way Monthly Outage Log

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Executive Director Joyce –

Attached hereto please find the BHA’s correspondence of even date in response to the AAB’s Board Decision dated March 10, 2026 in the above-referenced matter. In accordance with said Board Decision, I am also re-submitting the BHA’s report for the period from January 14, 2026 through February 13, 2026, originally submitted February 26, 2026, as the March 10, 2026 Board Decision indicates the AAB may not have docketed same.

Thank you.

James N. Worden  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.  
Boston, MA 02111  
Direct Dial: 617-988-4176



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March 27, 2026

Via electronic mail:  
William.Joyce@mass.gov

William Joyce, Executive Director  
Architectural Access Board  
1000 Washington Street, Suite 710  
Boston, MA 02118

RE:   AAB Docket No.:           C23-078  
      Owner:                    Boston Housing Authority  
      Elevator No.:            1-P-114010  
      Property:                 Ruth Barkley Apartments,  
                                    19 Monsignor Reynolds Way, Boston, MA

Dear Executive Director Joyce:

Pursuant to the Board Decision of the Architectural Access Board, dated March 10, 2026, BHA submits the following report in the above-referenced matter.

**I.       Report for “Remainder of January 2026 and the Part of February 2026 Prior to this Order in the Format Indicated in the Board’s May 15, 2025 Decision”**

BHA filed its report for the period encompassing January 14, 2026 through February 13, 2026 on February 26, 2026 by email. I attach another copy but note several of the BHA’s filings in the past year on this and other matters have required resubmission, creating an administrative burden and anxiety for the BHA. The BHA would like to work with the AAB and its staff to ensure that BHA’s timely filings are properly docketed to reduce the administrative burden of resubmissions on both of our agencies. Please let us know how we can assist.

**II.      Scheduled and Unscheduled Outages Between February 14, 2026 and March 13, 2026**

For this reporting period, Elevator 1-P-114010 was reported to be out of service on three (3) occasions:

Date	Issue	Time(s) Reported	Time Resolved	OCNs Issued
02/28/2025	Fire Alarm Reset	11:55 a.m.	1:52 p.m.	Yes
03/07/2026	None. Elevator found operating normally on inspection by Motion Elevator. See Exhibit A	6:33 p.m.	N/A	No
03/08/2026	Fire Alarm Reset	8:35 p.m.	9:09 p.m.	No

For the February 28, 2026 outage, residents were notified of the outage by a “One Call Now” (“OCN”) notification. The content of the OCN notification was: “This is to notify you that there is an unexpected elevator outage at your development. BHA is working to restore elevator service as quickly as possible. If you need immediate assistance, please call the work order center at 617-988-4357.” Documentation concerning the methods used to deliver the OCN notification and the languages it issued in is directly below:

Alert Date Alert Day	Start Hour End Hour	Status Type	User Source	Deliveries Remain	Delivered Unreached
[-] Elevator Outage - Chinese; Initiated on 2/28/2026 11:49 AM (ET);					
2/28/2026 Saturday	12:00 pm 12:00 pm	Complete Text-to-Speech Call	Website	2 0	2 0
2/28/2026 Saturday	12:00 pm	Complete Email	Website	0 0	0 0
2/28/2026 Saturday	12:30 pm	Complete SMS	Website	0 0	0 0
[-] Elevator Outage - Spanish; Initiated on 2/28/2026 11:48 AM (ET);					
2/28/2026 Saturday	12:00 pm 12:06 pm	Complete Text-to-Speech Call	Website	6 0	6 0
2/28/2026 Saturday	12:00 pm	Complete Email	Website	3 0	3 0
2/28/2026 Saturday	12:30 pm	Complete SMS	Website	0 0	0 0
[-] Elevator Outage - English; Initiated on 2/28/2026 11:47 AM (ET);					
2/28/2026 Saturday	11:59 am 01:09 pm	Complete Text-to-Speech Call	Website	25 0	21 4
2/28/2026 Saturday	12:00 pm	Complete Email	Website	8 0	7 1
2/28/2026 Saturday	12:30 pm	Complete SMS	Website	0 0	0 0

Residents were notified the elevator had returned to service on February 28, 2026 by a second OCN notification. The content of the second OCN notification was: “This is to notify you that the unexpected elevator outage at your development has been resolved and the elevators have been restored. If you need additional assistance, please call the work order center at 617-988-4357.” Documentation concerning the methods used to deliver the OCN notification and the languages it issued in is directly below:

Alert Date Alert Day	Start Hour End Hour	Status Type	User Source	Deliveries Remain	Delivered Unreached
[-] Elevator Outage Restored - Chinese; Initiated on 2/28/2026 1:59 PM (ET);					
2/28/2026 Saturday	02:00 pm 02:00 pm	Complete Text-to-Speech Call	[REDACTED] Website	2 0	2 0
2/28/2026 Saturday	02:00 pm	Complete Email	[REDACTED] Website	0 0	0 0
2/28/2026 Saturday	02:30 pm	Complete SMS	[REDACTED] Website	0 0	0 0
[-] Elevator Outage Restored - Spanish; Initiated on 2/28/2026 1:58 PM (ET);					
2/28/2026 Saturday	02:00 pm 02:05 pm	Complete Text-to-Speech Call	[REDACTED] Website	6 0	6 0
2/28/2026 Saturday	02:00 pm	Complete Email	[REDACTED] Website	3 0	3 0
2/28/2026 Saturday	02:30 pm	Complete SMS	[REDACTED] Website	0 0	0 0
[-] Elevator Outage Restored - English; Initiated on 2/28/2026 1:56 PM (ET);					
2/28/2026 Saturday	02:00 pm 02:38 pm	Complete Text-to-Speech Call	[REDACTED] Website	25 0	21 4
2/28/2026 Saturday	02:00 pm	Complete Email	[REDACTED] Website	8 0	7 1
2/28/2026 Saturday	02:30 pm	Complete SMS	[REDACTED] Website	0 0	0 0

BHA notes that four (4) “Text-to-Speech Call” recipients and one (1) “Email” recipient are listed as “Unreached” in the reports above. The status of these five (5) residents in our OCN system is “Unreached – Requested Removal” meaning those residents have opted out of receiving notice through the OCN system.

The above-referenced data was burdensome to obtain and report. The OCN software is not designed to generate a report for OCN notices limited to residents at a specific address or for specific issues. A BHA employee was required to manually locate and review each OCN notice issued to each of the approximately twenty-two (22) residents of 19 Monsignor Reynolds Way (a total of four (4) OCNs were issued during this reporting period), determine if the alerts were related to an elevator outage, and generate the reports shown above. There is no software available to the BHA that generates this report automatically. All data must be manually identified and individually reviewed. This administrative effort takes approximately one hour to complete for each OCN issued to the residents of 19 Monsignor Reynolds Way. The effort to generate the reports produced above took approximately 3.5 – 4 hours of employee time.

BHA is attempting to identify other ways to provide the requested information to the AAB with a lower administrative burden. Future reporting in this category may therefore be in a different format, but will contain the requested information.

That said, BHA submits there is no specific evidence before the AAB that any resident who has registered with the OCN system is not receiving the alerts. At this time the evidence available to the BHA is that five (5) residents of 19 Monsignor Reynolds Way may not be

receiving OCNs (four (4) by telephone and one (1) by email), and, according to BHA's records, each of those residents have asked to be removed from the OCN system. If the AAB or the Complainant have identified a specific resident of 19 Monsignor Reynolds Way who believes they should be receiving OCNs but are not, BHA would ask the AAB and/or the Complainant to encourage that resident to call and confirm that they are registered and that BHA has the correct contact information for them.

On March 7, 2026, BHA acknowledges that it did not follow its most recently updated protocols, which require the issuance of an OCN message even when an elevator is confirmed to be operational following a reported outage. On that date, the ERS Operator scheduled to begin duty at 4:00 p.m. resigned effective immediately at 6:01 p.m. See Exhibit B. When a call was subsequently received reporting an elevator outage at 19 Monsignor Reynolds, the call was routed to the answering service, which then notified the Duty Officer. The Duty Officer promptly contacted the elevator contractor and dispatched an on-call BHA laborer to the site to verify the condition. The BHA laborer arrived at approximately 9:30 p.m., prior to the contractor, and confirmed that the elevator was operating. The service call to the elevator contractor was cancelled once the elevator was determined to be in working order.

In accordance with updated protocols, BHA should have issued an OCN message at that time to confirm that the elevator was functioning, ensuring that the reporting party and residents did not continue to believe the elevator was out of service. While the elevator was, in fact, operational, the failure to issue this communication did not meet BHA's established procedures. In response, BHA has trained additional senior staff including Duty Officers on the use of OCN in the event that an ERS Operator is unavailable, and has reinforced updated outage protocols with all relevant personnel.

### **III. Detailed Description of Each Type of Training Provided to Staff Regarding the Elevator Outage and Return to Service Policies, Including the Dates and Format of Trainings**

BHA provided in-person training to the relevant employees of its Elevator Outage Protocols on November 17, 2023 and again on November 1, 2024. New hires with responsibility for following these protocols receive this training in-person when they are hired.

Updated protocols were distributed on or about May 5, 2025 coterminous with BHA posting said protocols on its website. See [www.bostonhousing.org/elevators](http://www.bostonhousing.org/elevators) (last visited March 20, 2026).

On December 1, 2025, internal procedures were updated to ensure that all reports of elevator outages are closed with appropriate communication to residents, and without regard to whether or not the elevator was found to be in service or not following a reported outage. Relevant BHA employees received in-person training on the protocols and revised procedures. A

written memorandum describing the revised procedures was distributed to management and maintenance staff. See Exhibit C.

#### **IV. Detailed Description of:**

##### **i. All Steps Taken by BHA to Ensure that All Outages are Properly Recorded by Staff**

See Section III, supra for the steps BHA has taken to train employees. Elevator outages are recorded in the BHA's electronic work order system. The Work Order system is built on software furnished and maintained under contract with Emphasys Software, Inc. ("Emphasys"). Once the BHA receives time tickets from its elevator maintenance and emergency response vendor(s) following the completion of a site visit or work performed, the time tickets are cross-referenced with work orders to confirm justification for payment and to ensure that all outages have been recorded in the work order system.

##### **ii. A Detailed Description of All Systems in Place at BHA to Report Elevator Outages and Returns to Service**

The BHA has a dedicated team of Emergency Response Operators in its Work Order Center that is staffed 16 hours a day, 7 days a week. BHA employs an answering service overnights and to provide back-up coverage. Emergency Response Operators and necessary management staff are trained in the use of the OCN software. This software allows BHA staff to send real-time SMS, voice, and email messages to residents advising them when an elevator is reported and confirmed to be out of service and when they are restored to service. These messages are delivered in English, Spanish, or Chinese. See Section II, supra for additional detail on the content of the OCN messages regarding elevator outages or restoration.

Site staff at 19 Monsignor Reynolds are required to verify when the elevator is reported to be out of service and when the BHA's elevator maintenance and emergency response vendor(s) return the elevator to service. BHA's site staff then report to the Work Order Center so the related work orders can be opened, recorded, and closed electronically.

##### **iii. Documents Evidencing that These Systems are Properly Maintained**

The work order software used by BHA is furnished by Emphasys and is proprietary. Emphasys maintains their software under contract with the BHA.

The OCN system used by BHA is based on proprietary software furnished by OnSolve, LLC ("OnSolve"). OnSolve, which has since been acquired by GardaWorld Security Corporation and its affiliated company Crisis24 Protective Solutions, maintains the OCN system under contract with the BHA, which contract is currently in the process of being extended.

**iv. A Detailed Description of How Each Unresolved Outage Should be Handed Off to Other Staff When a Staffer's Shift Ends**

At the conclusion of each shift outside of the Monday to Friday 8:00 a.m. - 4:00 p.m. shifts in the Work Order Center, operators send an End of Shift Log by email to the BHA's Emergency Response Team distribution group, which includes all Emergency Response Operators, maintenance managers, and site managers. The End of Shift Log details any matters which require follow up, including any reported but unresolved elevator outage(s). This Shift Log is an Excel spreadsheet which details all Work Orders remaining open at the end of the applicable shift. The body of the email that includes the End of Shift Log also includes any details about an out of service elevator that remains out of service from one shift to the next. Emergency Response Operators are responsible to review the previous shift's End of Shift Log at the beginning of their shift.

**V. Log of All Contacts with Any Elevator Repair Vendor by Any BHA Personnel Reflecting Date, Time, and Persons or Companies Involved**

This type of log is not technologically feasible within the current software ecosystem in use by the BHA. The Emphasys software that tracks work orders does not have the capability of connecting to BHA's phone system, monitoring, or logging telephone calls related to work orders automatically. BHA's Emergency Response Operators are responsible for receiving and responding as needed to calls from residents across all BHA Developments. BHA's management-level employees with responsibility for elevator maintenance contracts are similarly responsible for multiple Developments across BHA's property portfolio and may receive or make telephone calls to or from elevator maintenance and emergency response vendors outside of regular business hours or away from locations where they can readily log the call. It would be unduly burdensome to require each such employee to record, by hand, phone calls made or received concerning a single address within a single development; gather each of those individual logs from multiple BHA employees each month; and generate a single accurate and complete log to produce to the AAB.

BHA understands this directive might arise from the following allegation, noted in the March 10, 2026 Board Decision: "Concerns also exist that Respondent may be using alternative methods to contact service providers for repairs, such that the work does not appear on the Board-requested reports." BHA categorically denies this allegation by the Complainant and notes these "concerns" are unsupported by any documentary evidence, specific testimony, or facts which can be independently corroborated.

The Complainant has made this and similar allegations at several hearings, but has never testified or submitted documentation of details which could be independently corroborated including, by way of example only, the date(s) on which this conduct allegedly occurred, when

the outage(s) were reported to the BHA or the Complainant or by whom, which outage(s) were reported to BHA's vendors outside of the BHA's normal systems, how long those alleged outage(s) lasted, which vendor invoice(s) establish that the outage(s) occurred, and/or how those invoice(s) don't correspond to the outages BHA has reported.

Every elevator outage requiring vendor service results in the creation of the Work Order. BHA is a public agency and subject to significant financial oversight and auditing requirements at both the State and Federal level. In the case of elevator repairs performed under contract, BHA cannot pay a vendor invoice when there is no associated Work Order.

Given the administrative burden of generating the requested log and the lack of evidence supporting the allegation on which this request may be based, BHA requests that the AAB reconsider this directive.

Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read 'James N. Worden', with a stylized flourish at the end.

James N. Worden  
Assistant General Counsel

cc: Kenzie Bok, BHA Administrator  
David Gleich, Deputy Administrator of Housing Programs  
Dean Papademetriou, General Counsel  
Victor Machado, Compliance Officer

**Exhibit A**

Motion Elevator, Inc. Invoice  
Date of Service: March 7, 2026

**INVOICE**

MOTION ELEVATOR  
CORPORATION  
79 Freeport St  
Dorchester, MA 02122-2854

invoices@motionelevatorcorporation.  
com  
+1 (855) 600-1206



**Barkley/Taylor Developments - FM**  
Bill to  
FM-Barkley/Taylor Developments  
Housing Authority  
52 Chauncy Street  
Boston, MA 02111

Invoice details

Invoice no.: TC-58051  
Terms: Net 30  
Invoice date: 03/16/2026

#	Service Date	Product/service	Description	Qty	Rate	Amount
1.	03/07/2026	Trouble Call Labor	Reported By: Joel Sanchez Property Address: 19 MSGR. Reynolds Elevator #: 1-P-114010 Description: Elevator down Work Performed: The elevator was in service when I arrived. I checked for correct operation at all landings.	3	\$680.00	\$2,040.00

**Total \$2,040.00**

Ways to pay



**View and pay**

**Exhibit B**  
**Resignation Email of ERS Operator**

**From:** '[REDACTED]  
**Date:** March 7, 2026 at 6:01:34 PM EST  
**To:** '[REDACTED]  
**Subject:** RESIGNATION LETTER

Dear [REDACTED],

Please accept this letter as notice that I am resigning from my position at Boston Housing Authority, effective immediately. I appreciate the opportunity to have worked here and wish the team the best moving forward. Thank you for your time and understanding.

Sincerely,  
[REDACTED]

## Exhibit C

### December 1, 2025 Memorandum to Work Center and Maintenance Staff



52 Chauncy Street  
Boston, Massachusetts 02111

P 617.988.4000  
TDD 800.545.1833 x420  
www.bostonhousing.org

TO: All Work Center and Maintenance Staff

FROM: Joshua Uftring, Chief of Maintenance and Inspections

DATE: December 1, 2025

SUBJECT: Update to Common Area Maintenance Service Call Work Order Procedures

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#### Purpose

This memo outlines new requirements for documenting and responding to common area maintenance service calls, including updated procedures for elevator-related work orders.

#### 1. Reporting Party Information Required

Effective immediately, all common area maintenance work orders must include the reporting party's name, address/unit number, and phone number, unless the reporting party actively refuses to provide these details. Please ask reporting party to spell their name, to ensure it is correct. If the reporting party is a BHA Resident, their contact information (telephone and email) must be verified. BHA Residents should also be asked to opt in to OCN text messages by texting...

This change is intended to:

- Improve response efficiency
- Ensure we can follow up for clarification when needed
- Provide timely updates to residents, staff, or vendors

An equal opportunity employer.

A home for every story

Work orders submitted without this information will be considered incomplete, unless it specifies that the reporting party was asked for their information and refused.

## 2. Elevator Service Calls

When responding to elevator service calls:

If the maintenance check determines that the elevator is in service immediately following a reported outage, an OCN must be sent to the affected address stating that the elevator was recently reported down, but has been confirmed as back in service.

The prior protocol did not require an OCN to be sent if the elevator was confirmed to be working.

This updated protocol ensures that any resident who reported that the elevator was down, receives a return communication that the elevator is working.

Please circulate this information to all relevant personnel. If you have questions about the new procedures, contact Timothy Collins

## **Machado, Victor (DPL)**

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**From:** Machado, Victor (DPL)  
**Sent:** Tuesday, March 10, 2026 11:33 AM  
**Cc:** Machado, Victor (DPL)  
**Subject:** C23-078 Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston  
**Attachments:** Decision for 19 Monsignor Ruth Barkley Fine Hearing 02172026.pdf

Hello,

Please find attached the Decision of the Architectural Access Board issued following the Fine Hearing conducted on Monday, February 9, 2026, at 2:00 PM, regarding Complaint No. C23-078.

Electronic transmission of this Decision shall constitute official notice to the parties. Any party requiring a paper copy of the Decision may submit a request to Board staff; however, please note that delivery of physical copies may be subject to delay.

Should you have any questions regarding this Decision or the requirements of 521 CMR, please contact Board staff.

This correspondence is provided to notify all interested parties of the Board's determination.

Regards,  
Victor

**Victor Machado**  
Compliance Officer  
He/Him/His  
**Architectural Access Board**

**Office of Public Safety and Inspections**  
**Division of Occupational Licensure**  
E: [victor.machado@mass.gov](mailto:victor.machado@mass.gov)  
P: (617) 727-0660

1 Federal Street, 6th Floor, Boston, MA 02118  
[www.mass.gov/aab](http://www.mass.gov/aab)



**COMMONWEALTH OF MASSACHUSETTS**

**SUFFOLK, ss.**

**ARCHITECTURAL ACCESS BOARD  
Docket No. C23-078**

\_\_\_\_\_  
*In re* )  
 )  
Ruth Barkley Apartments )  
19 Monsignor Reynolds Way )  
Boston )  
 )  
\_\_\_\_\_ )

**BOARD DECISION**

**Procedural History**

This decision further addresses a complaint before the Architectural Access Board (the “Board” or “AAB”) regarding the elevator in one building at the Ruth Barkley Apartments in Boston. The Complaint alleged noncompliance with 521 CMR 28.1 (Vertical Access). This matter has a long and concerning history before this Board, as there has been a pattern of elevator outages limiting the safety and free movement of residents with known accessibility needs. The Board is continuing to assess whether the elevator at this building is substantially compliant with 521 CMR.

On July 27, 2023, the Board received a complaint regarding an elevator outage at this property. On August 14, 2023, a First Notice of Violation was sent to all parties. On September 1, 2023, AAB received a response from Boston Housing Authority (“BHA”) requesting an additional 45 days to address the issue. On September 11, 2023, Correspondence was sent stating that the 45 days extension would not be granted. On September 21, 2023, a Stipulated Order was sent out granting an additional 14 days. On September 29, 2023, a second response was received from Boston Housing Authority stating that the elevator had been fully restored on September 28, 2023. On October 12, 2023, a Hearing was scheduled for December 11, 2023 to address questions of long-term, consistent operation of the elevator.

On February 15, 2024, the Board issued a Decision finding that the Complaint was valid and ordered Respondent to provide elevator call logs over a 60-day observation period. On April 16, 2024, AAB received additional information from Respondent. On May 6, 2024, the Board voted to extend the 60-day observation period. On July 12, 2024, Respondent provided the Board with additional information. On July 17, 2024, an Adjudicatory Hearing was scheduled for Monday, August 26, 2024, at 1:00 p.m. On July 26, 2024, AAB granted a continuance at Respondent’s request, and rescheduled the Adjudicatory Hearing for Monday, September 9, 2024, at 2:00 p.m. Another Decision was issued on September 9, 2024, ordering Respondent to provide details of elevator outages, which the Board reviewed, and then determined that a third hearing was necessary.

A third compliance hearing was held on April 28, 2025, after which the Board again sought information from Respondent about elevator outages and repairs, as well as notifications to residents. The Board’s decision dated May 13, 2025, and issued on May 15,

2025 (the “May 15, 2025 Decision”) ordered Respondent to, in relevant part: “provide the Board a log of all elevator outages for anytime the elevator is unavailable to carry residents between levels (including the start time of the outage, which is when Respondent or its agent is informed, the end time of the outage, which is when elevator service is available to residents again, and the nature of each repair performed, obtaining details from the elevator service company if necessary) for each 30 day period following the date of this Decision until the Board indicates that such reports are no longer necessary”.

The Board received Respondent’s first report, for the period ending in June 2025, during July 2025. However, the Board became concerned when it did not receive any report during August 2025, and on September 30, 2025, Respondent delivered a report covering June 13 through September 30, 2025, in which Respondent’s staff acknowledged that some of the content should have been delivered earlier. On October 21, 2025, the Board issued a Fine Hearing Notice for February 9, 2026. Respondent has since provided monthly reports to the Board.

The fine hearing was held on February 9, 2026, in accordance with G.L. c. 30A, §§ 10 and 11. William Joyce, the Board’s Executive Director, Complainant Dawn Oates, and Michael Muehe of the Boston Center for Independent Living appeared and testified, along with David Gleich and counsel James Worden for Respondent. The witnesses were sworn in by the Board Chair. The instant decision now memorializes the determinations made following the hearing.

### **Applicable Laws & Regulations**

521 CMR 2.6 requires that “[a]t 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.). 3.1 requires that “[a]ll construction, reconstruction, alteration, remodeling and changes of use of public buildings or other facilities open to the public shall conform to these Regulations.”

521 CMR 28.1 mandates that, “[i]n all multi-story buildings and facilities, each level including mezzanines, shall be served by a passenger elevator. If more than one elevator is provided, each passenger elevator shall comply with 521 CMR 28. Accessible elevators shall be on an accessible route and located within the space with which it is intended to serve.”

### **Exhibits**

The following documentation was entered into evidence:

- Exhibit 1: Board Packet AAB 1-356, including the complaint and all correspondence.
- Exhibit 2: Respondent’s January 2026 report to Board.

### **Factual Findings**

The following findings of fact and conclusions of law are supported by substantial evidence, based on the credited testimony of the witnesses, documents admitted into evidence and AAB records. G.L. c. 30A, § 11(2), § 14(7).

- 1) The Board has ordered Respondent numerous times to provide details of the intermittent elevator outages at this location, most recently on May 15, 2025. Ex. 1, AAB 56.
- 2) Respondent has now provided the reporting requested, but some of it was untimely by its employee's own admission. Ex. 1, AAB 41-49.

### Discussion

The Board's jurisdiction over the subject property derives from 521 CMR 2.6 as stated in the August 30, 2023 Decision. The Board must now determine whether to issue a fine for noncompliance with the order contained in its May 15, 2025 Decision, and specifically whether Respondent's noncompliance was "without justification." Petitioner acknowledges the Board's jurisdiction over the property.

Respondent contended during the hearing that its reports dated September 30, 2025 did not violate the Board's May 15, 2025 Decision, because no specific due date was set. The Board is disappointed that Respondent focused so much on this argument, as Respondent clearly violated the spirit but not the letter of that order, which called for periodic updates. Had the Board been seeking a single report from Respondent covering several months, it would have specifically requested that.

Respondent also took issue with the Fine Hearing Notice for February 9, 2026, which was issued on October 21, 2025. Respondent first raised these issues by letter on February 4, 2026, more than three months after receiving the notice. One issue raised was that the notice was confusing because it contained an erroneous reference to a hearing being required for Respondent's failure to appear. Board staff confirmed by February 6, 2026 that there was no issue of failure to appear, and also specified that the fine hearing would consider whether the failure to make monthly reports in the summer of 2025 warranted a fine. During the February 9, 2025 hearing, Board staff directly asked Respondent's team if they were seeking to postpone the hearing, and Respondent's team confirmed they had received clarification by email from Director Joyce and were prepared to proceed.

With respect to whether reports were timely received, BHA asserted that the departed colleague who admitted the reports were late misunderstood the Board's order, which contained no specific deadline. Respondent did concede during the hearing that the reports could have been more timely and closer to the end of the reporting period, and admitted that it would not have been in compliance with the Board's order not to have submitted any reports until, for example, until the date of the fine hearing.

With respect to vertical access, Respondent also asserted that the reports through September 30, 2025 reflect that the sole elevator at this location was providing consistent vertical access, as the only outages were scheduled ones, so that mandatory state inspection could occur on July 8, 2025, and so that maintenance identified during that inspection could be performed. Respondent emphasized that any fine imposed would diminish Respondent's already limited resources for providing services to its residents. Respondent also asserted its position that no fine could be imposed for any elevator outages which occurred later than the October 21, 2025 date that the Fine Hearing Notice was issued. (Subsequent monthly reports from Respondent indicate that there were serious and substantial outages in late 2025, and Respondent was evidently unwilling to discuss those at all during this hearing).

Complainant, Mr. Muehe, and the Board then discussed with Respondent issues of outage reporting and communications with residents. Concerns remain that residents are

not being promptly informed of outages, or of when the elevator returns to service. Concerns also exist that Respondent may be using alternative methods to contact service providers for repairs, such that the work does not appear on the Board-requested reports. Complainant Dawn Oates testified that in addition to the existence of outages following October 21, 2025, she has proof that Respondent continued to allow the elevator to operate during active fire alarms, which, if true, is a serious safety risk. Complainant expressed support for the imposition of fines, but held in abeyance, in order to ensure corrective action is taken at this location.

The Board has now considered the evidence, including the submitted documentation, and the Board's decision is reflected in the order below. Further, the Board invites residents or other knowledgeable persons to provide information to the Board of the nature described below, especially to the extent such information tends to contradict the events reflected in Respondent's reports.

### **Conclusion and Order**

In light of all of the foregoing, the Board votes as follows:

- to impose no **FINE** in this matter at this time, and
  
- to **ORDER** the following information be provided, identifying the elevator by its street address and state-issued number, to the Board, by the 27<sup>th</sup> of each month at 5 p.m., covering the period from the 14<sup>th</sup> of the prior month through the 13<sup>th</sup> of the current month (for example, information from the date of this Order through March 13, 2026 must arrive to the Board by March 27, 2026 at 5 p.m., and information from March 14, 2026 through April 13, 2026, must arrive to the Board by April 27, 2026 at 5 p.m. Respondent should also provide a report for the remainder of January 2026 and the part of February 2026 prior to this Order in the format indicated in the Board's May 15, 2025 Decision. Respondent should seek Board staff guidance in advance if Respondent will be unable to meet any month's deadline, and the Board will be reasonable in granting extensions in the face of extenuating circumstances outside the Respondent's control:
  - a) for each scheduled or unscheduled outage,
    - (i) a description of how and when residents were notified;
    - (ii) documents evidencing such notifications in the form of postings, emails, text messages, time-stamped photographs, or other documents;
  - (b) for each instance the elevator was returned to service,
    - (i) a description of how and when residents were notified;
    - (ii) documents evidencing such notifications in the form of postings, emails, text messages, time-stamped photographs, or other documents;
  - (c) a detailed description of each type of training provided to staff regarding the elevator outage and return to services policies, including the dates and format of trainings (for example, in-person, recorded video, or other);
  - (d) a detailed description of:
    - (i) all steps taken by BHA to ensure that all outages are properly recorded by staff;

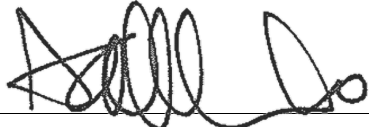
- (ii) a detailed description of all systems in place at BHA to report elevator outages and returns to service;
- (iii) documents evidencing that these systems are properly maintained;
- (iv) a detailed description of how each unresolved outage should be handed off to other staff when a staffer's shift ends; and,
- (e) a log of all contacts with any elevator repair vendor by any BHA personnel, reflecting, date, time and persons or companies involved;

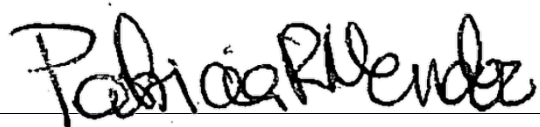
- to **SCHEDULE** another fine hearing for May 11, 2026 at 1 p.m.; this hearing will consider whether this building is compliant with 521 CMR 28.1 (vertical access), as well as whether Respondent has violated any of the Board's orders in Docket No. C23-078, for the period of October 22, 2025 through May 11, 2026.

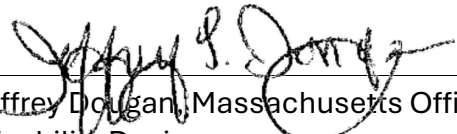
A true copy attest, dated: March 10, 2026

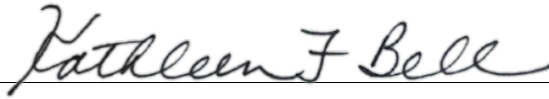
**ARCHITECTURAL ACCESS BOARD**

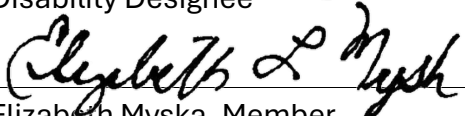
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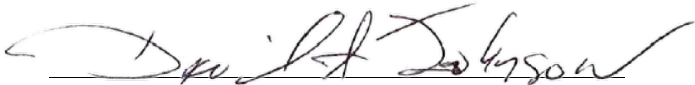
  
 Dawn Guarriello, Chair


  
 Patricia Mendez, Vice Chair

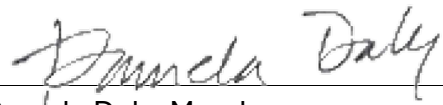
  
 Jeffrey Dougan, Massachusetts Office on Disability Designee

  
 Kay Bell, Member

  
 Elizabeth Myska, Member

  
 David Johnson, Member

  
 Katie Denis, Member

  
 Pamela Daly, Member

A complete administrative record is on file at the office of the Architectural Access Board.

This constitutes an order of the Architectural Access Board. In accordance with G.L. c. 30A, §14 and G.L. c. 22, §13A, any person aggrieved by this decision may appeal to the Superior Court of the Commonwealth of Massachusetts within thirty (30) days of receipt of it.

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**RE: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way Monthly Outage Log**


---

**From** Worden, James <James.Worden@bostonhousing.org>

**Date** Thu 2/26/2026 11:33 AM

**To** Joyce, William (DPL) <William.Joyce@mass.gov>

**Cc** Griffin, Molly (DPL) <Molly.Griffin@mass.gov>

 1 attachment (92 KB)

2026-02-26 ltr BHA to AAB RE Monthly Report - 19 Msgr Reynolds.pdf;

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Executive Director Joyce –

Attached hereto please find the BHA's correspondence of even date in response to the AAB's Board Decision dated May 13, 2025 in the above-referenced matter.

Thank you.

James N. Worden  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.  
Boston, MA 02111  
Direct Dial: 617-988-4176



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Unless exempted by applicable law, all BHA email is subject to: public release upon request; and state record retention requirements.

February 26, 2026

Via electronic mail:  
William.Joyce@mass.gov

William Joyce, Executive Director  
Architectural Access Board  
1000 Washington Street, Suite 710  
Boston, MA 02118

RE:   AAB Docket No.:           C23-078  
      Owner:                    Boston Housing Authority  
      Property:                 Ruth Barkley Apartments,  
                                    19 Monsignor Reynolds Way, Boston, MA

Dear Executive Director Joyce:

Pursuant to the First Amended Notice of Action of the Architectural Access Board, dated May 13, 2025, BHA submits the following report in the above-referenced matter.

For the most recent reporting period of January 14, 2026 to February 13, 2026, there was one (1) reported outage of this elevator. On February 11, 2026 at approximately 11:05 p.m. the BHA received a report of a fire sprinkler pipe bursting causing water to flow into the elevator pit. BHA first confirmed there was no fire at the Property. Clothing was found hanging from the burst sprinkler head and that is believed to have caused the issue. An elevator contractor was contacted at 12:29 a.m. on February 12, 2026 and service was restored to the elevator at approximately 2:30 a.m. on February 12, 2026 for a total outage time of approximately 3 hours and 25 minutes. Due to the late hour and in accordance with BHA's protocols, no OCN notice was sent to residents. No residents called to report the outage.

No families were displaced due to the elevator outage, but several were moved to hotels temporarily due to water in their units from the sprinkler pipe.

BHA has proactively requested proposals from its elevator contractors to examine the car top controls on the elevator for any water damage and, if necessary, repair same.

Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read 'James N. Worden', with a long horizontal flourish extending to the right.

James N. Worden  
Assistant General Counsel

cc: Kenzie Bok, BHA Administrator  
David Gleich, Deputy Administrator of Housing Programs  
Dean Papademetriou, General Counsel

## Machado, Victor (DPL)

---

**From:** Griffin, Molly (DPL)  
**Sent:** Tuesday, March 10, 2026 10:49 AM  
**To:** Machado, Victor (DPL)  
**Subject:** Fw: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way - Fine Hearing

---

**From:** Griffin, Molly (DPL) <Molly.Griffin@mass.gov>  
**Sent:** Tuesday, March 10, 2026 10:33 AM  
**To:** Joyce, William (DPL) <William.Joyce@mass.gov>  
**Subject:** Fw: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way - Fine Hearing

---

**From:** Joyce, William (DPL) <William.Joyce@mass.gov>  
**Sent:** Friday, February 6, 2026 9:54 AM  
**To:** Worden, James <James.Worden@bostonhousing.org>  
**Cc:** Griffin, Molly (DPL) <Molly.Griffin@mass.gov>  
**Subject:** Re: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way - Fine Hearing

Good morning,

The Board is in receipt of your letter dated February 4, 2026, where you indicated that there were questions as to the substance of Monday's fine hearing. It appears that some of the confusion you indicated may be the result of a typographical error, referencing "failure to appear," on the Notice of Fine Hearing you received. Allow me to clarify.

On September 30, 2025, Helene C. Maichle stated in a written submission to the Board, "Due to circumstances I could not control, I was unable to send you the second, third, and fourth monthly reports every 30 days, as the AAB required..." this was an admitted violation of the Board's May 23, 2025 Decision and Order which required the BHA to "provide the Board a log of all elevator outages for anytime the elevator is unavailable to carry residents between levels (including the start time of the outage, which is when Respondent or its agent is informed, the end time of the outage, which is when elevator service is available to residents again, and the nature of each repair performed, obtaining details from the elevator service company if necessary) for each 30 day period following the date of this Decision until the Board indicates that such reports are no longer necessary." Subsequently, when BHA's submission was reviewed at the Board's October 20, 2025 meeting, and it reflected that the elevator did experience service outages, constituting a violation of another of the Board's May 23, 2025 orders requiring the elevator to be maintained in working order. At that meeting, the Board voted to schedule a fine hearing on the BHA's failure to comply with the Order. Notice of the basis for this Fine Hearing was sent to BHA on October 21, 2025.

The Fine Hearing is being conducted pursuant to MGL Ch. 22 Sec. 13a to determine whether or not the BHA's admitted failures to comply with the Board's May 23, 2025 Decision and Order were not without justification, and if so, to determine an appropriate fine.

If you have any additional questions, please do not hesitate to contact me.

Sincerely,

**William Joyce**

Executive Director  
He/Him/His  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1 Federal Street, 6th Floor  
Boston, MA 02118  
617-727-0660  
[www.mass.gov/aab]www.mass.gov/aab

---

**From:** Worden, James <James.Worden@bostonhousing.org>  
**Sent:** Wednesday, February 4, 2026 9:50 AM  
**To:** Joyce, William (DPL) <William.Joyce@mass.gov>  
**Cc:** Griffin, Molly (DPL) <Molly.Griffin@mass.gov>  
**Subject:** RE: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way - Fine Hearing

**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 Joyce –

Attached hereto please find the BHA’s correspondence of even date concerning the AAB’s Notice of Fine Hearing in the above-referenced matter and the Fine Hearing scheduled for February 9, 2026.

Thank you for your attention to this matter.

James N. Worden  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.  
Boston, MA 02111  
Direct Dial: 617-988-4176



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February 4, 2026

Via electronic mail:  
William.Joyce@mass.gov

William Joyce, Executive Director  
Architectural Access Board  
1000 Washington Street, Suite 710  
Boston, MA 02118

RE: AAB Docket No.: C23-078  
Owner: Boston Housing Authority  
Property: Ruth Barkley Apartments,  
19 Monsignor Reynolds Way, Boston, MA

Dear Executive Director Joyce:

With respect to the forthcoming Fine Hearing, scheduled for February 9, 2026 at 2:00 p.m. in the above-referenced matter, BHA submits the following:

I. REQUEST FOR A MORE DEFINITE STATEMENT (801 CMR 1.02(10)(c))

The Fine Hearing Notice in this matter states: “This hearing is being held to determine whether your failure to correct the violation cited in the Board’s previous notices and your subsequent failure to appear before the Board is without justification ...” and notes the hearing is being conducted pursuant to the procedures set forth in Mass. Gen. L. c. 30A and 801 CMR 1.02.

Pursuant to 801 CMR 1.02, the AAB is required to “provide sufficient notice of the issues involved so that the Parties may have a reasonable opportunity to prepare and present evidence and argument. If the issues cannot be fully stated in advance of the hearing, they shall be fully stated as soon as practicable.” 801 CMR 1.02(10)(c). We do not believe that the above statement by the AAB rises to the standard of detail contemplated in the regulation.

Specifically, the BHA submitted written documentation to the AAB establishing that the violation(s) cited in the AAB’s First Notice, dated August 14, 2023, were timely repaired including, but not limited to, its written submission on September 29, 2023. Moreover, in response to multiple Board Decisions issued in this matter, BHA has submitted additional

requested information concerning elevator repairs including, but not limited to, its submissions of April 16, 2024, July 12, 2024, November 25, 2024, July 11, 2025, September 30, 2025, October 28, 2025, November 17, 2025, January 5, 2026, and January 27, 2026.

Further, according to the BHA's records, the BHA has appeared at each and every Hearing scheduled by the AAB in this matter and has never failed to appear.

Based on the above, BHA is unable to determine (1) which "violation cited in the Board's previous notices" have not been corrected or (2) when the BHA allegedly "fail[ed] to appear before the Board." Absent this information, BHA is deprived of a reasonable opportunity to gather evidence and prepare witnesses for the scheduled Fine Hearing. BHA requests that the issues to be addressed at the Fine Hearing be fully stated in advance of the Fine Hearing.

## II. REQUEST FOR RECUSAL OF AAB MEMBER DALY DUE TO *EX PARTE* COMMUNICATIONS WITH COMPLAINANT

Following an April 28, 2025 Hearing before the AAB, which the BHA attended, the AAB posted a record appendix associated with said Hearing identified by the AAB as "Exhibit 1". The written records posted by the AAB reveal that an AAB Member, Pamela Daly, engaged in inappropriate *ex parte* communications with the Complainant in this matter. Specifically, Member Daly emailed the Complainant and asked the Complainant's opinion on the credibility and authority of a BHA witness who had testified during an August 26, 2024 hearing. See Exhibit 1, C23-078, AAB 1-298 at pp. AAB 22 – AAB 24.

While the AAB is not a judicial body, *ex parte* communications between impartial decision-makers and witnesses or advocates for the parties for any reason other than administrative or scheduling purposes call into question the impartiality of the decision-maker. See, e.g., Model Code of Judicial Conduct Rule 2.9(A) ("A judge shall not initiate, permit, or consider *ex parte* communications, or consider other communications made to the judge outside the presence of the parties or their lawyers, concerning a pending or impending matter").

It is particularly troubling that Member Daly reached out specifically to ask the Complainant's opinion about a witness for the BHA. Under well-established Massachusetts law, it is reversible error to ask a witness to opine on the testimony or credibility of another witness. See, e.g., Commonwealth v. Dickinson, 394 Mass. 702, 706 (1985) and Commonwealth v. Triplett, 398 Mass. 561, 567 (1986) (A witness should not be asked and is not permitted to comment on the credibility of another witness because "[t]he fact finder, not the witness, must determine the weight and credibility of testimony").

If Member Daly had questions about or for the BHA's witness, the appropriate avenue for the inquiries was for Member Daly to ask the BHA witness her questions directly, on the record, and then make her own determination as to weight and credibility. By reaching out to the

Complainant *ex parte*, off the record, and outside the confines of the Hearing, Member Daly has created an appearance of impropriety and we respectfully request that she recuse herself from further proceedings involving the BHA and this Complainant.

Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read 'James N. Worden', with a long horizontal flourish extending to the right.

James N. Worden  
Assistant General Counsel

cc: Kenzie Bok, BHA Administrator  
David Gleich, Deputy Administrator of Housing Programs  
Dean Papademetriou, General Counsel

## Machado, Victor (DPL)

---

**From:** Dawn Oates <dawn@playbrigade.com>  
**Sent:** Friday, February 6, 2026 4:24 PM  
**To:** Joyce, William (DPL)  
**Cc:** Machado, Victor (DPL); Griffin, Molly (DPL); Michael Muehe  
**Subject:** Submission of Councilor Flynn Letter and Clarification of Record re: 19 Monsignor Reynolds Way  
**Attachments:** Flynn MAAB Letter 12.8.25.pdf.pdf

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Dear Executive Director Joyce:

I attended a recent meeting of the Architectural Access Board at which the Board discussed the submission of a letter from Boston Housing Authority counsel that materially contradicted a prior letter submitted to the AAB by BHA Administrator Kenzie Bok.

During that meeting, a Board member asked, “Why would they have submitted that letter?” The submission was characterized as highly problematic and reflective of serious deficiencies in BHA protocol and oversight. For the Board’s consideration, I am submitting the attached letter from City Councilor Ed Flynn, which is part of the public record, along with additional context that may assist the Board in understanding how the record developed.

It is important for the Board to note the apparent sequence of events:

- Administrator Bok submitted her letter to the AAB on December 3 and also forwarded it to Councilor Flynn.
- Councilor Flynn, identifying material inaccuracies and a misleading narrative, responded directly to Administrator Bok (see attached letter).
- Only after receiving Councilor Flynn’s response—and despite representing to the AAB that the BHA had conducted a “thorough investigation”—Administrator Bok appears to have undertaken additional investigative steps, including requesting video footage from site cameras.
- Thereafter, BHA counsel submitted a subsequent letter that revised or attempted to correct prior representations. At that point, there was a reasonable expectation that I, as the complainant, would also provide the AAB with my own contemporaneous account and supporting documentation calling into question the accuracy of Administrator Bok’s earlier representations to the Board and the media regarding the events of November 25 through November 27.

Taken together, this sequence is not merely procedural. It bears directly on the reliability of the information the BHA has provided to the Board throughout these proceedings.

The pattern reflected in the record—initial submissions containing material inaccuracies, assurances of a “thorough investigation” that preceded review of primary evidence, followed by corrective letters only

after contrary evidence was requested or anticipated—raises serious concerns about the reliability of the BHA’s reporting. When factual representations to this Board change only after independent documentation emerges, it reasonably calls into question whether earlier statements were grounded in verified facts and whether the Board has been provided a complete and accurate record on which to base enforcement decisions.

Councilor Flynn’s letter references factual assertions that are disputed yet readily verifiable through public records. Councilor Flynn and I were both present at the Ruth Barkley Apartments on Thanksgiving morning and have first-hand knowledge of events occurring from Tuesday, November 25 through Thursday, November 27, including a prolonged elevator outage at 19 Monsignor Reynolds Way that began late Tuesday afternoon. That outage was materially mischaracterized in Administrator Bok’s communications to the AAB and to the media, including understatement of both its duration and its impact on residents immediately preceding a major holiday.

I informed Councilor Flynn that I had obtained public records refuting Administrator Bok’s characterization of the outage. Those records demonstrate that the disruption was more extensive than represented and that its effects on residents were minimized in the December 3 submission. I will separately provide the AAB with a full, detailed, and accurate account of the events that occurred during this period.

The BHA has repeatedly asserted to the AAB that conditions at 19 Monsignor Reynolds Way are under control. They are not. The BHA has also asserted that it is following its elevator-down protocol, yet substantial documentary and testimonial evidence demonstrates that the protocol has not been fully followed since November 2024. The submission of conflicting letters reflects not only reporting failures, but also training deficiencies, staffing breakdowns, protocol failures, and broader management and oversight concerns.

At the upcoming fine hearing regarding 19 Monsignor Reynolds Way, the Board will likely hear explanations, assurances, and contextual information from the BHA. I respectfully request that the Board limit the BHA’s presentation to issues directly related to the elevator failures at that property. It has been the BHA’s consistent practice to expand beyond the relevant inquiry, substituting generalized system-wide updates or aspirational statements for concrete, property-specific facts, timelines, and corrective actions responsive to the violations at issue.

The relevant inquiry concerns past and present conditions at 19 Monsignor Reynolds Way. This matter involves failures to provide safe and meaningful ingress and egress, equal access, and compliance with civil rights obligations. Issues characterized by the BHA as “routine maintenance,” “vendor constraints,” “personnel discipline,” or “contract breaches” should be evaluated explicitly as ongoing access and civil rights violations. In this regard, I ask the Board to note that the BHA Public Housing Lease, Section 6 (“Defects Hazardous to Life, Health, or Safety”), imposes affirmative obligations on the BHA to make repairs within a reasonable time, provide alternative accommodations when repairs cannot be timely made, and abate rent when hazardous conditions persist.

While broader tenant protection issues may fall outside the Board’s direct jurisdiction, the Board should be aware that many tenants experiencing housing insecurity fear retaliation for self-advocacy or lack the resources necessary to pursue their rights. When residents do appear—whether at Boston City Council meetings, in media reporting, or as contributors to my AAB complaints—they consistently encounter explanations without timelines and assurances without accountability. Many residents have exhausted

available avenues for relief and have no meaningful alternatives short of repeated and indefinite displacement.

When others advocate on their behalf, additional structural barriers remain. This was evident at the December 10, 2025 Boston City Council meeting, when Councilor Liz Breadon opposed a resolution introduced by Councilor Ed Flynn calling for independent oversight of BHA elevator failures, citing reliance on existing oversight mechanisms, including the AAB and the Elevator Commission. That objection resulted in referral of the matter to committee rather than Council-level action.

As the Board is aware, existing oversight bodies have documented jurisdictional and enforcement limitations, including constraints on speed, scope, and coordination. As a result, residents at Ruth Barkley are increasingly dependent on this Board's enforcement authority to effect meaningful and timely resolution. The explanations offered by the BHA may once have appeared plausible; however, the record increasingly demonstrates a pattern inconsistent with those assurances.

I respectfully encourage the Board, in questioning the BHA at the next hearing, to elicit specific, record-based details regarding the elevator repair strategy, including sequencing, pacing, budget allocations, and the use of emergency procurement mechanisms. If the BHA represents that it is evaluating whether to modernize multiple elevators concurrently, the Board should require articulation of the factors informing that decision and whether statutory emergency authorities are being considered. Absent such detail, the Board is left to accept assurances that are difficult to reconcile with the BHA's recent performance at comparable properties.

The BHA has had more than 30 months since my initial complaint to correct conditions at 19 Monsignor Reynolds Way, yet serious violations remain ongoing, including but not limited to: a nonfunctional elevator down button on the third floor requiring residents to press "up" to travel downward; repeated obstruction of stairwell landings; the absence of an emergency evacuation plan for residents with mobility impairments despite a prior kitchen fire; and continued elevator operation during active fire alarms in two of the last three known outages. I will be submitting video documentation of the most recent violations and ask that these materials be treated as an addendum to my complaint.

Respectfully,

Dawn Oates



Dawn Oates  
President / Founder  
p 617.852.6464  
e dawn@playbrigade.com

P.O. Box 89  
Brookline, MA 02446  
[www.playbrigade.com](http://www.playbrigade.com)

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## Boston City Council

**ED FLYNN**

Councilor - District 2

Kenzie Bok, Administrator  
Boston Housing Authority  
52 Chauncy Street  
Boston, MA, 02111

December 8, 2025

Dear Administrator Bok,

Your December 3 letter to the Architectural Access Board distorts the events that unfolded at 19 Monsignor Reynolds Way. It minimizes the suffering of elderly and disabled residents, compresses a crisis spanning three different days into a single afternoon, omits crucial facts, contradicts documented evidence, and then has the audacity to insinuate that the people who stepped in to help—residents, advocates, and myself—are in some way responsible for the chaos caused entirely by the Boston Housing Authority.

Let me be clear about what actually occurred. Documented evidence indicates an elevator outage on Tuesday, on Wednesday, and Thursday. There was a fire alarm on Tuesday around 6:30 p.m. at 19 Monsignor Reynolds Way. There was no fire alarm at 19 Monsignor Reynolds Way on Wednesday, as you reported to the AAB. The fire department did respond to a medical emergency at 47 Harrison Archway on Wednesday (not a fire alarm), where a resident could not breathe because the BHA-controlled heat was on too high in her apartment and she required medical attention. On each of those days, your agency failed to send a single alert, provide a single update, or issue a single communication to the vulnerable residents who depend on the elevator for every essential aspect of daily life. To reduce all of this to a misunderstanding “on Thanksgiving morning” is not merely inaccurate, it is dismissive of the lived experience of the people your agency is obligated to serve.

You are required by the Massachusetts Architectural Access Board to post and follow an emergency elevator protocol. Every floor displays it. It promises residents that they will be notified when the elevator is out of service and again when it is restored. Yet across the outage days, your agency did neither. No alerts were sent on Tuesday. None on Wednesday. And none on Thursday morning, not even after the elevator was restored shortly after 9:00 AM. Residents did not receive communication until 12:01 PM, hours after the crisis was over. In the absence of communication, the residents’ lived reality was that the outage continued, because nothing from the BHA suggested otherwise. They woke up in frustration, confusion, and physical isolation because you gave them no information at all.

Your letter also omits facts that contradict the narrative you presented. While you claim you became aware of the outage after 8:27 AM Thursday, that is a communication lapse on the BHA team. A time-stamped resident narrative and a photograph shows the elevator technician was already on site by 8:30 AM. The technician then waited approximately 20-30 minutes before meeting staff who allowed



## Boston City Council

**ED FLYNN**

Councilor - District 2

entry to the building. When a member of your staff eventually arrived, the elevator took less than one minute to reset. The delay was caused entirely by the absence of BHA personnel, not confusion by residents, not a failure by advocates, and certainly not any lack of effort on my part.

Even more troubling is that you communicated that a fire alarm “probably” caused the outage, but nowhere in your letter do you mention this plausible explanation to the AAB or to the residents who were living through it. Instead, the letter strains to paint the residents as mistaken, the situation as unclear, and the timeline as ambiguous, when in fact your communication shows you had already formed an operational hypothesis that was inconsistent across your narratives.

But perhaps the most astonishing portion of your letter is the suggestion that Ms. Oates and I should have personally knocked on every resident’s door on Thanksgiving morning to inform them of the outage, as though the responsibility for emergency communication somehow shifts to residents and elected officials when the BHA does not fulfill its legal obligations. You write that because we were physically present, we could have updated the tenants ourselves. This expectation is shocking. It is the legal responsibility of the BHA to notify residents of an elevator outage, to follow the posted protocol, and to communicate promptly when the issue is resolved. We reasonably assumed that once your agency finally dispatched service, you would immediately notify residents through the alert system you are required to use. That is your responsibility. Attempting to place it on us is indefensible.

Your letter does not acknowledge the most basic truth: residents did absolutely everything right. Outages were reported to BHA multiple times: the alarm panel company notified BHA key holders on Tuesday after the fire department responded to a fire alarm. On Wednesday morning and Wednesday afternoon, at least two residents called the work order line. Residents waited for updates that never came. One resident checked the elevator for service every hour on the hour from 8:00 a.m. until 10:00 p.m. on Wednesday because he was trapped in the building on his Thanksgiving travel day and desperate to get out. Residents endured entrapment and uncertainty because your staff failed to communicate, failed to escalate, failed to document, failed to coordinate between shifts, failed to follow protocol, and failed to appear on site in time to let the technician do his job. Instead of taking ownership of these failures, your letter spends more energy criticizing the people who showed up and also performed a “thorough investigation” when your agency did not.

You also accuse me of focusing on “lining up press cameras,” an accusation that is both false and beneath the seriousness of the situation. I was invited at the request of media by Dawn Oates, whom you well know from past reporting on BHA elevators is a community organizer with deep media relationships that have been instrumental in raising awareness of this issue that helped bring millions of dollars of city funds to the elevator repair budget you told media you didn’t have two years ago. That she has now been forced into dual roles of advocate and steadfast watchdog for persistent BHA failures should come as no surprise after two years of this.



## Boston City Council

**ED FLYNN**

Councilor - District 2

I met Dawn on Thanksgiving Day because residents reached out during days of silence from the BHA. I arrived before the media and recorded the time-stamped video when the elevator was still out of service. I did this on the Washington Street side of the building, as you can plainly see from the video you referenced. I posted it after meeting with residents, then the media. I was active on site until after your email came in. On the opposite side of the building, the press arrived because the residents' circumstances WERE newsworthy, a direct result of your agency's inaction. Documenting a government failure that leaves disabled and elderly tenants trapped in their homes is not opportunism. It is accountability.

Across your own admissions—alerts not sent, contractors not responding, no overnight continuity, no shift handoff, no communication, no presence on site when needed—you describe a system entirely unprepared to protect the people who depend on it. These are not isolated lapses. They are structural failures. And when those failures harm residents, transparency is not optional.

You write that “it is no one else’s job to serve as a backstop for the BHA’s elevator response.” On that point, we agree completely. It is the BHA’s job to respond to outages, issue alerts, follow the MAAB protocol, and ensure accessibility for elderly and disabled tenants. When the BHA fails to meet these responsibilities—repeatedly, publicly, and with tangible harm to residents—criticism is not unfair. It is necessary.

I will continue to answer residents’ calls, continue to show up, continue to document conditions truthfully, and continue to advocate for the safety and dignity of the people who live in BHA buildings. They deserve far more than what they received during this crisis, and far more than what your letter attempts to portray. They deserve dignity and respect!

Sincerely,

Ed Flynn

Boston City Councilor, District 2

# Elevator Outage Log

**Property:** 19 Monsignor Reynolds Way

**Reporting Authority:** BHA

**Governing Action:** May 13, 2025 to January 13, 2026

Date(s)	Timeframe	Type of Outage	Description / Cause	Duration
Jul. 8, 2025	1 hour	Planned Shutdown	Inspection	~1 hr
Sept. 18, 2025	6:00 a.m. – 11:48 a.m.	Planned Shutdown	Elevator floor replacement	~5 hrs 48 min
Oct. 3, 2025	6:00 a.m. – 8:48 a.m.	Planned Shutdown	Elevator pit pad replacement	~2 hrs 48 min
Oct. 7, 2025	—	Inspection	Post-repair inspection	N/A
Nov. 25–27, 2025	Approx. 6:00 p.m. (11/25) – 9:00 a.m. (11/27)	Unscheduled Outage	Elevator recalled to first floor following fire alarm (no fire). Elevator required manual reset. Multiple notification and response failures delayed restoration. Elevator restored to service on Nov. 27, 2025 at approx. 9:00 a.m.	~39 hours
Jan. 6, 2026	1:13 p.m. – 1:33 p.m.	Reported Outage	BHA’s Emergency Response Service (“ERS”) line received a call. BHA staff responded within minutes and found elevator operating normally. No repairs required. No further reports.	~20 minutes

## Machado, Victor (DPL)

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**From:** Griffin, Molly (DPL)  
**Sent:** Wednesday, February 4, 2026 9:51 AM  
**To:** Machado, Victor (DPL)  
**Subject:** Fw: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way - Fine Hearing  
**Attachments:** 2026-02-04 ltr BHA to AAB RE Hearing Issues and Recusal - 19 Msgr Reynolds.pdf

Hi Victor,

This can go in the hearing packet for Monday.

Thanks!  
Molly

---

**From:** Worden, James <James.Worden@bostonhousing.org>  
**Sent:** Wednesday, February 4, 2026 9:50 AM  
**To:** Joyce, William (DPL) <William.Joyce@mass.gov>  
**Cc:** Griffin, Molly (DPL) <Molly.Griffin@mass.gov>  
**Subject:** RE: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way - Fine Hearing

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Executive Director Joyce –

Attached hereto please find the BHA’s correspondence of even date concerning the AAB’s Notice of Fine Hearing in the above-referenced matter and the Fine Hearing scheduled for February 9, 2026.

Thank you for your attention to this matter.

James N. Worden  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.  
Boston, MA 02111  
Direct Dial: 617-988-4176



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February 4, 2026

Via electronic mail:  
William.Joyce@mass.gov

William Joyce, Executive Director  
Architectural Access Board  
1000 Washington Street, Suite 710  
Boston, MA 02118

RE: AAB Docket No.: C23-078  
Owner: Boston Housing Authority  
Property: Ruth Barkley Apartments,  
19 Monsignor Reynolds Way, Boston, MA

Dear Executive Director Joyce:

With respect to the forthcoming Fine Hearing, scheduled for February 9, 2026 at 2:00 p.m. in the above-referenced matter, BHA submits the following:

I. REQUEST FOR A MORE DEFINITE STATEMENT (801 CMR 1.02(10)(c))

The Fine Hearing Notice in this matter states: “This hearing is being held to determine whether your failure to correct the violation cited in the Board’s previous notices and your subsequent failure to appear before the Board is without justification ...” and notes the hearing is being conducted pursuant to the procedures set forth in Mass. Gen. L. c. 30A and 801 CMR 1.02.

Pursuant to 801 CMR 1.02, the AAB is required to “provide sufficient notice of the issues involved so that the Parties may have a reasonable opportunity to prepare and present evidence and argument. If the issues cannot be fully stated in advance of the hearing, they shall be fully stated as soon as practicable.” 801 CMR 1.02(10)(c). We do not believe that the above statement by the AAB rises to the standard of detail contemplated in the regulation.

Specifically, the BHA submitted written documentation to the AAB establishing that the violation(s) cited in the AAB’s First Notice, dated August 14, 2023, were timely repaired including, but not limited to, its written submission on September 29, 2023. Moreover, in response to multiple Board Decisions issued in this matter, BHA has submitted additional

requested information concerning elevator repairs including, but not limited to, its submissions of April 16, 2024, July 12, 2024, November 25, 2024, July 11, 2025, September 30, 2025, October 28, 2025, November 17, 2025, January 5, 2026, and January 27, 2026.

Further, according to the BHA's records, the BHA has appeared at each and every Hearing scheduled by the AAB in this matter and has never failed to appear.

Based on the above, BHA is unable to determine (1) which "violation cited in the Board's previous notices" have not been corrected or (2) when the BHA allegedly "fail[ed] to appear before the Board." Absent this information, BHA is deprived of a reasonable opportunity to gather evidence and prepare witnesses for the scheduled Fine Hearing. BHA requests that the issues to be addressed at the Fine Hearing be fully stated in advance of the Fine Hearing.

## II. REQUEST FOR RECUSAL OF AAB MEMBER DALY DUE TO *EX PARTE* COMMUNICATIONS WITH COMPLAINANT

Following an April 28, 2025 Hearing before the AAB, which the BHA attended, the AAB posted a record appendix associated with said Hearing identified by the AAB as "Exhibit 1". The written records posted by the AAB reveal that an AAB Member, Pamela Daly, engaged in inappropriate *ex parte* communications with the Complainant in this matter. Specifically, Member Daly emailed the Complainant and asked the Complainant's opinion on the credibility and authority of a BHA witness who had testified during an August 26, 2024 hearing. See Exhibit 1, C23-078, AAB 1-298 at pp. AAB 22 – AAB 24.

While the AAB is not a judicial body, *ex parte* communications between impartial decision-makers and witnesses or advocates for the parties for any reason other than administrative or scheduling purposes call into question the impartiality of the decision-maker. See, e.g., Model Code of Judicial Conduct Rule 2.9(A) ("A judge shall not initiate, permit, or consider *ex parte* communications, or consider other communications made to the judge outside the presence of the parties or their lawyers, concerning a pending or impending matter").

It is particularly troubling that Member Daly reached out specifically to ask the Complainant's opinion about a witness for the BHA. Under well-established Massachusetts law, it is reversible error to ask a witness to opine on the testimony or credibility of another witness. See, e.g., Commonwealth v. Dickinson, 394 Mass. 702, 706 (1985) and Commonwealth v. Triplett, 398 Mass. 561, 567 (1986) (A witness should not be asked and is not permitted to comment on the credibility of another witness because "[t]he fact finder, not the witness, must determine the weight and credibility of testimony").

If Member Daly had questions about or for the BHA's witness, the appropriate avenue for the inquiries was for Member Daly to ask the BHA witness her questions directly, on the record, and then make her own determination as to weight and credibility. By reaching out to the

Complainant *ex parte*, off the record, and outside the confines of the Hearing, Member Daly has created an appearance of impropriety and we respectfully request that she recuse herself from further proceedings involving the BHA and this Complainant.

Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "James N. Worden", with a long horizontal flourish extending to the right.

James N. Worden  
Assistant General Counsel

cc: Kenzie Bok, BHA Administrator  
David Gleich, Deputy Administrator of Housing Programs  
Dean Papademetriou, General Counsel

## Machado, Victor (DPL)

---

**From:** Joyce, William (DPL)  
**Sent:** Monday, February 2, 2026 10:33 AM  
**To:** Machado, Victor (DPL)  
**Subject:** Fw: Letter regarding BHA Ruth Barkley Elevators  
**Attachments:** Flynn MAAB Letter Jan 30.pdf

For the file.

**William Joyce**  
Executive Director  
He/Him/His  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1 Federal Street, 6th Floor  
Boston, MA 02118  
617-727-0660  
[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Edward Flynn <ed.flynn@boston.gov>  
**Sent:** Friday, January 30, 2026 6:12 PM  
**To:** Joyce, William (DPL) <William.Joyce@mass.gov>  
**Cc:** Sydney Scanlan <sydney.scanlan@boston.gov>; Charles Levin <charlie.levin@boston.gov>  
**Subject:** Letter regarding BHA Ruth Barkley Elevators

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Good evening Executive Director Joyce,

Please see attached a letter regarding BHA Ruth Barkley elevators.

Thank you,  
Ed

--

Edward M Flynn  
Boston City Councilor, District 2  
One City Hall Square, 5th Floor  
Boston, MA 02201  
Office: 617-635-3203  
Email: Ed.Flynn@Boston.gov



**Boston City Council**  
**ED FLYNN**  
Councilor - District 2

William Joyce, Executive Director  
Massachusetts Architectural Access Board  
One Federal Street, Suite 600  
Boston, MA, 02110

January 30, 2026

**Re: Ongoing investigation on the status of the elevators at Ruth Barkley Apartments**

Dear Executive Director Joyce,

I write again today concerning the ongoing elevator failures and investigation at Ruth Barkley Apartments. The facts remain as I presented them, provided to me by residents in my previous correspondence to the Board.

BHA and its contractors must be held fully accountable for every elevator failure, and all related complaints must be promptly reported to the Massachusetts Architectural Access Board. Residents have repeatedly shared that these persistent breakdowns leave them feeling unwanted, neglected, and forgotten. That is unacceptable. Our neighbors in public housing, particularly our seniors and people with disabilities, deserve to be treated with dignity and respect.

The pattern of noncompliance, the failure to follow mandated procedures, and the lack of urgency continue to endanger residents and are inconsistent with the requirements of 521 CMR. This injustice can't be ignored by the City of Boston and the Boston Housing Authority.

Sincerely,

A handwritten signature in black ink that reads "Ed Flynn".

Ed Flynn  
Boston City Councilor, District 2

---

**RE: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way Monthly Outage Log**


---

**From** Worden, James <James.Worden@bostonhousing.org>

**Date** Tue 1/27/2026 9:27 AM

**To** Joyce, William (DPL) <William.Joyce@mass.gov>

**Cc** Griffin, Molly (DPL) <Molly.Griffin@mass.gov>

 1 attachment (90 KB)

2026-01-27 ltr BHA to AAB RE Monthly Report - 19 Msgr Reynolds.pdf;

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Executive Director Joyce –

Attached hereto please find the BHA's correspondence of even date in response to the AAB's Board Decision dated May 13, 2025 in the above-referenced matter.

Thank you.

James N. Worden  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.  
Boston, MA 02111  
Direct Dial: 617-988-4176



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Unless exempted by applicable law, all BHA email is subject to: public release upon request; and state record retention requirements.

January 27, 2026

Via electronic mail:  
William.Joyce@mass.gov

William Joyce, Executive Director  
Architectural Access Board  
1000 Washington Street, Suite 710  
Boston, MA 02118

RE: AAB Docket No.: C23-078  
Owner: Boston Housing Authority  
Property: Ruth Barkley Apartments,  
19 Monsignor Reynolds Way, Boston, MA

Dear Executive Director Joyce:

Pursuant to the First Amended Notice of Action of the Architectural Access Board, dated May 13, 2025, BHA submits the following report in the above-referenced matter.

For the most recent reporting period of December 14, 2025 to January 13, 2026, there was one (1) reported outage of this elevator. The BHA's Emergency Response Service ("ERS") line received a call on January 6, 2026 at approximately 1:13 p.m. advising the elevator was not working. BHA staff on site responded to the call within minutes and, by approximately 1:33 p.m., found the elevator was operating normally. No repair services were requested and BHA received no further reports that the elevator was not functioning.

Thank you.

Sincerely,



James N. Worden  
Assistant General Counsel

cc: Kenzie Bok, BHA Administrator  
David Gleich, Deputy Administrator of Housing Programs  
Dean Papademetriou, General Counsel

---

**RE: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way Monthly Outage Log**


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**From** Worden, James <James.Worden@bostonhousing.org>

**Date** Mon 1/5/2026 4:26 PM

**To** Joyce, William (DPL) <William.Joyce@mass.gov>

**Cc** Griffin, Molly (DPL) <Molly.Griffin@mass.gov>

 1 attachment (136 KB)

2026-01-05 ltr BHA to AAB RE Monthly Report - 19 Msgr Reynolds.pdf;

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Executive Director Joyce –

Attached hereto please find the BHA's correspondence of even date in response to the AAB's Board Decision dated May 13, 2025 in the above-referenced matter.

Thank you.

James N. Worden  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.  
Boston, MA 02111  
Direct Dial: 617-988-4176



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Unless exempted by applicable law, all BHA email is subject to: public release upon request; and state record retention requirements.

January 5, 2026

Via electronic mail:  
William.Joyce@mass.gov

William Joyce, Executive Director  
Architectural Access Board  
1000 Washington Street, Suite 710  
Boston, MA 02118

RE: AAB Docket No.: C23-078  
Owner: Boston Housing Authority  
Property: Ruth Barkley Apartments,  
19 Monsignor Reynolds Way, Boston, MA

Dear Executive Director Joyce:

Pursuant to the First Amended Notice of Action of the Architectural Access Board, dated May 13, 2025, BHA submits the following reports in the above-referenced matter.

For the most recent reporting period of November 14, 2025 to December 13, 2025, there was one (1) unscheduled outage of this elevator. Following the correspondence the BHA's Administrator submitted on December 3, 2025, the BHA continued its investigation into the outage, its cause, the BHA's response, and the duration of the outage to resolve conflicting reports received from BHA residents and BHA employees. Our continuing investigation, which included the issuance of disciplinary action against two (2) BHA employees on December 31, 2025, has revealed the following further information:

On November 25, 2025 at approximately 6:00 p.m. the BHA's alarm company, American Service Company, LLC d/b/a Relay Fire and Safety ("Relay"), received a report of a fire alarm triggered at the Property. The cause of the fire alarm is unknown, but there was no fire. At 8:55 p.m. on the same date, a Relay technician arrived at the Property to reset the Fire Alarm Control Panel and clear the alarm. As a result of the fire alarm, the elevator was recalled to the first floor and needed to be reset by the elevator company to resume normal operation. Relay did not notify BHA or its elevator company that the elevator needed to be reset, but their contract did not require them to do so. BHA has already discussed this issue with Relay. They are willing to provide such notice to BHA and its service contractor and BHA is already

working to amend its contract with Relay to add this obligation. BHA received no resident or other reports of the elevator being out of service on November 25, 2025.

On November 26, 2025, at approximately 9:07 a.m. a resident called the BHA's Emergency Response Service ("ERS") number to report the elevator was out of service. ERS staff then contacted a BHA employee at the Property and requested an inspection of the elevator. The BHA employee that was supposed to inspect the elevator falsely asserted to the ERS operator that he went to the Property, inspected the elevator and found it operational. The same BHA employee maintained that the elevator was running on the morning of November 26, even after follow-up questioning on the issue to ensure the accuracy of his statements. Unfortunately, the BHA relied on this staff report in its correspondence of December 3, 2025; as discussed below, subsequent investigation has revealed that employee's report to be inaccurate.

At approximately 3:02 p.m. on November 26, 2025, the BHA ERS line received a second call that the elevator was not operational and proceeded as set forth in our December 3, 2025 correspondence to the AAB. As detailed therein, ERS staff reached out to both the elevator contractor of record at the site and a second contractor, but did not succeed in getting either to dispatch a technician, and failed to notify other relevant staff of the unresolved issue as required. As detailed in our December 3 letter, the BHA issued discipline for this failure, which caused other staff to remain unaware of the issue, as no additional calls came in about this address over two subsequent 8-hour shifts. As a result of these multiple lapses, the elevator was not restored to service until November 27, 2025 at approximately 9:00 a.m.

Following this incident, in which a non-mechanical issue took this elevator out of service for an extended period of time, the BHA implemented the steps detailed in our December 3, 2025 correspondence including, but not limited to:

1. Retraining ERS staff on proper protocols for use of the One Call Now ("OCN") system and, specifically, the need to issue OCN notices at any point in their shift to ensure there is a record of any reported issue in the event of a shift change before the issue is resolved;
2. Improving OCN alerts to residents by requiring issuance of an OCN if any reported elevator issue has been resolved; if this protocol had been in place on November 26, it would have enabled the resident in question to immediately become aware of the erroneous determination that the elevator was functional and to call back to challenge the error;
3. Notifying the elevator company of record at the site that BHA considers its failure to respond to the BHA's ERS staff on November 26, 2025 to have been a breach of their contract; and
4. Working to amend BHA's contract with Relay to require Relay to contact the BHA's ERS line and elevator contractor of record to advise an elevator needs to be reset

following a fire alarm, to create an additional critical avenue of notice for the BHA and its contractors. BHA will also pursue amendments to make this a standard provision of its alarm service contracts for all sites with elevator service.

In addition, after our December 3, 2025 report to the AAB and as part of its continuing investigation, the BHA received and reviewed security camera footage from the Property to confirm whether or not the BHA employee who reported checking on the elevator status on the morning of November 26, 2025 actually did so. We found no evidence on the available footage that the employee inspected the elevator that morning. The employee at issue apparently tasked a co-worker to perform the inspection. That co-worker reported back that he had inspected the elevator and it was operational. The co-worker's report appears not to have been based on an actual inspection but rather based on having walked by the elevator earlier that morning and believed to have seen it operating. Both employees were found to have failed to follow BHA's protocols and contributed to the inaccurate dissemination of misinformation internally and externally, delaying BHA's response to the elevator outage and negatively impacting our residents. The BHA pursued disciplinary proceedings against these employees, which resulted in serious disciplinary action issued to both on December 31, 2025.

BHA deeply regrets the failures of the BHA and its contractors to reset the elevator at the Property following the fire alarm on November 25, 2025. We are especially sorry for the negative impact it had on the Thanksgiving holiday for the affected residents, including at least one who was unable to travel as planned. This was not a mechanical issue or failure of the elevator. Unfortunately, several unconnected issues following that time led to a delay in resetting the elevator:

1. The BHA's fire alarm company did not notify BHA or its elevator service contractor that the elevator needed to be reset following the alarm on November 25, 2025. As discussed above, BHA is working cooperatively with Relay to add that notice requirement to their contract.
2. The BHA has taken appropriate disciplinary action towards the employees who failed to follow established protocols, commensurate with the seriousness of the performance failures and in a manner consistent with and permitted by applicable collective bargaining agreements. As discussed above, BHA has revised its protocols and retrained employees to ensure these failures are not repeated.
3. BHA's contracted elevator maintenance and emergency response company failed to answer the call from BHA's ERS staff on November 26, 2025, in breach of their contract with the BHA. This type of failure by BHA's contractor had not occurred before November 26, 2025, but as discussed above, BHA has notified the contractor of its breach and expects to take further action, as BHA views this as a serious and material breach of contract.

4. An alternate elevator service company, not under contract to service the Property, was reached on November 26, 2025 and service was requested, but never dispatched. BHA was not notified that service would not be dispatched.
5. The failures detailed above during the November 26 8AM to 4PM shift clearly discouraged any affected residents from calling in again, resulting in no calls to the ERS line about this elevator during the November 26 4PM to 12AM shift, nor during the November 27 12AM to 8AM shift. The fact that the BHA personnel on these two shifts remained unaware of the issue caused an additional 16 hours of delay until the 8AM hour of November 27, when the BHA received outreach from both the alternate elevator service company, whose personnel arrived at the site to follow up on the prior day's unresolved call, and a City Councilor.

BHA has continued to investigate these events to identify gaps in our protocols and draw appropriate lessons from them, improve BHA's processes wherever possible, hold BHA's employees accountable for failures in their conduct, and hold BHA's third-party contractors to account when they fail to meet their contractual obligations. We are hopeful that the protocol adjustments we have made in response to this specific incident will prevent a similar scenario from occurring in the future.

Thank you.

Sincerely,



James N. Worden  
Assistant General Counsel

cc: Kenzie Bok, BHA Administrator  
David Gleich, Deputy Administrator of Housing Programs  
Dean Papademetriou, General Counsel

## **Machado, Victor (DPL)**

---

**From:** Joyce, William (DPL)  
**Sent:** Monday, December 8, 2025 11:01 AM  
**To:** Machado, Victor (DPL)  
**Subject:** Fw: Letter regarding recent communications relating to elevator failures at BHA Ruth Barkley Apartments  
**Attachments:** Flynn MAAB Letter 12.8.25.pdf

For the 19 Monseignor BHA file.

### **William Joyce**

Executive Director  
He/Him/His  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1 Federal Street, 6th Floor  
Boston, MA 02118  
617-727-0660  
[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Edward Flynn <ed.flynn@boston.gov>  
**Sent:** Monday, December 8, 2025 9:43 AM  
**To:** Bok, Kenzie <kenzie.Bok@bostonhousing.org>  
**Cc:** Joyce, William (DPL) <William.Joyce@mass.gov>  
**Subject:** Letter regarding recent communications relating to elevator failures at BHA Ruth Barkley Apartments

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Good morning Administrator Bok,

Please see attached my letter regarding recent communications relating to elevator failures at BHA Ruth Barkley Apartments.

Thank you,  
Ed

--

Edward M Flynn  
Boston City Councilor, District 2  
One City Hall Square, 5th Floor  
Boston, MA 02201



## Boston City Council

**ED FLYNN**

Councilor - District 2

Kenzie Bok, Administrator  
Boston Housing Authority  
52 Chauncy Street  
Boston, MA, 02111

December 8, 2025

Dear Administrator Bok,

Your December 3 letter to the Architectural Access Board distorts the events that unfolded at 19 Monsignor Reynolds Way. It minimizes the suffering of elderly and disabled residents, compresses a crisis spanning three different days into a single afternoon, omits crucial facts, contradicts documented evidence, and then has the audacity to insinuate that the people who stepped in to help—residents, advocates, and myself—are in some way responsible for the chaos caused entirely by the Boston Housing Authority.

Let me be clear about what actually occurred. Documented evidence indicates an elevator outage on Tuesday, on Wednesday, and Thursday. There was a fire alarm on Tuesday around 6:30 p.m. at 19 Monsignor Reynolds Way. There was no fire alarm at 19 Monsignor Reynolds Way on Wednesday, as you reported to the AAB. The fire department did respond to a medical emergency at 47 Harrison Archway on Wednesday (not a fire alarm), where a resident could not breathe because the BHA-controlled heat was on too high in her apartment and she required medical attention. On each of those days, your agency failed to send a single alert, provide a single update, or issue a single communication to the vulnerable residents who depend on the elevator for every essential aspect of daily life. To reduce all of this to a misunderstanding “on Thanksgiving morning” is not merely inaccurate, it is dismissive of the lived experience of the people your agency is obligated to serve.

You are required by the Massachusetts Architectural Access Board to post and follow an emergency elevator protocol. Every floor displays it. It promises residents that they will be notified when the elevator is out of service and again when it is restored. Yet across the outage days, your agency did neither. No alerts were sent on Tuesday. None on Wednesday. And none on Thursday morning, not even after the elevator was restored shortly after 9:00 AM. Residents did not receive communication until 12:01 PM, hours after the crisis was over. In the absence of communication, the residents’ lived reality was that the outage continued, because nothing from the BHA suggested otherwise. They woke up in frustration, confusion, and physical isolation because you gave them no information at all.

Your letter also omits facts that contradict the narrative you presented. While you claim you became aware of the outage after 8:27 AM Thursday, that is a communication lapse on the BHA team. A time-stamped resident narrative and a photograph shows the elevator technician was already on site by 8:30 AM. The technician then waited approximately 20-30 minutes before meeting staff who allowed



## Boston City Council

**ED FLYNN**

Councilor - District 2

entry to the building. When a member of your staff eventually arrived, the elevator took less than one minute to reset. The delay was caused entirely by the absence of BHA personnel, not confusion by residents, not a failure by advocates, and certainly not any lack of effort on my part.

Even more troubling is that you communicated that a fire alarm “probably” caused the outage, but nowhere in your letter do you mention this plausible explanation to the AAB or to the residents who were living through it. Instead, the letter strains to paint the residents as mistaken, the situation as unclear, and the timeline as ambiguous, when in fact your communication shows you had already formed an operational hypothesis that was inconsistent across your narratives.

But perhaps the most astonishing portion of your letter is the suggestion that Ms. Oates and I should have personally knocked on every resident’s door on Thanksgiving morning to inform them of the outage, as though the responsibility for emergency communication somehow shifts to residents and elected officials when the BHA does not fulfill its legal obligations. You write that because we were physically present, we could have updated the tenants ourselves. This expectation is shocking. It is the legal responsibility of the BHA to notify residents of an elevator outage, to follow the posted protocol, and to communicate promptly when the issue is resolved. We reasonably assumed that once your agency finally dispatched service, you would immediately notify residents through the alert system you are required to use. That is your responsibility. Attempting to place it on us is indefensible.

Your letter does not acknowledge the most basic truth: residents did absolutely everything right. Outages were reported to BHA multiple times: the alarm panel company notified BHA key holders on Tuesday after the fire department responded to a fire alarm. On Wednesday morning and Wednesday afternoon, at least two residents called the work order line. Residents waited for updates that never came. One resident checked the elevator for service every hour on the hour from 8:00 a.m. until 10:00 p.m. on Wednesday because he was trapped in the building on his Thanksgiving travel day and desperate to get out. Residents endured entrapment and uncertainty because your staff failed to communicate, failed to escalate, failed to document, failed to coordinate between shifts, failed to follow protocol, and failed to appear on site in time to let the technician do his job. Instead of taking ownership of these failures, your letter spends more energy criticizing the people who showed up and also performed a “thorough investigation” when your agency did not.

You also accuse me of focusing on “lining up press cameras,” an accusation that is both false and beneath the seriousness of the situation. I was invited at the request of media by Dawn Oates, whom you well know from past reporting on BHA elevators is a community organizer with deep media relationships that have been instrumental in raising awareness of this issue that helped bring millions of dollars of city funds to the elevator repair budget you told media you didn’t have two years ago. That she has now been forced into dual roles of advocate and steadfast watchdog for persistent BHA failures should come as no surprise after two years of this.



**Boston City Council**  
**ED FLYNN**  
Councilor - District 2

I met Dawn on Thanksgiving Day because residents reached out during days of silence from the BHA. I arrived before the media and recorded the time-stamped video when the elevator was still out of service. I did this on the Washington Street side of the building, as you can plainly see from the video you referenced. I posted it after meeting with residents, then the media. I was active on site until after your email came in. On the opposite side of the building, the press arrived because the residents' circumstances WERE newsworthy, a direct result of your agency's inaction. Documenting a government failure that leaves disabled and elderly tenants trapped in their homes is not opportunism. It is accountability.

Across your own admissions—alerts not sent, contractors not responding, no overnight continuity, no shift handoff, no communication, no presence on site when needed—you describe a system entirely unprepared to protect the people who depend on it. These are not isolated lapses. They are structural failures. And when those failures harm residents, transparency is not optional.

You write that “it is no one else’s job to serve as a backstop for the BHA’s elevator response.” On that point, we agree completely. It is the BHA’s job to respond to outages, issue alerts, follow the MAAB protocol, and ensure accessibility for elderly and disabled tenants. When the BHA fails to meet these responsibilities—repeatedly, publicly, and with tangible harm to residents—criticism is not unfair. It is necessary.

I will continue to answer residents’ calls, continue to show up, continue to document conditions truthfully, and continue to advocate for the safety and dignity of the people who live in BHA buildings. They deserve far more than what they received during this crisis, and far more than what your letter attempts to portray. They deserve dignity and respect!

Sincerely,

A handwritten signature in black ink that reads "Ed Flynn".

Ed Flynn  
Boston City Councilor, District 2

## Machado, Victor (DPL)

---

**From:** Joyce, William (DPL)  
**Sent:** Wednesday, December 3, 2025 1:26 PM  
**To:** Machado, Victor (DPL)  
**Subject:** Fw: BHA Letter Re: 19 Monsignor Reynolds  
**Attachments:** BHA Letter to AAB 12-3-25.pdf

For the file.

**William Joyce**  
Executive Director  
He/Him/His  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1 Federal Street, 6th Floor  
Boston, MA 02118  
617-727-0660  
[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Bok, Kenzie <kenzie.Bok@bostonhousing.org>  
**Sent:** Wednesday, December 3, 2025 12:19 PM  
**To:** Joyce, William (DPL) <William.Joyce@mass.gov>  
**Cc:** Worden, James <James.Worden@bostonhousing.org>; Gleich, David <David.Gleich@bostonhousing.org>; Sanchez, Joei <joei.sanchez@bostonhousing.org>  
**Subject:** BHA Letter Re: 19 Monsignor Reynolds

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Dear Director Joyce,

I saw that Councilor Flynn sent a letter to you on Monday, which he also filed in Boston City Council. He has been repeating an inaccurate version of events to the press since Thursday morning, and the BHA would like to correct the record. Please see my attached letter, for you to share with the AAB.

As you will see, last week's chain of events did highlight several significant issues that we have since taken steps to address, since the impact on our residents was unacceptable. But I want to assure you and the AAB that Councilor Flynn's accusations of BHA indifference to the situation do not reflect reality.

Thank you,  
Kenzie



**Administration**

52 Chauncy Street, 11<sup>th</sup> Floor  
Boston, Massachusetts 02111

P 617.988.4130 F 617.988.4133  
TTY 800.545.1833 x420  
www.bostonhousing.org

December 3, 2025

William Joyce  
Executive Director  
Massachusetts Architectural Access Board  
One Federal Street, Suite 600  
Boston, MA 02110

Re: 19 Monsignor Reynolds Way Elevator Outage at Ruth Barkley Apartments

Dear Director Joyce,

We have seen in the public record that Councilor Flynn submitted a letter to you regarding the elevator outage at 19 Monsignor Reynolds Way last week. Unfortunately, the Councilor has misrepresented the series of events at our site last week. In the meantime, the BHA has done a detailed investigation of what did occur and has made a series of changes to prevent it from happening again, since we take the impact on our residents very seriously and very much regret the negative effect it had on their Thanksgiving holiday. BHA is therefore writing to detail the findings of our investigation, update the AAB on the steps we are taking in response, and correct the Councilor's inaccurate claims.

On the morning of Thursday, November 27, after he emailed us at 8:27AM, we informed the Councilor at 10:14AM that the elevator was now fixed, that our contractor had failed to respond, and that we were continuing to investigate what had happened. He then nonetheless went forward soon afterwards with publishing a video telling the press and public that the elevator was still down. He has also continued, in the press and in Monday's letter, to attack the BHA for not providing him on Thursday morning with a detailed account of what had happened – an account that, as you will see below, we could not have provided accurately without doing a thorough investigation first.

**What Happened**

To the BHA's knowledge, the elevator first went down on Wednesday, November 26, some time between 9:30AM and 3:02PM. While an alarm service company did visit this address on Tuesday, November 25, the prior day, to address a trouble signal, that trouble signal does not affect the elevator, and the BHA received no calls that there were any concerns with the elevator on Tuesday.

At 9:07AM on Wednesday, the BHA received one call about this elevator being down. We immediately sent a maintenance superintendent to test the elevator; he rode it to all floors that morning, and confirmed that it was working. This raises the first issue that we have now changed about our elevator protocols: up until now, if an elevator reported down is found to in fact be working, with no repair or reset needed, the BHA has not been routinely sending out an alert confirming that it is working. As described in greater detail below, BHA will now send out that alert. This sort of situation arises, for example, when one resident holds the elevator door on a certain floor for an extended period of time, causing residents on other floors to believe it must be broken.

In this case, the lack of an alert clearly caused the resident caller – and eventually the Councilor – to believe that the BHA had taken no action to fix the elevator after the 9:07AM call, when in fact we had confirmed the elevator was working. It is important to us that our residents know that we are taking prompt action on their behalf, and that they are updated on the elevator’s status without having to personally test it repeatedly, so our change in protocol will avoid this sort of misunderstanding going forward. We regret that we previously had this hole in our response protocol.

Unfortunately, the same elevator did actually go down later that afternoon, as a result of a fire alarm. As you know, a fire alarm triggers the elevator to go to the ground floor, and it requires a simple reset in order to return to operating normally.

A resident called the BHA work order line about this outage at 3:02PM on Wednesday, November 26. This time, BHA staff confirmed that the elevator was indeed down, and called our elevator company of record for a technician. The elevator company of record did not respond to nor even acknowledge our call for service. BHA staff then called another elevator company, which is not the company of record. The BHA staff member who called believed from their conversation that this second company would send a technician, but ultimately that company determined they were short-staffed on Wednesday evening and not able to send anyone. However, they did not communicate this back to the BHA at the time.

The critical failure on the BHA staff side was that the BHA staff member in question then concluded their shift, at 4PM, without sending out the “One Call Now” (OCN) automated phone, text, and email alert, a notification that would have informed both residents and other BHA staff that the elevator at 19 Monsignor Reynolds was down. This clear failure to follow our protocol is what caused the subsequent failure of the BHA to either continue calling for elevator technicians until we were successful, and/or implement our extended elevator down protocols. The staff member who committed this lapse has since been issued discipline. We were not able to make any statement to Councilor Flynn about our internal discipline process on Thursday morning, because we had yet to conduct the thorough investigation or hold the required hearing with the staff member’s union representative, and so could not prejudice the outcome through discussion in the press.

Since the BHA received no further calls about this elevator after the 4PM shift change on Wednesday, the staff on duty overnight remained unaware of the issue. We regret that Councilor Flynn did not reach out when he first heard of the issue on Wednesday night. On Thursday morning, two things happened roughly simultaneously after 8AM: a representative of the second elevator company we had called (not the contractor of record) reached out to see if service was still required, and Councilor Flynn finally wrote to us about the elevator being down. The contractor's call was the first notice to the BHA staff then on duty that the elevator was down, and they immediately asked that contractor to come out to the site. Contrary to the Councilor's letter, the technician was not kept waiting for the clock to reach 9AM; the technician was kept waiting for a few minutes because the BHA staff member with the keys had just been informed of the need to come unlock the door. Upon arrival, our staff encountered the video team waiting for Councilor Flynn, mere minutes after he had first emailed us.

As noted in the Councilor's letter, the fire alarm reset was swiftly completed, and the elevator restored to service shortly before 9AM on Thursday morning. He appears to have witnessed this himself, and it was also confirmed for him in a 10:14AM email. Nonetheless, at 10:36AM he published a video stating that the elevator was still down. He notes in his letter that there was a lapse in sending the OCN informing residents that the elevator was back up until just before noon on Thursday; that is true, and connected to the original staff member failure to send out an OCN about the elevator being down, such that there was no open OCN for staff to close. But as the Councilor was apparently directly in touch with our residents, we would have hoped he would have communicated what he knew to them.

### **Steps Taken by BHA in Response**

Since Thursday, in addition to conducting an investigation and taking internal disciplinary action, the BHA has also sent a formal letter to its elevator contractor of record at Ruth Barkley Apartments about the breach of contract that occurred on Wednesday afternoon, in light of its total failure to respond to a call for service. We expect to take further action on this notice of default, and will be in communication with the AAB and the Board of Elevator Regulations as to the best way to ensure continued service if we need to take steps to change the contractor of record there.

We have also updated our elevator protocols in a number of respects, to ensure that this incident is not repeated. As mentioned above, we will now send out an alert whenever we confirm that an elevator that was reported as down is actually working, even when no repair or reset action is taken. We will also confirm with anyone who calls about an elevator issue that they are signed up for the OCN system, and make sure they know how to activate the option for text message alerts if they desire. These steps will ensure that residents do not believe themselves to be stuck in their apartments when in fact the elevator is operational and available to them.

We have also added an End of Shift requirement for the staff at our Work Order center, to require that – in addition to the work order they will have created for an elevator issue – their end-of-shift email will list any elevator still experiencing a temporary service issue, the time the OCN was sent, the responsible elevator contractor, and the latest update on the repair. This new requirement is designed to create another layer of assurance that awareness of unresolved elevator issues will pass between shifts and to supervisory staff, to prevent the situation that occurred when our staff member failed to send the required OCN on Wednesday.

### **Concluding Comments**

BHA would give anything for our contractor to have responded on Wednesday afternoon as required by contract, or for our staff member to have sent the OCN as required by our protocol; either of these steps would have avoided the significant negative impacts that our residents experienced. In light of what did happen, however, it was incumbent upon the BHA to 1) fix the immediate problem once we became aware of it; 2) investigate what went wrong; 3) go through the necessary disciplinary and contract-enforcement steps; 4) improve our protocols for the future. None of this work moves at the speed of made-for-TV press hits, unfortunately, but we hope this letter gives you and your Board an assurance that we did take expedited action on all these fronts.

It grieves us to read in the Councilor's letter that he and Ms. Dawn Oates were aware of the elevator outage on Wednesday night, since both have the means to directly contact senior BHA staff, and have done so to resolve maintenance issues in the past. If either had reached out on Wednesday night, the issue would have been resolved before Thanksgiving for our residents. Instead, they appear to have determined that a Thanksgiving elevator outage would be newsworthy, and focused on lining up press cameras for the morning. We very much urge residents, and anyone in contact with residents about an ongoing urgent issue, to get in touch directly with the BHA about the issue at the time it is occurring, repeatedly if they remain dissatisfied. This situation sadly illustrates how much better it is for BHA residents when as stakeholders we all work together, rather than assuming bad faith, and proceeding with partial information to advance a press or litigation strategy.

But it is no one else's job to serve as a backstop for the BHA's elevator response; that is why we are taking the corrective steps we have outlined above. As ever, we are grateful for the AAB's focus on ensuring access for our elderly and disabled residents to their homes, and are happy to follow up with you and the Board as needed on any of these points.

Sincerely,



Kenzie Bok  
Administrator & CEO  
Boston Housing Authority

## **Machado, Victor (DPL)**

---

**From:** Dawn Oates <dawn@playbrigade.com>  
**Sent:** Wednesday, November 26, 2025 5:02 PM  
**To:** Griffin, Molly (DPL)  
**Cc:** Machado, Victor (DPL); Joyce, William (DPL)  
**Subject:** Re: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way Monthly Outage Log

**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.**

Hi Molly and Victor,

I did not impress upon you the urgency when I emailed this morning about 19 Monsignor Reynolds Way elevator being out of service because I expected the BHA would come and reset the elevator. They did not. Nor did they follow any steps to the protocol promised to the MAAB when they outlined and submitted it to the Board.

There is no attendant (BHA or resident) stationed at the lobby of 19, no one delivering packages, picking up groceries or food orders, or providing any other services to residents. People at 19 have received zero co text from BHA in terms of door knocking, text message or calls through the One Call system, or otherwise. These are promises made by the BHA that they consistently fail to deliver on.

Currently, there are residents with mobility disabilities who cannot leave the building, who will miss or have already missed Thanksgiving travel plans tomorrow. There is no know. elevator service on site, and nothing about a future date has been communicated.

I would like to formally ask that the MAAB reopen the case, given that the new protocol of routing through the local office before reporting in the work order system allows the BHA to avoid public reporting of downed elevators through the work order system. On information and belief, it appears the BHA has not been transparent in their reporting of true conditions and have allegedly been using this protocol to evade report in order to close the cases and avoid fines.

Please let me know if there is paperwork I must do besides this email in order to ask that the case be officially reopened.

Thank you.  
Dawn Oates  
617-852-6464

On Nov 26, 2025, at 10:29 AM, Dawn Oates <dawn@playbrigade.com> wrote:

Thank you, Molly!

Victor, nice to meet you. Could you please see the below and let me know if you'd like to talk re: the history of this property and the outstanding complaints, etc.

I can be reached at 617-852-6464.

Happy Thanksgiving.  
Dawn Oates

On Nov 26, 2025, at 10:05 AM, Griffin, Molly (DPL) <Molly.Griffin@mass.gov> wrote:

Hi Dawn,

I can add this to the file, but I would talk with our new compliance officer, Victor Machado: victor.machado@mass.gov. I am sorry I am not 100% sure myself and I do not want to steer you in the wrong direction.

Thank you,  
Molly

**Molly Griffin**  
Program Coordinator  
She/Her/Hers  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1 Federal Street, 6<sup>th</sup> Floor  
Boston, MA 02110-2012  
[www.mass.gov/AAB](http://www.mass.gov/AAB)  
617-727-0660

---

**From:** Dawn Oates <dawn@playbrigade.com>  
**Sent:** Wednesday, November 26, 2025 9:59 AM  
**To:** Griffin, Molly (DPL) <Molly.Griffin@mass.gov>  
**Subject:** Re: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way Monthly Outage Log

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Molly,

Less than a month after receiving this I got a report that the elevator at 19 Monsignor Reynolds way has been out of service since last night. There are multiple wheelchair users and people with mobility disabilities who cannot get out of his house today. When reported, the BHA sends the management office over to try and reset it before they call the elevator company. When it is reset, they do not appear to log it or submit work orders, so it evades public record. I was surprised to see that the elevators at 42 closed because I had heard several reports of this over the construction but did not press it because I knew they had a report due and expected the outages to be there. What more info do you need and who else should I be reporting to? Thanks.

On Oct 29, 2025, at 10:01 AM, Griffin, Molly (DPL)  
<Molly.Griffin@mass.gov> wrote:

Forwarding for your visibility, thank you!

---

**From:** Worden, James <James.Worden@bostonhousing.org>  
**Sent:** Tuesday, October 28, 2025 12:48 PM  
**To:** Joyce, William (DPL) <William.Joyce@mass.gov>  
**Cc:** Griffin, Molly (DPL) <Molly.Griffin@mass.gov>  
**Subject:** RE: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way Monthly Outage Log

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Executive Director Joyce –

Attached hereto please find the BHA's correspondence of even date in response to the AAB's Board Decision dated May 13, 2025 in the above-referenced matter.

Also, please be advised I have taken over handling of this matter from my colleague, Helene Maichle, who retired at the end of September. Please direct all future correspondence on this matter to my attention.

Thank you.

James N. Worden  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.  
Boston, MA 02111  
Direct Dial: 617-988-4176

---

**Re: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way Monthly Outage Log**

---

**From** Dawn Oates <dawn@playbrigade.com>  
**Date** Wed 11/26/2025 10:02 AM  
**To** Griffin, Molly (DPL) <Molly.Griffin@mass.gov>

 5 attachments (470 KB)

2025-10-28 ltr BHA to AAB RE Monthly Report - 19 Msgr Reynolds.pdf; image005.jpg; image006.jpg; image007.jpg; image008.jpg;

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Molly,

Less than a month after receiving this I got a report that the elevator at 19 Monsignor Reynolds way has been out of service since last night. There are multiple wheelchair users and people with mobility disabilities who cannot get out of his house today. When reported, the BHA sends the management office over to try and reset it before they call the elevator company. When it is reset, they do not appear to log it or submit work orders, so it evades public record. I was surprised to see that the elevators at 42 closed because I had heard several reports of this over the construction but did not press it because I knew they had a report due and expected the outages to be there. What more info do you need and who else should I be reporting to? Thanks.

On Oct 29, 2025, at 10:01 AM, Griffin, Molly (DPL) <Molly.Griffin@mass.gov> wrote:

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**From:** Worden, James <James.Worden@bostonhousing.org>  
**Sent:** Tuesday, October 28, 2025 12:48 PM  
**To:** Joyce, William (DPL) <William.Joyce@mass.gov>  
**Cc:** Griffin, Molly (DPL) <Molly.Griffin@mass.gov>  
**Subject:** RE: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way Monthly Outage Log

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Executive Director Joyce –

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Also, please be advised I have taken over handling of this matter from my colleague, Helene Maichle, who retired at the end of September. Please direct all future correspondence on this matter to my attention.

Thank you.

James N. Worden  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.  
Boston, MA 02111  
Direct Dial: 617-988-4176

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Unless exempted by applicable law, all BHA email is subject to: public release upon request; and state record retention requirements.

---

**RE: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way Monthly Outage Log**


---

**From** Worden, James <James.Worden@bostonhousing.org>

**Date** Mon 11/17/2025 10:31 AM

**To** Joyce, William (DPL) <William.Joyce@mass.gov>

**Cc** Griffin, Molly (DPL) <Molly.Griffin@mass.gov>

 1 attachment (71 KB)

2025-11-17 ltr BHA to AAB RE Monthly Report - 19 Msgr Reynolds.pdf;

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Executive Director Joyce –

Attached hereto please find the BHA's correspondence of even date in response to the AAB's Board Decision dated May 13, 2025 in the above-referenced matter.

Thank you.

James N. Worden  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.  
Boston, MA 02111  
Direct Dial: 617-988-4176



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November 17, 2025

Via electronic mail:  
William.Joyce@mass.gov

William Joyce, Executive Director  
Architectural Access Board  
1000 Washington Street, Suite 710  
Boston, MA 02118

RE: AAB Docket No.: C23-078  
Owner: Boston Housing Authority  
Property: Ruth Barkley Apartments,  
19 Monsignor Reynolds Way, Boston, MA

Dear Executive Director Joyce:

Pursuant to the First Amended Notice of Action of the Architectural Access Board, dated May 13, 2025, BHA submits the following reports in the above-referenced matter.

For the most recent reporting period of October 14, 2025 to November 13, 2025, there have been no unscheduled outages of this elevator.

Sincerely,



James N. Worden  
Assistant General Counsel

cc: Kenzie Bok, BHA Administrator  
David Gleich, Deputy Administrator of Housing Programs  
Dean Papademetriou, General Counsel

---

**RE: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way Monthly Outage Log**


---

**From** Worden, James <James.Worden@bostonhousing.org>

**Date** Tue 10/28/2025 12:49 PM

**To** Joyce, William (DPL) <William.Joyce@mass.gov>

**Cc** Griffin, Molly (DPL) <Molly.Griffin@mass.gov>

 1 attachment (463 KB)

2025-10-28 ltr BHA to AAB RE Monthly Report - 19 Msgr Reynolds.pdf;

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Executive Director Joyce –

Attached hereto please find the BHA's correspondence of even date in response to the AAB's Board Decision dated May 13, 2025 in the above-referenced matter.

Also, please be advised I have taken over handling of this matter from my colleague, Helene Maichle, who retired at the end of September. Please direct all future correspondence on this matter to my attention.

Thank you.

James N. Worden  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.  
Boston, MA 02111  
Direct Dial: 617-988-4176



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**AAB 77**



**Legal**

52 Chauncy Street, 10<sup>th</sup> Floor  
Boston, Massachusetts 02111

P 617.988.4185 F 617.988.4278  
TTY 800.545.1833 x420  
www.bostonhousing.org

October 28, 2025

Via electronic mail:  
William.Joyce@mass.gov

William Joyce, Executive Director  
Architectural Access Board  
1000 Washington Street, Suite 710  
Boston, MA 02118

RE:   AAB Docket No.:           C23-078  
      Owner:                    Boston Housing Authority  
      Property:                 Ruth Barkley Apartments,  
                                      19 Monsignor Reynolds Way, Boston, MA

Dear Executive Director Joyce:

Pursuant to the First Amended Notice of Action of the Architectural Access Board, dated May 13, 2025, BHA submits the following follow up report to its September 30, 2025 correspondence, and its next installment of the requested log for this address.

For the most recent reporting period of September 13, 2025 to October 13, 2025, there have been no unscheduled outages of this elevator. There have also been no outages between October 13, 2025 and October 27, 2025.

As previously reported, the elevator floor at this address was replaced on September 18, 2025 during a planned shutdown from 6:00 a.m. to 11:48 a.m. Residents had been advised of this planned shutdown in writing on September 11, 2025 and via a One Call Notice on September 16, 2025.

Following our September 30, 2025 report, the elevator pit pad was replaced on October 3, 2025 between 6:00 a.m. and 8:48 a.m. Residents were advised of this planned shutdown on October 1, 2025 by flyers delivered to each unit and posted in the elevator lobbies. BHA had a laborer assigned to the building lobby during the repairs for any resident requiring assistance.

William Joyce, Executive Director  
Architectural Access Board  
October 28, 2025  
Page 2

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The elevator was re-inspected on October 7, 2025 and passed inspection. A Certificate for Use of Elevator was issued on that date by the Office of Public Safety and Inspections and is valid through June 30, 2026.

Sincerely,



James N. Worden  
Assistant General Counsel

cc: Kenzie Bok, BHA Administrator  
David Gleich, Deputy Administrator of Housing Programs  
Dean Papademetriou, General Counsel



MAURA HEALEY  
GOVERNOR

Commonwealth of Massachusetts  
Division of Occupational Licensure

LAYLA R. D'EMILIA  
UNDERSECRETARY OF CONSUMER  
AFFAIRS AND BUSINESS REGULATION

KIM DRISCOLL  
LIEUTENANT GOVERNOR

1 Federal St., Suite 600  
Boston, Massachusetts 02110

SARAH R. WILKINSON  
COMMISSIONER, DIVISION OF  
OCCUPATIONAL LICENSURE

YVONNE HAO  
SECRETARY, HOUSING AND  
ECONOMIC DEVELOPMENT

**FINE HEARING NOTICE** C 23 - 078

**RE: Ruth Barkley Apartments , 19 Monsignor Reynolds, Boston**

You are hereby notified that an informal adjudicatory hearing before the Architectural Access Board has been scheduled for you to appear on **Monday, February 9, 2026** at **2:00 PM**. See the **please note** section in bold writing for information on attending the remote meeting.

This hearing is being held to determine whether your failure to correct the violation cited in the Board's previous notices and your subsequent failure to appear before the Board is without justification and if so whether or not to impose fines of up to \$1,000.00 per day per violation.

This hearing will be conducted in accordance with the procedures set forth in M.G.L., c. 30A, and 801 CMR 1.02, the Informal/Fair Hearings Rules. At the hearing, each party may be represented by counsel, may present evidence and may cross examine opposing witnesses.

**PLEASE NOTE:** Requests for the continuance of a hearing must be received no later than fourteen (14) days prior to the scheduled hearing date. Continuances are granted at the Board's discretion only. **The link to the meeting can be found on the Architectural Access Board's web site under 2025 Meeting's Calendar, click Notice of Meeting then click join meeting. You can also contact Executive Director William Joyce at William.Joyce@Mass.Gov or mobile #617-894-1254 to request an electronic link to the meeting or to request a continuance.**

Date: October 21, 2025

ARCHITECTURAL ACCESS BOARD

*Dawn Guarriello WT*

Dawn Guarriello  
Chairperson

cc: Independent Living Center  
Local Building Inspector  
Local Disability Commission  
Complainant

**AAB 80**

---

**AAB Docket No. C23-078 BHA combined service outage logs memo 19 Msgr. Reynolds Way 9-30-2025**

---

**From** Maichle, Helene <Helene.Maichle@bostonhousing.org>  
**Date** Tue 9/30/2025 1:59 PM  
**To** zzBenitez, Arelyn (DPL) <Arelyn.Benitez@mass.gov>  
**Cc** Joyce, William (DPL) <William.Joyce@mass.gov>; Griffin, Molly (DPL) <Molly.Griffin@mass.gov>; Papademetriou, Dean <Dean.Papademetriou@bostonhousing.org>; Worden, James <James.Worden@bostonhousing.org>; Rivera, Elizabeth <elizabeth.rivera@bostonhousing.org>

 1 attachment (459 KB)

AAB C23-078 BHA logs of elevator service outages 19 Msgr. Reynolds Way 9-30-2025.pdf;

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Dear Compliance Officer Benitez,

Please accept for filing in the matter of AAB Docket No. C23-078, Respondent Boston Housing' Authority's ("BHA's") elevator service outage logs for the non-redundant elevator at 19 Msgr. Reynolds Way, Boston. Due to circumstances I could not control, I was unable to send you the second, third, and fourth monthly reports every 30 days, as the AAB required, and this is a combined memorandum for those reporting periods. Moving forward, however, we will work to ensure that the AAB receives the logs as soon as possible after the 13<sup>th</sup> of the month, which is the monthly reporting cut-off date.

I am retiring from the BHA today, 9/30/2025. My colleague, BHA Assistant General Counsel James Worden, whom I have cc'd on this email, will represent the BHA in all nine (9) pending AAB elevator complaints.

Thank you for your consideration and courtesy.

Sincerely,

Helene

*Helene C. Maichle*

Helene C. Maichle, BBO# 629151

Senior Attorney

Boston Housing Authority

52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.

Boston, MA 02111

Tel: (617) 828-0098

email: [Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)



[www.bostonhousing.org](http://www.bostonhousing.org)

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**AAB 81**

## **Boston Housing Authority's Response to the Architectural Access Board's Request for 30-Day Logs of Elevator Service Outages at 19 Msgr. Reynolds Way**

**RE: Ruth Barkley Apartments  
19 Msgr. Reynolds Way, Boston (Elevator)  
AAB Docket No.: C23-078**

Pursuant to the Architectural Access Board's ("AAB's") request following the third AAB hearing on 4/28/2025 and its decision issued 5/13/2025 regarding the above-listed complaint against the Respondent Boston Housing Authority ("BHA"), the BHA provides its second, third, and fourth 30-day logs of elevator service outages at 19 Msgr. Reynolds Way, Boston, from 6/13/2025 to 9/13/2025.

### Second Reporting Period: 6/13/2025 – 7/13/2025

During this period, there were no mechanical outages of the non-redundant elevator.

On 7/8/2025, the elevator was taken out of service for one hour for a state inspection. The state inspector cited the BHA for the elevator cab's floor being in disrepair and for the presence of oil in the elevator pit. The inspector issued a ninety-(90-day) certification, which will expire on 10/8/2025, but permitted the elevator to remain in service.

### Third Log: 7/13/2025 – 8/13/2025

During this period, there were no outages of the non-redundant elevator.

On 7/21/2025, the BHA approved Schindler Elevator's proposal to replace the cab floor. Because the elevator was to be temporarily out of service during the installation, the BHA planned to communicate the schedule and offer any alternative accommodations to building residents. Upon addressing both violations, a reinspection was to be requested. Once the reinspection is conducted and the inspector is satisfied that the two (2) cited violations have been corrected and there

are no other violations, he is expected to issue another certificate on that date which will be valid for the remainder of the year.

Fourth Reporting Period: 8/13/2025 – 9/13/2025

During this period, there were no mechanical outages of the non-redundant elevator.

Schindler Elevator scheduled the cab floor replacement for Thursday, 9/18/2025 between the hours of 6 a.m. and 3 p.m. during which the elevator was to be out of service. On 9/11/2025, the BHA sent residents flyers notifying them of the upcoming work and began making arrangements for those who needed temporary accommodations. The BHA planned to send an OCN on 9/16/2025 to residents providing them with 48-hour notice of the elevator floor replacement/scheduled service outage.

On 9/18/2025, the elevator was out of service between the hours of 6 a.m. and 11:48 a.m. while the cab floor was replaced. The elevator pit pads still need to be removed and new pads installed to correct the violation for oil in the elevator pit. This work will be completed on Friday morning, 10/3/2025, and notice of that scheduled service outage will be sent to BHA residents.

The elevator is scheduled to be re-inspected on Tuesday, 10/7/2025. The BHA anticipates the elevator will pass as both violations will have been corrected prior to that date.

**CONCLUSION**

The BHA respectfully renews its request to close the 2023 complaint upon the elevator at 19 Msgr. Reynolds Way passing the scheduled reinspection on 10/7/2025 following the BHA's correction of the two (2) violations cited by the state elevator inspector on 7/8/2025. The BHA requests closure as there were no mechanical

service outages during the first thirty- (30-) day reporting period, 5/13/2025 - 6/13/2025, the second reporting period, 6/13/2025 - 7/13/2025, (except for the scheduled one-hour state elevator inspection on 7/8/2025), during the third reporting period, 7/13/2025 - 8/13/2025, nor during the fourth reporting period, 8/13/2025 – 9/13/2025. The elevator was out of service for slightly more than four hours on 9/18/2025 for the scheduled cab floor replacement. The BHA notified residents in advance of that work and made temporary alternative housing arrangements for those who needed them pursuant to its elevator outage protocol.

As the BHA previously reported to the AAB and has stated at the hearings in this matter, there were a minimum number of outages in the first seven (7) months after the BHA completed the major upgrades and the travel cable replacement for this non-redundant elevator between November-December 2023. In addition, during the sixty- (60) day reporting period after the AAB's follow-up hearing on 9/9/2024, there were no outages attributed to a mechanical defect or failure, and the elevator passed the state inspection on that date.

The status information the BHA continues to provide to the AAB demonstrates that the major upgrades and travel cable replacement have addressed the 2023

complaint successfully. Since that time, residents have had regular access to their units provided by this elevator, meeting the mission and objectives of the Architectural Access Board. As mentioned, the elevator continues to be in service under a ninety- (90-) day state certification until the scheduled reinspection on 10/7/2025. The BHA will update the AAB after successful passage of that inspection.

Respectfully submitted,

The Respondent,  
Boston Housing Authority  
By its attorney,

/s/Helene C. Maichle  
Helene C. Maichle, BBO# 629151  
Senior Attorney  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor Legal Dept.  
Boston, MA 02111  
Tel: (617) 828-0098  
email: [Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)

DATED: September 30, 2025

---

**AAB Docket No. C23-078 BHA Response, 19 Msgr. Reynolds Way elevator outage, first 30-day log**

---

**From** Maichle, Helene <Helene.Maichle@bostonhousing.org>

**Date** Fri 7/11/2025 3:44 PM

**To** Chase, Andrew M (DPL) <Andrew.M.Chase@mass.gov>

**Cc** Joyce, William (DPL) <William.Joyce@mass.gov>; Griffin, Molly (DPL) <Molly.Griffin@mass.gov>; Papademetriou, Dean <Dean.Papademetriou@bostonhousing.org>; Rivera, Elizabeth <elizabeth.rivera@bostonhousing.org>

 1 attachment (133 KB)

AAB Docket No. C23-078 BHA Response 1st 30-day Log 19 Msgr Reynolds Way 5-13 to 6-13-25.pdf;

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Dear Compliance Officer Chase,

Please accept for filing in the above-listed AAB matter, Docket No. C23-078, my client's first 30-day log of elevator outages at 19 Msgr. Reynolds Way, Boston, for the period 5/13/2025 – 6/13/2025.

Thank you for your consideration and courtesy.

Sincerely,  
Helene

*Helene C. Maichle*

Helene C. Maichle, BBO# 629151

Senior Attorney

Boston Housing Authority

52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.

Boston, MA 02111

Tel: (617) 828-0098

email: [Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)



[www.bostonhousing.org](http://www.bostonhousing.org)

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**Boston Housing Authority's Response to the Architectural Access Board's Request for 30-Day Logs of Elevator Service Outages at 19 Msgr. Reynolds Way  
First Log: 5/13/2025 to 6/13/2025**

**RE: Ruth Barkley Apartments  
19 Msgr. Reynolds Way, Boston (Elevator)  
AAB Docket No.: C23-078**

Pursuant to the Architectural Access Board's ("AAB's") request following the third AAB hearing on 4/28/2025 and its decision issued 5/13/2025 regarding the above-listed complaint against the Respondent Boston Housing Authority ("BHA"), the BHA provides its first log of elevator service outages at 19 Msgr. Reynolds Way, Boston, for the thirty- (30-) day period from 5/13/2025 to 6/13/2025.

During this period, there were no outages of the non-redundant elevator.

Respectfully submitted,

The Respondent,  
BOSTON HOUSING AUTHORITY  
By its attorney,

/s/Helene C. Maichle  
Helene C. Maichle, BBO# 629151  
Senior Attorney  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> floor, Legal Dept.  
Boston, MA 02111  
(617) 828-0098  
[Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)

DATED: July 11, 2025

---

**RE: Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston C23-078 - Hearing Decision**

---

**From** Maichle, Helene <Helene.Maichle@bostonhousing.org>

**Date** Thu 5/15/2025 5:52 PM

**To** Benitez, Arelyn (DPL) <Arelyn.Benitez@mass.gov>

**Cc** Papademetriou, Dean <Dean.Papademetriou@bostonhousing.org>; Worden, James <James.Worden@bostonhousing.org>

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Dear Compliance Officer Benitez,

I am confirming receipt today by email, 5/15/2025, of the AAB's Decision and will share it with my client's representatives here at the Boston Housing Authority ("BHA").

Thank you and have a good evening.

Sincerely,  
Helene

*Helene C. Maichle*

Helene C. Maichle, BBO# 629151

Senior Attorney

Boston Housing Authority

52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.

Boston, MA 02111

Tel: (617) 828-0098

email: [Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)



[www.bostonhousing.org](http://www.bostonhousing.org)

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Unless exempted by applicable law, all BHA email is subject to: public release upon request; and state record retention requirements.

**From:** Benitez, Arelyn (DPL) <Arelyn.Benitez@mass.gov>

**Sent:** Thursday, May 15, 2025 4:13 PM

**Subject:** Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston C23-078 - Hearing Decision

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Good afternoon,

Please find attached the Notice or Decision for the above referenced case. If you require a paper copy of a Notice or Decision, you may contact me to request one but be aware that the delivery of physical copies may be delayed.

If you have any questions, please do not hesitate to get in touch with the Board's staff.

Regards,

**Arelyn Benitez**

Compliance Officer I

She/Her

Architectural Access Board

Office of Public Safety and Inspections

Division of Occupational Licensure

One Federal Street, Suite 600

Boston, MA 02118

(617) 727-0660

[www.mass.gov/aab](http://www.mass.gov/aab) [www.mass.gov/aab](http://www.mass.gov/aab)

---

**Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston C23-078 - Hearing Decision**

---

**From** Benitez, Arelyn (DPL) <Arelyn.Benitez@mass.gov>

**Date** Thu 5/15/2025 4:13 PM

**Bcc** Oates, Dawn (EXT) <dawn@playbrigade.com>; ada@boston.gov <ada@boston.gov>; wireland83@gmail.com <wireland83@gmail.com>; disability@boston.gov <disability@boston.gov>; Michael Muehe <Mmuehe@bostoncil.org>; david.johnson <david.johnson@boston.gov>; Brigid.kenny@boston.gov <Brigid.kenny@boston.gov>; david.gleich@bostonhousing.org <david.gleich@bostonhousing.org>; helene.maichle@bostonhousing.org <helene.maichle@bostonhousing.org>; James.worden@bostonhousing.org <James.worden@bostonhousing.org>

 1 attachment (616 KB)

Decision for 19 Monsignor Ruth Barkley Apartments .pdf;

Good afternoon,

Please find attached the Notice or Decision for the above referenced case. If you require a paper copy of a Notice or Decision, you may contact me to request one but be aware that the delivery of physical copies may be delayed.

If you have any questions, please do not hesitate to get in touch with the Board's staff.

Regards,

**Arelyn Benitez**

Compliance Officer I

She/Her

Architectural Access Board

Office of Public Safety and Inspections

Division of Occupational Licensure

One Federal Street, Suite 600

Boston, MA 02118

(617) 727-0660

[[www.mass.gov/aab](http://www.mass.gov/aab)][www.mass.gov/aab](http://www.mass.gov/aab)

COMMONWEALTH OF MASSACHUSETTS

SUFFOLK, ss.

ARCHITECTURAL ACCESS BOARD  
Docket No. C23-078

---

In re )  
 )  
 Ruth Barkley Apartments )  
 19 Monsignor Reynolds Way )  
 Boston )  
 )  
 )

---

BOARD DECISION

Procedural History

This decision further addresses a complaint before the Architectural Access Board (the “Board” or “AAB”) regarding the elevator in one building at the Ruth Barkley Apartments in Boston. The Complaint alleged noncompliance with 521 CMR 28.1 (Vertical Access).

On July 27, 2023, the Board received a complaint regarding an elevator outage at this property. On August 14, 2023, a First Notice of Violation was sent to all parties. On September 1, 2023, AAB received a response from Boston Housing Authority (“BHA”) requesting an additional 45 days to address the issue. On September 11, 2023, Correspondence was sent stating that the 45 days extension would not be granted. On September 21, 2023, a Stipulated Order was sent out granting an additional 14 days. On September 29, 2023, a second response was received from Boston Housing Authority stating that the elevator had been fully restored on September 28, 2023. On October 12, 2023, a Hearing was scheduled for December 11, 2023 to address questions of long-term, consistent operation of the elevator.

On February 15, 2024, the Board issued a Decision finding that the Complaint was valid and ordered Respondent to provide elevator call logs over a 60-day observation period. On April 16, 2024, AAB received additional information from Respondent. On May 6, 2024, the Board voted to extend the 60-day observation period. On July 12, 2024, Respondent provided the Board with additional information. On July 17, 2024, an Adjudicatory Hearing was scheduled for Monday, August 26, 2024, at 1:00 p.m. On July 26, 2024, AAB granted a continuance at Respondent’s request, and rescheduled the Adjudicatory Hearing for Monday, September 9, 2024, at 2:00 p.m. Another Decision was issued on September 9, 2024, ordering Respondent to provide details of elevator outages, which the Board reviewed, and then determined that a third hearing was necessary.

A third hearing was held on April 28, 2025, in accordance with G.L. c. 30A, §§ 10 and 11; 801 CMR 1.02 et seq.; and 521 CMR 4.00.<sup>1</sup> Dawn Oates, Complainant, testified, along with William Joyce, Executive Director for the Board, and Helene C. Maichle, Senior Attorney for BHA and David Gleich, BHA Deputy Administrator for Housing Program appeared for Respondent. The witnesses were sworn in by the Board Chair. The instant decision now memorializes the determinations made following the hearing.

### Applicable Laws & Regulations

521 CMR 2.6 requires that “[a]t 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.). 3.1 requires that “[a]ll construction, reconstruction, alteration, remodeling and changes of use of public buildings or other facilities open to the public shall conform to these Regulations.”

521 CMR 28.1 mandates that, “[i]n all multi-story buildings and facilities, each level including mezzanines, shall be served by a passenger elevator. If more than one elevator is provided, each passenger elevator shall comply with 521 CMR 28. Accessible elevators shall be on an accessible route and located within the space with which it is intended to serve.”

### Exhibits

The following documentation was entered into evidence:

Exhibit 1: Board Packet AAB 1-298, including the complaint and all correspondence.

### Factual Findings

The following findings of fact and conclusions of law are supported by substantial evidence, based on the credited testimony of the witnesses, documents admitted into evidence and AAB records. G.L. c. 30A, § 11(2), § 14(7).

- 1) The Board previously twice ordered Respondent to provide details of the intermittent elevator outages at this location. Ex. 1, AAB 18, 215.
- 2) The information provided most recently reflects that elevator outages continue with concerning frequency at this location. Ex. 1, AAB 153-54.

### Discussion

The Board’s jurisdiction is established pursuant to 521 CMR 2.6. 521 CMR 2.6 requires that “[a]t 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.). 3.1 requires that “[a]ll construction, reconstruction, alteration, remodeling and

<sup>1</sup> Pursuant to An Act Making Appropriations for the Fiscal Year 2023 to Provide for Supplementing Certain Existing Appropriations and for Certain Existing Appropriations and for Certain Other Activities and Projects (chapter 2 of the Acts of 2023), the hearing was held online via the Microsoft Teams platform.

changes of use of public buildings or other facilities open to the public shall conform to these Regulations.” Petitioner acknowledges the Board’s jurisdiction over the property.

Complainant testified as an advocate familiar with accessibility issues at BHA properties, including this building within the Ruth Barkley Apartments. She noted that this elevator has had several recent and extremely problematic outages, including entrapment of a wheelchair user in March 2025, and extended malfunctioning of doors despite recent replacement of parts. She respectfully requested that this matter be scheduled for a fine hearing.

Respondent described the efforts that have been made to repair this elevator and improve communications with residents about outages and available accommodations. He noted that a couple of specific outages were caused by vandalism and a fire alarm, and not problems with the elevator itself. He stated that BHA has improved its protocol for when an elevator goes down, posted it online, posted copies within this building, and plans to post additional copies of the same in Chinese and Spanish as well.

Michael Muehe of the Boston Center for Independent Living argued that these circumstances present a compelling case for scheduling a fine hearing.

Executive Director William Joyce noted that the Board’s most recent order to Respondent directed it to provide elevator outage information to the Board, and Respondent complied with that order, so a fine hearing is premature at this point. He also recommended that Respondent consider separating the elevator outage protocol into two separate, simpler, documents, one to guide staff, and one to guide residents, as to the steps they can or must take if an outage occurs.

The Board has now considered the evidence, including the submitted documentation, and the Board’s decision is reflected in the order below.

### Conclusion and Order

In light of all of the foregoing, the Board votes as follows:

- to ORDER that the Respondent:
  - 1) maintain this elevator such that it is able to provide consistent vertical access service;
  - 2) provide the Board a copy of the executed contract for planned cleaning and repairs of this elevator, as well as an estimate for when that work will be completed;
  - 3) provide the Board a log of all elevator outages for anytime the elevator is unavailable to carry residents between levels (including the start time of the outage, which is when Respondent or its agent is informed, the end time of the outage, which is when elevator service is available to residents again, and the nature of each repair performed, obtaining details from the elevator service company if necessary) for each 30 day period following the date of this Decision until the Board indicates that such reports are no longer necessary;
  - 4) update Respondent’s website so that each link to the elevator protocol in a foreign language is presented on the website in that language;
  - 5) update the hard copy postings related to elevator outages at this location and post the updated document in English, Spanish, and Chinese at all such locations; and,

- 6) promptly and prominently post the details of any scheduled elevator outage, for example for repairs.

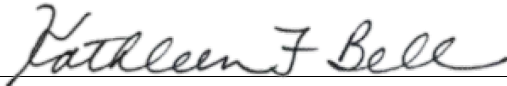
A true copy attest, dated: May 13, 2025

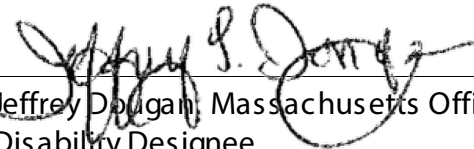
ARCHITECTURAL ACCESS BOARD


By:

\_\_\_\_\_  
Dawn Guarriello, Chair (Not Present)


  
\_\_\_\_\_  
Patricia Mendez, Vice Chair

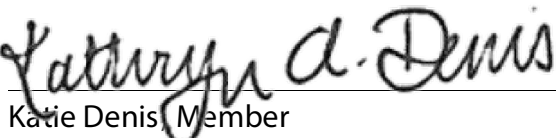
  
\_\_\_\_\_  
Kay Bell, Executive Office of Elder Affairs  
Designee


  
\_\_\_\_\_  
Jeffrey Dougan, Massachusetts Office on  
Disability Designee

  
\_\_\_\_\_  
Elizabeth Myska, Member

\_\_\_\_\_  
David Johnson, Member (Not Present)

  
\_\_\_\_\_  
Joseph Prochilo, Member

  
\_\_\_\_\_  
Katie Denis, Member

  
\_\_\_\_\_  
Pamela Daly, Member

A complete administrative record is on file at the office of the Architectural Access Board.

This constitutes an order of the Architectural Access Board. In accordance with G.L. c. 30A, §14 and G.L. c. 22, §13A, any person aggrieved by this decision may appeal to the Superior Court of the Commonwealth of Massachusetts within thirty (30) days of receipt of it.

---

**Fw: Boston Housing Authority Website - 19 Msgr Elevator**

---

**From** Joyce, William (DPL) <William.Joyce@mass.gov>

**Date** Tue 4/29/2025 5:53 PM

**To** Griffin, Molly (DPL) <Molly.Griffin@mass.gov>; Benitez, Arelyn (DPL) <Arelyn.Benitez@mass.gov>

For the file.

**William Joyce**

Executive Director

He/Him/His

Architectural Access Board

Office of Public Safety and Inspections

Division of Occupational Licensure

1 Federal Street, 6<sup>th</sup> Floor

Boston, MA 02118

617-727-0660

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---

**From:** Gleich, David <David.Gleich@bostonhousing.org>

**Sent:** Tuesday, April 29, 2025 3:39 PM

**To:** Joyce, William (DPL) <William.Joyce@mass.gov>

**Cc:** Maichle, Helene <Helene.Maichle@bostonhousing.org>; Worden, James <James.Worden@bostonhousing.org>

**Subject:** Boston Housing Authority Website - 19 Msgr Elevator

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Executive Director Joyce,

I wanted to share that we updated the website by including links to translations in the appropriate languages. The site can now be accessed by typing [bostonhousing.org/elevator](http://bostonhousing.org/elevator) or [/elevators](http://bostonhousing.org/elevators). We will obviously include this information in our formal response to the order, but wanted to let you know in advance.

We are also taking steps to have the one page protocol with the resident pertinent portions redistributed, in English, Spanish, and Chinese to all elevator building units at Ruth Barkley. The signage posted on the walls and elevators will also be updated to include Spanish and Chinese. I expect all of this to be completed by the end of the day on Tuesday May 6, 2025.

Lastly, I wanted to mention that the elevator at 19 Msgr only experienced 4 outages over the period from December to today, which is within the standard of not having more than 1 to 2 outages per month which you mentioned during the hearing.

We are looking forward to receiving the order and taking prompt action.

Regards,  
David

**David Gleich**

Deputy Administrator of Housing Programs

617-988-4523

[david.gleich@bostonhousing.org](mailto:david.gleich@bostonhousing.org)



[www.bostonhousing.org](http://www.bostonhousing.org)

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Name **Ruth Barkley Apartments**  
Address **19 Monsignor Reynolds Way**  
City **Boston**

Docket # C23 - 078  
Docket #  
Hearing 4/28/2025  
Time of hearing 2:00 PM

Type of Complaint Bldg

Complaint's Name Dawn Oates

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:

Complaints to be Addressed:

28.1 In all multi-story buildings and facilities, each level including mezzanines, shall be served by a passenger elevator. If more than one elevator is provided, each passenger elevator shall comply with 521 CMR 28

2.6 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.).

On July 27th, 2023, AAB received a complaint regarding an elevator outage at this property (AAB 294-298).

On August 14th, 2023, a First Notice was sent to all parties (AAB 289-293).

On September 7th, 2023, AAB received a response from Boston Housing Authority requesting an additional 45 days to contemplate the issue (AAB 284-288).

On September 11th, 2023, AAB sent Correspondence stating the 45-day extension request would not be granted (AAB 281-283).

On September 21st, 2023, a Stipulated Order was sent out granting an additional 14 days (AAB 272-273).

On September 29th, 2023, a second response was received from Boston Housing Authority stating that the elevator had been fully restored on September 28th, 2023

(AAB 260-266).

On October 12th, 2023, a Hearing was scheduled for Monday, December 11th, 2023, at 1:00 PM to address questions of long-term, consistent operation of elevator (AAB 254-259).

- On December 11<sup>th</sup>, 2023, an Adjudicatory Hearing was held on this matter. The Board voted to allow for the submission of additional information from parties prior to reaching its Decision (AAB 220).
- On February 15<sup>th</sup>, 2024, the Board issued a Decision to Find that the Complaint was valid and Ordered respondent to provide elevator call logs over a 60-day observation period (AAB 212-216).
- On April 16<sup>th</sup>, 2024, AAB received additional information from respondent (AAB 201-209.)
- On May 6<sup>th</sup>, 2024, the Board voted to Extend the 60-day observation period (AAB 196-197).
- On July 12<sup>th</sup>, 2024, respondent provided Board with additional information (AAB 126-195).
- On July 17<sup>th</sup>, 2024, an Adjudicatory Hearing was scheduled for Monday, August 26<sup>th</sup>, 2024, at 1:00 PM (AAB 124-125).
- On July 26<sup>th</sup>, 2024, AAB granted a Continuance from the respondent and rescheduled the Adjudicatory Hearing for Monday, September 9<sup>th</sup>, 2024, at 2:00 PM. (See AAB 114-117).
- On September 9<sup>th</sup>, 2024 the Board voted to ORDER that that the Respondent provide the Board a log of all elevator outages (including the start and end time of the outage, and the nature of each repair performed, obtaining such from the elevator service company if necessary) for 60 days from the date of this Decision.(See AAB 15-19)
- On November 27, 2024 the Board received a response from the respondent and on January 24, 2025 the Board received an email from the complainant and a hearing was scheduled and rescheduled (See AAB 3-13 )

---

## 19 Monsignor Reynolds way down

---

**From** Dawn Oates <dawn@playbrigade.com>

**Date** Fri 1/24/2025 12:22 PM

**To** Joyce, William (DPL) <William.Joyce@mass.gov>

**Cc** Griffin, Molly (DPL) <Molly.Griffin@mass.gov>

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.

Hi Director Joyce,

In addition to the email I sent you last night with multiple service outages at multiple Ruth Barkley buildings, I'm hearing that 19 Monsignor Reynolds Way elevator is out of service again as of this morning.

This is three times in the past two weeks that I am aware of 19 being out of service again. At least we know it's not the travel cable or rain.

I am wondering if it is appropriate to request a fines hearing at this point, given that the date of my original complaint was July 27, 2023, and this is the elevator with the oldest complaint I've filed of all of my outstanding complaints.

Attached is a copy of the voice mail left with residents. It just says "in your complex" not "your building" so residents don't know if it affects them until they try to leave.

In this case, it was a wheelchair user who contacted me about this. We know the policy is to communicate to residents when the outage will be longer than two hours. They do not and have not, to my knowledge, ever communicated when the elevator is back in service. This is frustrating to residents because it leaves them feeling trapped much longer than is necessary at times and they would hope for a courtesy notification when service is restored.

Thank you.

Dawn

# **Boston Housing Authority's Response to the Architectural Access Board's Request for a 60-Day Log of Elevator Service Outages at 19 Msgr. Reynolds Way from 9/9/2024 to 11/8/2024**

**RE: Ruth Barkley Apartments  
19 Msgr. Reynolds Way, Boston (Elevator)  
AAB Docket No.: C23-078**

Pursuant to the Architectural Access Board's ("AAB's") request at the second AAB hearing on 9/9/2024 regarding the above-listed complaint against the Respondent Boston Housing Authority ("BHA"), the BHA provides the following log of elevator service outages at 19 Msgr. Reynolds Way, Boston, for the sixty (60)-day period from 9/9/2024 to 11/8/2024.

Of the three (3) outages during the requested period, none were due to a mechanical defect or failure of the non-redundant elevator, which passed the state inspection on 9/9/2024: One (1) was for routine maintenance work, one (1) occurred when a passenger moving a bed frame became stuck, holding open or blocking the elevator door and initiating the elevator's safety shut-down response, and the third was for a fire alarm reset.

## **Wednesday, September 11, 2024**

Start of outage: 10:10 a.m.  
End of outage: 10:20 a.m.

Motion Elevator Corp., the BHA's elevator service provider, performed scheduled maintenance work to replace the packing, clean oil and trash from the elevator pit, complete the FS90 upgrade, and retest the elevator.

## **Friday, October 11, 2024**

Start of outage: 10:00 a.m.  
End of outage: Approximately 10:15 a.m.

Service was interrupted briefly when a passenger became entrapped in the elevator on the third floor while trying to move a bed frame. The elevator door was held open or blocked for longer than the allotted time permitted to allow passengers to enter/exit the elevator, initiating the safety shut-down response. Boston Fire Department firefighters, located across the street, arrived quickly and released the

passenger without damaging the elevator and operation resumed. The elevator was running when Motion Elevator, Corp.'s technician arrived. The technician checked the door locks on each floor, lubricated the door equipment, and watched the car run from the machine room without issue.

### **Tuesday, October 15, 2024**

Start of outage: 11:56 a.m.

End of outage: 1:59 p.m.

Smoke in the elevator lobby on the 6<sup>th</sup> floor activated the fire alarm and the elevator's safety response, sending the car to the first floor and stopping operation. An alarm technician from American Service Company, Inc. responded, found active smoke on that floor, cleaned the smoke detector head, and reset the Fire Alarm Control Panel. Motion Elevator responded, reset the elevator that was stopped in recall mode, and restored operation.

### **CONCLUSION**

The BHA respectfully renews its request to the AAB to close the instant complaint, which issued in August 2023, because there were only three (3) service outages with minimal down times in the sixty (60) days since the AAB's follow-up hearing on 9/9/2024, and none were attributed to a mechanical defect or failure.

As the BHA previously reported to the AAB and stated at the hearing, there were also a minimum of service interruptions in the first seven (7) months after the BHA completed the major upgrades and the travel cable replacement for this non-redundant elevator between November-December 2023. The BHA's elevator service provider, Motion Elevator Corp., continues to respond to calls to restore service, but there have been a minimum of such calls in the past year and none in the past sixty (60) days. This demonstrates that the major upgrades and travel cable replacement

were successful, the elevator is fully operational, it passed the state inspection on September 9th, and the violations cited by the AAB have been addressed, therefore, we ask that the complaint be closed.

Respectfully submitted,

The Respondent,  
Boston Housing Authority  
By its attorney,

/s/Helene C. Maichle  
Helene C. Maichle, BBO# 629151  
Senior Attorney  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor Legal Dept.  
Boston, MA 02111  
Tel: (617) 828-0098  
[Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)

DATED: November 25, 2024

---

**FW: AAB Docket N0. C23-078 19 Msgr. Reynolds Way, elevator - BHA Log of Service Outages 9-9-2024 through 11-8-2024**

---

**From** Maichle, Helene <Helene.Maichle@bostonhousing.org>

**Date** Wed 11/27/2024 1:57 PM

**To** Chase, Andrew M (DPL) <Andrew.M.Chase@mass.gov>

**Cc** Joyce, William (DPL) <William.Joyce@mass.gov>; Griffin, Molly (DPL) <Molly.Griffin@mass.gov>; Papademetriou, Dean <Dean.Papademetriou@bostonhousing.org>; Worden, James <James.Worden@bostonhousing.org>; Rivera, Elizabeth <elizabeth.rivera@bostonhousing.org>

 1 attachment (73 KB)

AAB Docket No. C23-078 REVISED BHA Response to AAB 60-day Log of 19 Msgr Reynolds Way elevator service outages.pdf;

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Dear Compliance Officer Chase,

Please accept for filing in AAB Docket No. C23-078, the attached **revised** 60-day log of elevator service outages at 19 Msgr. Reynolds Way, Boston. Unfortunately, my client's representatives informed me after I emailed the log to you yesterday afternoon, 11/26/2024, that a service outage due to a fire alarm reset on 10/15/2024 was inadvertently omitted from the log. Please substitute this revised log as the BHA's submission and refer it to the AAB for its consideration. I apologize for any confusion and inconvenience.

Thank you again and have a wonderful holiday.

Sincerely,  
Helene

*Helene C. Maichle*

Helene C. Maichle, BBO# 629151

Senior Attorney

Boston Housing Authority

52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.

Boston, MA 02111

Tel: (617) 828-0098

email: [Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)



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---

**From:** Maichle, Helene

**Sent:** Tuesday, November 26, 2024 4:51 PM

**To:** 'Chase, Andrew M (DPL)' <Andrew.M.Chase@mass.gov>

**Cc:** 'Joyce, William (DPL)' <William.Joyce@mass.gov>; 'Griffin, Molly (DPL)' <Molly.Griffin@mass.gov>; Papademetriou, Dean <Dean.Papademetriou@bostonhousing.org>; Worden, James <James.Worden@bostonhousing.org>; Rivera, Elizabeth <elizabeth.rivera@bostonhousing.org>

**Subject:** RE: AAB Docket NO. C23-078 19 Msgr. Reynolds Way, elevator - BHA Log of Service Outages 9-9-2024 through 11-8-2024

Dear Compliance Officer Chase,

Please find attached for filing in the above-listed matter, the BHA's 60-day log of elevator service outages at 19 Msgr. Reynolds Way, Boston, as requested by the AAB.

Thank you for granting me the filing extension to submit my client's response by the close of business today, Tuesday, 11/26/2024, and thank the AAB for its attention and consideration.

Have a nice Thanksgiving.

Sincerely,

Helene

*Helene C. Maichle*

Helene C. Maichle, BBO# 629151

Senior Attorney

Boston Housing Authority

52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.

Boston, MA 02111

Tel: (617) 828-0098

email: [Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)



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**AAB 104**

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---

**From:** Maichle, Helene  
**Sent:** Friday, November 22, 2024 10:55 AM  
**To:** 'Chase, Andrew M (DPL)' <[Andrew.M.Chase@mass.gov](mailto:Andrew.M.Chase@mass.gov)>  
**Cc:** Joyce, William (DPL) <[William.Joyce@mass.gov](mailto:William.Joyce@mass.gov)>; Griffin, Molly (DPL) <[Molly.Griffin@mass.gov](mailto:Molly.Griffin@mass.gov)>; Papademetriou, Dean <[Dean.Papademetriou@bostonhousing.org](mailto:Dean.Papademetriou@bostonhousing.org)>; Worden, James <[James.Worden@bostonhousing.org](mailto:James.Worden@bostonhousing.org)>; Rivera, Elizabeth <[elizabeth.rivera@bostonhousing.org](mailto:elizabeth.rivera@bostonhousing.org)>  
**Subject:** RE: AAB Docket NO. C23-078 19 Msgr. Reynolds Way, elevator - BHA Log of Service Outages 9-9-2024 through 11-8-2024

Thank you very much. I appreciate your prompt consideration and response.

Sincerely,  
Helene

*Helene C. Maichle*

Helene C. Maichle, BBO# 629151  
Senior Attorney  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.  
Boston, MA 02111  
Tel: (617) 828-0098  
email: [Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)



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**From:** Chase, Andrew M (DPL) <[Andrew.M.Chase@mass.gov](mailto:Andrew.M.Chase@mass.gov)>  
**Sent:** Friday, November 22, 2024 10:40 AM

**AAB 105**

**To:** Maichle, Helene <[Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)>  
**Cc:** Joyce, William (DPL) <[William.Joyce@mass.gov](mailto:William.Joyce@mass.gov)>; Griffin, Molly (DPL) <[Molly.Griffin@mass.gov](mailto:Molly.Griffin@mass.gov)>; Papademetriou, Dean <[Dean.Papademetriou@bostonhousing.org](mailto:Dean.Papademetriou@bostonhousing.org)>; Worden, James <[James.Worden@bostonhousing.org](mailto:James.Worden@bostonhousing.org)>; Rivera, Elizabeth <[elizabeth.rivera@bostonhousing.org](mailto:elizabeth.rivera@bostonhousing.org)>  
**Subject:** RE: AAB Docket NO. C23-078 19 Msgr. Reynolds Way, elevator - BHA Log of Service Outages 9-9-2024 through 11-8-2024

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Good morning,

Yes, BHA can have until COB on Tuesday to submit this information.

Regards,

**Andrew Chase**

Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1000 Washington Street, Suite 710  
Boston, MA 02118  
617-826-5255 Ext. 25255  
[[www.mass.gov/aab](http://www.mass.gov/aab)][www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Maichle, Helene <[Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)>  
**Sent:** Friday, November 22, 2024 10:07 AM  
**To:** Chase, Andrew M (DPL) <[Andrew.M.Chase@mass.gov](mailto:Andrew.M.Chase@mass.gov)>  
**Cc:** Joyce, William (DPL) <[William.Joyce@mass.gov](mailto:William.Joyce@mass.gov)>; Griffin, Molly (DPL) <[Molly.Griffin@mass.gov](mailto:Molly.Griffin@mass.gov)>; Papademetriou, Dean <[Dean.Papademetriou@bostonhousing.org](mailto:Dean.Papademetriou@bostonhousing.org)>; Worden, James <[James.Worden@bostonhousing.org](mailto:James.Worden@bostonhousing.org)>; Rivera, Elizabeth <[elizabeth.rivera@bostonhousing.org](mailto:elizabeth.rivera@bostonhousing.org)>  
**Subject:** FW: AAB Docket NO. C23-078 19 Msgr. Reynolds Way, elevator - BHA Log of Service Outages 9-9-2024 through 11-8-2024

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Dear Compliance Officer Chase,

The Boston Housing Authority's ("BHA's") 60-day log of elevator service outages at 19 Msgr. Reynolds Way, for the period 9/9/2024 – 11/8/2024, is completed and is currently being reviewed by my client's representatives. I plan to forward it to you as soon as I am authorized to submit it to the AAB. May I have until Tuesday, 11/26/2024 to do so?

Thank you for your attention and consideration.

Sincerely,  
Helene

*Helene C. Maichle*

Helene C. Maichle, BBO# 629151  
Senior Attorney

**AAB 106**

Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.  
Boston, MA 02111  
Tel: (617) 828-0098  
email: [Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)



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**From:** Chase, Andrew M (DPL) <[Andrew.M.Chase@mass.gov](mailto:Andrew.M.Chase@mass.gov)>  
**Sent:** Thursday, October 17, 2024 2:01 PM  
**To:** Maichle, Helene <[Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)>  
**Subject:** RE: AAB Docket NO. C23-078 19 Msgr. Reynolds Way, elevator - Hearing Decision

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Helene,

Apologies, that was an oversight on my part. I'll make sure going forward you receive copies of everything.

Regards,

**Andrew Chase**  
Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1000 Washington Street, Suite 710  
Boston, MA 02118  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Maichle, Helene <[Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)>  
**Sent:** Wednesday, October 9, 2024 8:12 PM

**AAB 107**

**To:** Chase, Andrew M (DPL) <[Andrew.M.Chase@mass.gov](mailto:Andrew.M.Chase@mass.gov)>  
**Cc:** Joyce, William (DPL) <[William.Joyce@mass.gov](mailto:William.Joyce@mass.gov)>; Griffin, Molly (DPL) <[Molly.Griffin@mass.gov](mailto:Molly.Griffin@mass.gov)>; Papademetriou, Dean <[Dean.Papademetriou@bostonhousing.org](mailto:Dean.Papademetriou@bostonhousing.org)>; Worden, James <[James.Worden@bostonhousing.org](mailto:James.Worden@bostonhousing.org)>; Rivera, Elizabeth <[elizabeth.rivera@bostonhousing.org](mailto:elizabeth.rivera@bostonhousing.org)>  
**Subject:** AAB Docket NO. C23-078 19 Msgr. Reynolds Way, elevator - Hearing Decision

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Dear Compliance Officer Chase,  
Please be advised that I did not receive the email you sent today, 10/9/2024, with the AAB's hearing decision in Docket No. C23 078 regarding the elevator at my client's property at 19 Msgr. Reynolds Way, Boston. My name may have inadvertently been left off the list of email recipients, as your email was not in my SPAM folder. A colleague forwarded it to my attention.

Please be sure that all future communications regarding those AAB matters for which I have filed appearances as the Boston Housing Authority's counsel are sent/emailed to me.

Thank you for your attention and courtesy. Have a good evening.  
Sincerely,  
Helene

*Helene C. Maichle*  
Helene C. Maichle, BBO# 629151  
Senior Attorney  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.  
Boston, MA 02111  
Tel: (617) 828-0098  
email: [Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)



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MAURA HEALEY  
GOVERNOR

KIM DRISCOLL  
LIEUTENANT GOVERNOR

YVONNE HAO  
SECRETARY, EXECUTIVE OFFICE  
OF ECONOMIC DEVELOPMENT

**Commonwealth of Massachusetts  
Division of Occupational Licensure  
Office of Public Safety and Inspections  
Architectural Access Board**

1 Federal St., Suite 600  
Boston, Massachusetts 02110

LAYLA R. D'EMILIA  
UNDERSECRETARY OF CONSUMER  
AFFAIRS AND BUSINESS REGULATION

SARAH R. WILKINSON  
COMMISSIONER, DIVISION OF  
OCCUPATIONAL LICENSURE

**COMPLAINT HEARING NOTICE**

C 23 - 078

**RE: Ruth Barkley Apartments , 19 Monsignor Reynolds Way, Boston**

You are hereby notified that an informal adjudicatory hearing before the Architectural Access Board has been scheduled for you to appear on Monday, **April 28, 2025** at **2:00 PM**

See the please note section for information on attending the remote meeting.

This hearing is upon a complaint filed by Dawn Oates relative to Sections 28.1 and 2.6

A copy of the complaint is available for public inspection during regular business hours.

This hearing will be conducted in accordance with the procedures set forth in M.G.L., c. 30A, and 801 CMR 1.02, the Informal/Fair Hearings Rules. At the hearing, each party may be represented by counsel, may present evidence and may cross examine opposing witnesses.

**PLEASE NOTE:** Requests for the continuance of a hearing must be received no later than fourteen (14) days prior to the scheduled hearing date. Continuances are granted at the Board's discretion only. **The link to the meeting can be found on the Architectural Access Board's web site under 2025 Meeting's Calendar, click Notice of Meeting then click join meeting. You can also contact Executive Director William Joyce at William.Joyce@Mass.Gov or mobile #617-894-1254 to request an electronic link to the meeting or to request a continuance.**

Date: April 8, 2025

ARCHITECTURAL ACCESS BOARD

Chairperson

cc: Independent Living Center  
Local Building Inspector  
Local Disability Commission  
Complainant

## Chase, Andrew M (DPL)

---

**From:** Bok, Kenzie <kenzie.Bok@bostonhousing.org>  
**Sent:** Wednesday, November 27, 2024 1:14 PM  
**To:** Joyce, William (DPL)  
**Cc:** Maichle, Helene; Griffin, Molly (DPL); Chase, Andrew M (DPL)  
**Subject:** 19 Monsignor Reynolds

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Director Joyce,

I just wanted to reach out personally and say I'm sorry -- I told a different part of my organization to go check with another one of our alarm vendors to make sure we had every fire alarm reported to you for the 19 Monsignor Reynolds log, and some wires got crossed so that the one incident recorded didn't make it to Helene in good time. I've asked her to update the filing and you'll have the updated version in your inbox today, very shortly.

I was also hoping to give you a call on Monday or Tuesday -- we've put out an RFP for design for modernization of eight of our elevators at Barkley (!) and I'm wondering what the appropriate juncture/format would be to provide that update to the AAB. Perhaps once the RFP is awarded, which should be December or early January? I'm also waiting for the dates of some contracted upgrade work to land (it'll start in January), so that I can report those with relative precision as well. Let me know if there's a good time early next week to give you a call.

Thanks and very sorry again about the mix-up. Wishing you and everyone at the AAB a very happy Thanksgiving!

Kenzie

## **Chase, Andrew M (DPL)**

---

**From:** Chase, Andrew M (DPL)  
**Sent:** Wednesday, October 9, 2024 2:43 PM  
**Subject:** Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston (C23-078) - Hearing Decision.pdf  
**Attachments:** C23-078 Hearing Decision.pdf

Hello,

Attached is a copy of the Architectural Access Boards' Decision related to the Adjudicatory Hearing which was held on Monday, September 9<sup>th</sup>, 2024, at 2:00PM for complaint #C23-078. This email is intended to keep all interested parties informed.

Regards,

**Andrew Chase**

Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
*1000 Washington Street, Suite 710*  
*Boston, MA 02118*  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)

COMMONWEALTH OF MASSACHUSETTS

SUFFOLK, ss.

ARCHITECTURAL ACCESS BOARD

Docket No. C23-078

---

In re )  
 )  
 Ruth Barkley Apartments )  
 19 Monsignor Reynolds Way )  
 Boston )  
 )  
 )

---

BOARD DECISION

Procedural History

This decision further addresses a complaint before the Architectural Access Board (“Board”) regarding the elevator in one building at the Ruth Barkley Apartments in Boston. The Complaint alleged noncompliance with 521 CMR 28.1 (Vertical Access).

On July 27, 2023, the Board received a complaint regarding an elevator outage at this property. On August 14, 2023, a First Notice was sent to all parties. On September 1, 2023, AAB received a response from Boston Housing Authority (“BHA”) requesting an additional 45 days address the issue. On September 11, 2023, Correspondence was sent stating that the 45 days extension would not be granted. On September 21, 2023, a Stipulated Order was sent out granting an additional 14 days. On September 29, 2023, a second response was received from Boston Housing Authority stating that the elevator had been fully restored on September 28, 2023. On October 12, 2023, a Hearing was scheduled for December 11, 2023 to address questions of long-term, consistent operation of the elevator.

On February 15, 2024, the Board issued a Decision to Find that the Complaint was valid and Ordered respondent to provide elevator call logs over a 60-day observation period. On April 16th, 2024, AAB received additional information from respondent. On May 6, 2024, the Board voted to Extend the 60-day observation period. On July 12, 2024, respondent provided Board with additional information. On July 17, 2024, an Adjudicatory Hearing was scheduled for Monday, August 26, 2024, at 1:00 PM. On July 26th, 2024, AAB granted a Continuance from the respondent and rescheduled the Adjudicatory Hearing for Monday, September 9, 2024, at 2:00 PM. .

A second hearing was held on September 9, 2024, in accordance with G.L. c. 30A, §§ 10 and 11; 801 CMR 1.02 et seq.; and 521 CMR 4.00.<sup>1</sup> Dawn Oates, Complainant, testified, along with Andrew Chase, Compliance Officer for the Board, and Helene C. Maichle, Senior Attorney for BHA, and David Gleich, BHA Deputy Administrator for Housing

<sup>1</sup> Pursuant to An Act Making Appropriations for the Fiscal Year 2023 to Provide for Supplementing Certain Existing Appropriations and for Certain Existing Appropriations and for Certain Other Activities and Projects (chapter 2 of the Acts of 2023), the hearing was held online via the Microsoft Teams platform.

Programs. The witnesses were sworn in by the Board Chair. The instant decision now memorializes the determinations made following the hearing.

### Applicable Laws & Regulations

521 CMR 2.6 requires that “[a]t 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.). 3.1 requires that “[a]ll construction, reconstruction, alteration, remodeling and changes of use of public buildings or other facilities open to the public shall conform to these Regulations.”

521 CMR 28.1 mandates that, “[i]n all multi-story buildings and facilities, each level including mezzanines, shall be served by a passenger elevator. If more than one elevator is provided, each passenger elevator shall comply with 521 CMR 28. Accessible elevators shall be on an accessible route and located within the space with which it is intended to serve.”

### Exhibits

The following documentation was entered into evidence:

Exhibit 1: Board Packet AAB 1-255, including the complaint and all correspondence.

### Factual Findings

The following findings of fact and conclusions of law are supported by substantial evidence, based on the credited testimony of the witnesses, documents admitted into evidence and AAB records. G.L. c. 30A, § 11(2), § 14(7).

- 1) The Board previously held a hearing regarding this elevator, and a decision was issued on February 15, 2024, finding that the complaint was valid and requiring Respondent to provide details of the elevator’s performance for 60 days. Ex. 1, AAB 167-170.
- 2) After receiving that information, which included the need for certain service calls, the Board directed Respondent to provide reporting for an additional 60 days. Ex. 1, AAB 153-54.

### Discussion

The Board’s jurisdiction is established pursuant to 521 CMR 2.6. 521 CMR 2.6 requires that “[a]t 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.). 3.1 requires that “[a]ll construction, reconstruction, alteration, remodeling and changes of use of public buildings or other facilities open to the public shall conform to these Regulations.” Petitioner acknowledges the Board’s jurisdiction over the property.

The hearing began with Andrew Chase, Compliance Officer for the Board, describing the complaint, the prior hearing in this matter, and the four months of data the Board has recently received from Respondent regarding this elevator.

Next, Complainant stated that whatever the cause of the elevator outages, the results for the residents of this building are the same, in that the lack of a working elevator greatly limits their ability to move freely in and out of the building, which in turn impacts the things they can do. She noted that there have been “baby steps” towards a short term solution now that Respondent has replaced this elevator’s travel cable. Remaining concerns include that elevator parts are difficult to obtain and wait times for installation are long. She also believes communication to residents of outages and restoration of service could be much better. She added that Respondent’s practice of transferring residents to another building, or providing a hotel room without cooking facilities, is not comparable to the units the residents already occupy. Residents feel trapped in their apartments, since they are not confident that the elevator will work upon their return, which strips them of independence and dignity. Further, if there were a need to evacuate due to fire, their lives could be at risk. She explained, correctly, that Respondent’s lack of funding for is not a justification for noncompliance.

Respondent emphasized that they do understand the need to fully comply with 521 CMR, and noted that BHA is probably the entity housing the most disabled people in Boston. Respondent contends that the elevator is now in good working order, and they are working on operational modifications to reduce offline time, because they want elevator outages to be as short as possible. Respondent stated that in the days before the hearing, there was only one call for service on August 15, 2024, and the issue was resolved after replacement of a part in about two hours. The Board took notice that the elevator passed its state inspection on the same day as the hearing. Respondent then explained that the BHA is re-assessing the capital needs at the Ruth Barkley apartment complex, and has updated its protocols for when an elevator goes out of service, added more maintenance checks of the elevator, and is making operational changes to improve the attractiveness and effectiveness of service contracts because the elevator contract for service at this building has lapsed. Respondent noted that while there is not a long-term contract in place, they do have a service provider to perform repairs when needed. Further, BHA will install mobile phones for elevators and add an intercom video system, which it expects to help reduce vandalism.

Michael Muehe of the Boston Center for Independent Living remarked that the evidence provided by Complainant and the service reports reflect that Respondent has not met its burden to comply with the Board’s regulations here.

The Board has now considered the evidence, including the submitted documentation and the witnesses’ detailed testimony and the post-hearing submissions of the Respondent, and the Board’s decision is reflected in the order below..

### Conclusion and Order

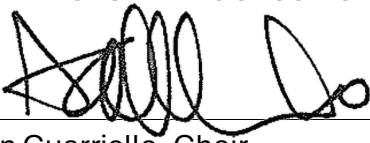
In light of all of the foregoing, the Board votes as follows:

- to ORDER that that the Respondent provide the Board a log of all elevator outages (including the start and end time of the outage, and the nature of each repair performed, obtaining such from the elevator service company if necessary) for 60 days from the date of this Decision.

A true copy attest, dated: October 8, 2024

ARCHITECTURAL ACCESS BOARD

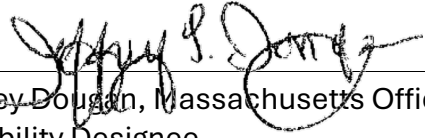
By:



Dawn Guarriello, Chair

Patricia Mendez, Vice Chair (Recused)

Raymond Glazier, Executive Office of  
Elder Affairs Designee (Not Present)



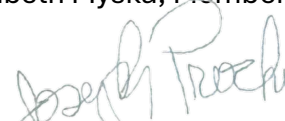
Jeffrey Duggan, Massachusetts Office on  
Disability Designee



Elizabeth Myska, Member



David Johnson, Member



Joseph Prochilo, Member

Katie Denis, Member (Not Present)



Pamela Daly, Member

A complete administrative record is on file at the office of the Architectural Access Board.

This constitutes an order of the Architectural Access Board. In accordance with G.L. c. 30A, §14 and G.L. c. 22, §13A, any person aggrieved by this decision may appeal to the Superior Court of the Commonwealth of Massachusetts within thirty (30) days of receipt of it.

## Chase, Andrew M (DPL)

---

**From:** Dawn Oates <dawn@playbrigade.com>  
**Sent:** Thursday, September 12, 2024 11:56 AM  
**To:** Gleich, David  
**Subject:** Re: Contact Info

**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.

Hi David,

Thanks for reaching out. I'd be happy to continue the conversation at any time. I think we are shooting at the same target and believe we are stronger if we can find a way work together.

I'm pleased to see your efforts to start moving forward but agree with the AAB chairwoman that it lacks detail and timelines.

I will keep moving forward with my campaign but welcome the opportunity to discuss a strategy that can get everyone what they need.

Best,  
Dawn

### **The Play Brigade/IncludeU**

[info@playbrigade.com](mailto:info@playbrigade.com)

[www.playbrigade.com](http://www.playbrigade.com)

P.O. Box 89

Brookline, MA 02446

\*\*\*\*\*

Watch us featured on WCVB Channel 5's Chronicle in 4 parts:

<http://www.playbrigade.com/all-project-list/the-play-brigade-featured-on-wcvbs-chronicle/>

On Sep 9, 2024, at 3:20 PM, Gleich, David <David.Gleich@bostonhousing.org> wrote:

Hi Dawn,

Nice to meet you today and thank for all your important work on this issue.

I wanted to provide my contact info for future discussion.

Thanks,  
David

**David Gleich**

Deputy Administrator of Housing Programs

617-988-4523

[david.gleich@bostonhousing.org](mailto:david.gleich@bostonhousing.org)



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## Chase, Andrew M (DPL)

---

**From:** Chase, Andrew M (DPL)  
**Sent:** Thursday, September 12, 2024 12:18 PM  
**To:** Joyce, William (DPL)  
**Subject:** FW: Today's AAB Meeting/Ruth Barkley Appts

Will,

Forwarding this conversation.

Regards,

**Andrew Chase**

Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1000 Washington Street, Suite 710  
Boston, MA 02118  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Dawn Oates <dawn@playbrigade.com>  
**Sent:** Thursday, September 12, 2024 11:52 AM  
**To:** Pamela Daly <pd33@comcast.net>  
**Subject:** Re: Today's AAB Meeting/Ruth Barkley Appts

**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.

Hi Pam,

I was so glad to get your email. Forgive my delay in reply. I have been over at the complex the last couple of days working with the media to keep attention on this and letting residents know the outcome of the meeting.

It would have been nice to see the BHA communicating directly with residents as a courtesy following the meeting, but the importance of that has not clicked with them yet. I will have to keep my foot on the gas pedal despite the optics of this moving in the right direction. What we don't want is for them to do a big presentation to the board that lacked detail and timelines for each elevator, then not move forward to expedite any of this.

I'm disappointed that the David Gleich was unable to provide specifics at hearing when asked, but I think he made a decent effort. I think he would only know the things I know if he spent the time in those buildings and with the residents as I do.

I truly appreciate your efforts to lift my voice at the meeting and call out that I am clearly more aware of the BHA's contracts, protocol and maintenance details, as well as the day-to-day experience of the residents. I hope it sent a message to the BHA.

There were several reporters at the hearing who are actively working on stories, including The Boston Globe, WGBH, and NBC. It's important to be mindful that the BHA is well intentioned but may not have the combination of funds, management, or vendor relationships to really drill down on the details needed to get this work done. I have a campaign strategy to address this, which I will be sharing with Kenzie Bok soon.

As for David Gleich, he is not new. It appears he has 7+ years of experience with the BHA but has newly taken over elevators. I have not heard from Paul Shuley since 42 went down, so I don't know what is going on there or if he is just not representing the BHA elevators right now. I did get an email from David, but rather than inviting me to the table to work on this or sending me the elevator protocol for my insight, he just said he wanted me to have his email. I guess he is still expecting me to do the legwork, which I'm willing to do. I'd prefer the offer of a meeting but don't mind asking for it.

I will continue to try and work with the BHA now that I seem to have more than their attention. They do have a bit of a fire under them for sure. Although I am underwhelmed by their 4-page protocol I got from BCIL, I can certainly work on it and propose some suggestions for edits. I was impressed that they have started speaking my language in this document, using the word "residents" rather than simply "tenants." It's a start for these good humans who just need an affordable place to call home yet have to settle for substandard living conditions.

It will take all of us working together to truly improve the conditions not just at Ruth Barkley, but at all the BHA sites.

THANKS for caring about this!

Best,  
Dawn

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\*\*\*\*\*

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On Sep 9, 2024, at 3:43 PM, Pamela Daly <[pd33@comcast.net](mailto:pd33@comcast.net)> wrote:

Hi Dawn,

This is Pam Daly from the AAB Board. I was at the meeting without my camera on. Just wanted to thank you for your excellent reporting, so comprehensive and heartfelt. I feel so bad for those residents who get stuck with no working elevators and have to deal with feelings of fear, anger and relentless frustration. I really hope our board can keep a fire under this depressing circumstance and I'm happy that you are involved.

Is David Geish (sp) new and do you have confidence that he can make sufficient changes?

Thanks,

Pam

Elevator Out of Service Protocol

Elevator Out of Service Protocols.....2
Introduction.....2
Redundant Elevator Response Time .....2
Non-Redundant Elevator Response Time .....2
Staff Communication during an Elevator Outage.....2
Resident Communication during an Elevator Outage.....2
Standard Procedures for Out of Service Elevators .....3
Entrapments .....3
Entrapment in Lobby .....3
Redundant Elevator Out of Service During BHA Business Hours (9-5, Monday-Friday) .....3
Redundant Elevator Out of Service during Non-BHA Business Hours, Weekends, and Holidays .....4
Non-Redundant Elevators .....6
Service Restoration.....7
Instructions for Residents.....7
Standard Flyer Contents.....7

## Elevator Out of Service Protocols

### Introduction

The BHA recognizes an elevator shutdown as an emergency and begins its response immediately upon notification that an elevator is out of service.

The emergency response will take place immediately after the initial service call. The Director of ERS or supervisor on duty will be responsible for initiating the emergency response at the appropriate time.

### Redundant Elevator Response Time

If nobody is trapped and a redundant elevator (the elevator is one of a pair of side by side elevators) is out of service, the elevator contractor shall respond within 2 hours between the hours of 8am and 12am. Overtime shall be approved for the hours from 4pm to 12am.

If a redundant elevator is out of service between the hours of 12am and 8am and no one is trapped in the elevator, a service call will be placed to the elevator contractor at 8am.

Site staff will post signage around the elevator to mark that the elevator is currently out of service.

### Non-Redundant Elevator Response Time

If the elevator is non-redundant (the elevator is the only elevator servicing the building), the elevator contractor shall be contacted as soon as the elevator is verified as out of service. The elevator must be verified as out of service by the Resident Custodian or Special Assignment Laborer in order to make a call from 12am to 8am. The expected contractor response time for a non-redundant elevator is within one hour of the call.

**Under normal circumstances, sites are staffed with a manager and/or a management aide from 9 am – 5 pm Monday through Friday. Each site also has a live in resident custodian (elderly/disabled sites) or a Special Assignment Laborer (family sites). Some elderly/disabled sites also have safety officer present during certain hours.** Residents may reach out to their management office staff during normal business hours

### Staff Communication during an Elevator Outage

Site staff will confirm the elevator outage and any other information needed, such as the floor where the car rests alarms present, etc.). Staff will relay this information to the Supervisor on Duty, who will then contact the elevator company. Site staff must conduct a well-being check for any resident who calls the work order number. If the resident is experiencing a life safety or medical emergency, he or she should call 911 at all times.

### Resident Communication during an Elevator Outage

All Residents should call the work order number (617-988-4357) if they are in need of assistance during an elevator outage. If the resident is experiencing a life safety or medical emergency, they should call 911 at all times.

**BHA is willing and interested, if resident(s) are in agreement, to employ volunteer resident floor captains during an elevator shut down.** Resident volunteers will receive a stipend for their assistance during an elevator shutdown and would be notified on an on-call

basis when a shutdown occurs. Residents who are interested in working as a floor captain for their floor should contact their manager directly. BHA will also dispatch tenant coordinators to assist with elevator outages when available.

**Upon notification of an Elevator outage, BHA staff will initiate a message that will be sent by Text or Phone and Email to residents impacted by the outage. BHA staff will confirm the outage and determine the floor where the elevator is parked, and report back to the Supervisor on Duty. Messages will be sent between the hours of 7am and 10pm, outages occurring after 10pm will be sent at 7am the following morning if the Elevator Cab(s) remain out of service over night.**

## Standard Procedures for Out of Service Elevators

### Entrapments

Entrapments can be reported by Security officers, residents, or via the entrapped individual(s) utilizing elevator phones. Upon notification the following steps should occur:

- Safety officers will contact 911 as first call for BFD to respond to entrapment. A second call will be made to the Emergency Response Operator (617-988-HELP) to notify the Elevator Contractor, place a work order to record the time of the entrapment.
- Call comes into Emergency Response Operator either by residents, staff, or passenger WOC operator contacts 911, then Elevator Contractor (617-988-HELP), and then SAL/RC
- SAL/RC will report back to Emergency Response Operator if the car has been damaged during the entrapment rescue, and whether we will need to revert to one of the protocols above.

### Residents in Lobby When Entrapment Occurs

If there are residents located in the lobby when elevator is down then the following steps should occur:

- Staff should be present in the lobby to assist residents if elevator has been reported out of service.
- If during off-hours, residents should notify work order center. Work Order Center must notify Duty Officer to coordinate hotel stay.
- Duty Officer must have access to a BHA credit card and the ability to reserve a hotel.
- If during business hours, residents should notify work order center. Work Order Center must notify ADPM and site manager to coordinate response.

### Redundant Elevator Out of Service During BHA Business Hours (9-5, Monday-Friday)

- Site staff or Work Order Center will immediately contact the elevator company for service (the elevator repair company is required to arrive on-site within two hours or less). Prior to contacting the elevator company, a work order must be created to provide reference number to the elevator company. The Work Order Center may also receive the information directly from a resident. Work order center will verify elevator status with the on-site contact.

- Site staff will alert the Work Order Center to send a One Call Now Message.
- The Work Order Center will note the time of the original request on the shift log and follow up by entering a work order for the call to the Elevator Contractor.

Site staff will immediately post “Elevator Out Of Order” on each elevator lobby floor to specified cab(s). BHA will confirm the Community Room and public bathrooms are open and bathrooms are clean and stocked. Staff will place folding chairs as necessary on each floor location for rest stops for residents.

- Upon arrival and diagnostics, elevator contractor will immediately attempt to restore cab(s) to service or inform management of anticipated down time.
- If the elevator is projected to be out of service for three or more hours, site staff will immediately contact all residents by phone or by knocking on doors at the affected address. If available, assigned floor captains and or Tenant Coordinators will also perform door knocks.

Site staff will immediately monitor activity in the lobby and determine resident needs. Residents shall be assisted as necessary.

- Site staff will also provide additional seating in lobby/1<sup>st</sup> floor area-and other locations throughout the building. Site staff will also conduct a visual check of each floor’s elevator lobby.
- Site staff and the maintenance crew will minimize the use of the working elevator for non-emergency work order and maintenance work
- Bottled water and snacks will be provided as needed. Staff will also provide assistance to get any medications from apartments as needed.
- Staff will contact EMS if medical service if required.

### Redundant Elevator Out of Service during Non-BHA Business Hours, Weekends, and Holidays

- The Safety Officer (if at a development and is notified there is a problem) or Resident Custodian, or Special Assignment Laborer will immediately contact BHA Work Order Center upon an elevator shut down – the elevator company will then be notified immediately to come to the site.
- Residents may also contact the Work Order Center upon learning that the elevator is down. Work Order Center notifies the elevator contractor immediately upon notification by staff or residents. Work order center will note the time of the original request on the

shift log, and follow up with entering a work order for the call to the Elevator contractor. Work Order Operator will monitor the time from the call, and report to the Supervisor on Duty if the Contractor fails to respond within the required time frame in the current contract.

- The Work Order Center notifies the Director of ERS or supervisor on duty that there is an elevator down (if between midnight and 6 am, Work Order Center notifies the Director of ERS or supervisor on duty only if the elevator is a non-redundant elevator and otherwise will notify at 6 am).
- The Work Order Center will send out One Call Now Message to the appropriate residents.
- BHA staff will immediately post "Elevator Out Of Order" on each elevator lobby floor to specified cab(s). Staff will insure Community Room and public bathrooms are open and bathrooms are clean and stocked (Elderly / disabled).
- Family Sites may need to open community spaces or management offices for those who cannot climb stairs.
- Upon arrival and diagnostics, the elevator contractor will work to immediately restore cab(s) to service or inform Duty Officer and Work Order Center of anticipated down time.
- In the case a FIRE ALARM is tripped and Fire Department has cleared the property the Fire Alarm panel must be reset prior to the elevator being restored to service. A separate call needs to be made to the Fire Alarm contractor to reset the alarm (Family sites only).
- ONLY ONE elevator will operate when the emergency power generator is engaged (loss of power to buildings)
- If the total elevator down time is projected to be three or more hours, management staff will be called in. Management staff will proceed to call/contact all households at the address being serviced by the elevator and check in with residents. Management staff will also initiate any temporary relocation required for longer-term shut-downs.
- The Resident Custodians or other assigned staff will immediately monitor activity in the lobby and determine if any resident(s) have any specific needs and report it to the Duty Officer. **\*\*\* Duty Officer will also call in additional staff to assist with resident needs based on situation.**
- Site staff and maintenance crew will minimize use of the working elevator for any non-emergency work orders and maintenance work. Also staff will monitor outside service

providers, so they do not place chairs or other objects to hold open elevator doors. Residents should be allowed to board elevators first when space is limited on the single operational car.

- If needed and/or possible, staff will assist resident(s) to Community Spaces or Management offices. In addition, staff will prepare additional seating in lobby/1<sup>st</sup> floor area, and on each floor of the building for those who can climb the stairs.
- Staff will provide bottled water and snacks as needed. Staff will provide assistance to get any medications from apartment as requested and approved by resident.
- Staff will notify EMS if any additional medical service is required.

### Non-Redundant Elevators

- Management/additional staff will be called in immediately if both of the elevators or the single elevator in a building is shut down outside of regular M-F, 9-5 hours; staff will remain on site until at least one of the elevators is operational again.
- Work order center will note the time of the original request on the shift log, and follow up with entering a work order for the call to the Elevator contractor.
- Management staff will remain on site if both elevators remain shut down beyond regular hours on a weekday until at least one of the elevators is operational again. At least one staff person should be stationed in the lobby to provide assistance.
- Management/site staff will conduct well-being checks on frail residents in the event both elevators are shut down.
- In the event an outage is projected to last in excess of 48 hours and **no elevator services** are available, management will contact residents to determine if they have any medical or grocery needs and whether they have friends or family they may be able to reside with for a short period. Management will speak with all house bound and mobility impaired residents who may wish to be placed with family or friends for the duration of the outage. Hotel stays will be provided as an option for mobility impaired residents while elevators are down for extended periods of time. Managers should work with Duty Officer (off hours) or ADPM (business hours) to determine hotel stays.
- BHA will contact vendors and provide transportation from the resident's unit to the hotel, or other destination. Upon elevator service restoration those transportation services will also provide a return trip to the resident's building.
- BHA will employ floor captains or tenant coordinators for additional posts to assist residents as available. BHA will communicate to residents the hours that the additional staff will be available via email, voice and text, along with hand delivered flyers. The

communication will include the individuals name the hours of service and phone number of each person employed.

- Staff and tenant coordinators will assist in retrieving mail, packages and deliveries while the elevators are not operational,
- BHA will provide daily updates and have staff check in with each resident in the affected building via in-person or electronic communications during the outage.

During this service outage, residents who feel ill and need medical attention should call 911,

### Service Restoration

Upon full restoration of services the following steps shall be taken:

1. A One Call Now message will be sent to residents in the building that had the service outage.
2. Staff will be dispatched to remove all signage documenting the outage and knock on resident doors to inform residents that the outage is over.
3. All staff including public safety, maintenance, and management staff shall be notified that elevator service has been restored.

### Instructions for Residents

- If you observe an issue with an elevator at your site please contact the Work Order Center
- If you experience an elevator entrapment, please contact 911

### Standard Flyer Contents

1. Elevator down and information about where to call for assistance.
2. Items related to resident behavior such as whether elevator has capacity.
3. BHA is looking for tenant coordinators?

There was a letter that went around initially – we should update that and send to all with updated version of policy potentially.



*A home for every story*

# Introduction

**AAB Complaint RE: 19 Msgr. Reynolds Way**

**DOCKET No.: C 23 078**

David Gleich – Deputy Administrator of Housing Programs

***Exhibits:***

1. BHA Power Point Presentation: 19 Msgr. Reynolds Elevator
2. BHA Elevator Down Protocols

## Compliance with 521 CMR

- As probably the largest entity housing people with disabilities in the City of Boston, it is an important priority to BHA to comply with 521 CMR: “to provide persons with disabilities full, free and safe use of all buildings and facilities so that all such persons may have the educational, living and recreational opportunities necessary to be as self-sufficient as possible and to assume full responsibilities as citizens.”
- BHA understands that elevators, especially those in high-rise elevator buildings, must be in working order to comply with the intent.
- Elevators may go offline from time to time for unavoidable reasons, but these outages should be less frequent and for short periods of time.
- In addition to the repairs to the elevator at 19 Msgr. Reynolds way, which is now in good working order, we are moving forward on a number of operational modifications to reduce down times.

# Overview of Elevators at BHA

## BHA Overall has 104 Elevators

- In the elderly/disabled portfolio:
  - 47 cabs are doubles or triples (redundant)
  - 4 cabs are singles (non-redundant); 2 of these are having redundancy added thru a current capital project at Commonwealth Elderly
  
- In the family housing portfolio:
  - 10 cabs are doubles (redundant) – all at Barkley
  - 37 cabs are singles (non-redundant) at 4 sites
  
- In the administrative buildings:
  - 4 cabs (redundant) at 52 Chauncy St
  - 4 cabs are singles (non-redundant) at 4 sites

## Ruth Barkley Apartments has 15 Elevators

Address	Elevators	Stories
10 E. BROOKLINE ST	1	6
14 E. BROOKLINE ST	2	10
16 E. BROOKLINE ST	2	10
20 E. BROOKLINE ST	1	6
42 HARRISON ARCHWAY	2	13
47 HARRISON ARCHWAY	2	10
19 MSGR. REYNOLDS WAY	1	6
23 MSGR. REYNOLDS WAY	2	10
29 MGR. REYNOLDS WAY	1	6
1472 WASHINGTON ST (Administrative Building)	1	2.5
<b>Total</b>	<b>15</b>	

# 19 Msgr. Reynolds Elevator

- 19 Msgr. Reynolds Current Status
  - Had an extended outage last September/October (2023)
  - BHA did a full upgrade of the elevator in November/early December (2023)
  - Since BHA's last update to the AAB re: 19 Monsignor Reynolds we have only had one call for service (August 15, 2024) due to a down leveling sensor that wasn't dropping out upon arrival at the floor and so was not opening the doors for a passenger to exit. BFD and Motion both arrived promptly and Motion replaced the tape guides for the sensor. This service took 2 hours and it has run without further issue since.
  - Additionally, BHA recently had Motion Elevator replace the "packing" at this elevator.
  - **Today, September 9, the elevator passed its inspection by the State Elevator Board.**
  - Based on current status with the State and the work completed, we are requesting closure of this complaint.

# Capital Projects Related to Elevators

- The BHA has \$1.5 billion in capital needs across its portfolio, but only receives about \$30 million per year to address those needs.
- BHA has a number of active or recently completed capital projects related to elevators for more than \$13.4 million, including a \$6.9 million addition of two new redundant elevators at Commonwealth Elderly (Brighton), a \$5.4 million modernization of two elevators at Torre Unidad (South End), and a just completed \$1.1 million modernization of two elevators at Hassan (Mattapan).
- This spending is in addition to ongoing maintenance and repair, including emergency upgrades conducted as part of our Operations contracts.
- BHA secured a DCAMM waiver and has a signed contract with United Elevator for upgrades to both cabs at 42 Harrison Archway (permit # ELV24-3699; fee paid; time variance application submitted to AAB).
- BHA also plans to execute upgrades at 10 and 20 E Brookline and 29 Msgr. Reynolds to match the upgrade recently completed at 19 Monsignor Reynolds (all same vintage).
- With additional capital resources recently approved (\$4 million in City Capital Budget funds; \$1 million in potential State Housing Bond Bill funds), BHA now plans to conduct an assessment of highest-priority elevator capital projects at Ruth Barkley, to ensure that it is using these dollars to commission work that will best support long-term elevator reliability at the site.

# Elevator Down Protocols

- BHA Updated our “Elevator Down Protocols” in early 2024.
- Protocols were re-distributed at Spring 2024 Managers Meeting. Regular updated trainings will be planned on an annual basis.
- Protocols address details of precisely what actions BHA takes when an elevator goes down. Provides scenarios for redundant and non-redundant elevators. Provides accommodations that will be provided for residents in each scenario. Depending on the situation, can include paid helpers stationed at an entryway, chairs on landings, hotel stays, approved transfers, etc. [Protocol attached as Exhibit.]
- BHA recently reviewed these protocols with the City of Boston’s Disabilities Commission, which agreed the protocols are strong and recommended further publicity about these protocols for BHA residents.
- BHA is now in process of highlighting portions of the protocols most relevant to residents and will circulate an updated flyer to increase resident awareness on BHA protocols.

# Elevator Contractor Status

- BHA must comply with state procurement rules, which can prolong contracting processes.
- BHA's elevator service contracts are broken up into a number of bundles covering different sites.
- BHA's contract has lapsed at Ruth Barkley and we are currently seeking to procure a new site-wide contractor. This procurement has been extended due to lack of bidders.
- We are on good working terms with our elevator service providers and are currently operating under purchase order agreements for service and repair. Each purchase order creates a contract for that work. We are proceeding with repairs and improvements as needed.
- In the meantime, BHA is making operational changes to improve the effectiveness and attractiveness of BHA elevator contracts (see next slide).

# BHA Operational Changes

- Deputy Administrator for Housing Programs (David Gleich) newly involved in elevators as priority area.
- BHA has created and filled a new Regional Manager operations position dedicated to overseeing elevator contract management.
- BHA has established new bi-weekly meetings with its elevator contractors.
- BHA has streamlined communications around elevators to ensure prompt receipt and action as related to violations, invoices, and inspections. All elevator-related communications can go to [elevators@bostonhousing.org](mailto:elevators@bostonhousing.org)
- We anticipate better cooperation with the State Elevator Licensing Division and an improved protocol for the BHA to request inspections.
- BHA is in the process of updating internal quality controls to ensure BHA maintenance checks basic elevator functions on a routine basis.
- BHA is seeking to procure mobile phone devices for all elevator cabs, to reduce past elevator phone outage issues.

# Improved Logging Procedures

- Going forward, we are requiring more precise logging when elevators go down, outside of the invoicing system. Tracking will include:
  - Time Elevator was out of service
  - Reason Elevator went down
  - Work completed to bring online
- Logs will be used for improved real-time monitoring, and to better evaluate necessary repairs or changes to internal protocols.

# Reducing Fire Alarms / Vandalism

- BHA Operations are increasing daily inspections to ensure building security (especially working entrance door locks), including outside of business hours.
- BHA has a longstanding Smoke Free Housing policy; most cases of indoor smoking that trigger fire alarms are due to unauthorized individuals accessing the building.
- BHA Police and BPD have been requested to step up patrols and no-trespass unauthorized individuals accessing Ruth Barkley hallways and basements.
- With residents, BHA will continue to advise of the importance of not allowing unauthorized individuals to enter or smoke. Issues with specific households are addressed through private conferences and other lease enforcement action.
- We have begun a gradual capital project to install Butterfly MX, a Video Intercom System, at the entrances of Ruth Barkley buildings; this increases convenience for residents (who can survey the doorbell intercom through their mobile device) while reducing the likelihood of doors being propped open for guests or package delivery.

# Next Steps

- BHA requests close-out today of the complaint at 19 Monsignor Reynolds
- BHA expects to imminently resolve and request close-out of AAB complaints at:
  - 16 E. Brookline
  - 20 E. Brookline
  - 47 E. Brookline
- BHA is actively receiving proposals and determining timelines needed for projects at:
  - 10 E. Brookline
  - 14 E. Brookline
  - 23 Msgr. Reynolds
- BHA expects to submit time variance applications for active elevator projects at:
  - 42 Harrison Archway (submitted; permit application #ELV24-3699 also submitted)
- BHA is happy to report back to AAB about further overall planned capital investments in elevators at Ruth Barkley once assessment is complete.
- BHA will continue to partner with the AAB, the Disabilities Commission, and the State Elevator Board to support reliability in its elevator portfolio.

# ARCHITECTURAL ACCESS BOARD - HEARING PACKET

Name **Ruth Barkley Apartments**  
Address **19 Monsignor Reynolds Way**  
City **Boston**

Docket # C23 - 078  
Docket #  
Hearing 09/09/2024  
Time of hearing 2:00 PM

Type of Complaint Bldg

Complaint's Name Dawn Oates

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 #1**

**C23-078**

**AAB 1-252**

Complaints to be Addressed:

2.6, 28.1

SEE PAGE 2

- On July 27th, 2023, AAB received a complaint regarding an elevator outage at this property (AAB 248-252).
- On August 14th, 2023, a First Notice was sent to all parties (AAB 244-247).
- On September 7th, 2023, AAB received a response from Boston Housing Authority requesting an additional 45 days to contemplate the issue (AAB 238-243).
- On September 11th, 2023, AAB sent Correspondence stating the 45-day extension request would not be granted (AAB 234-236).
- On September 21st, 2023, a Stipulated Order was sent out granting an additional 14 days (AAB 225-226).
- On September 29th, 2023, a second response was received from Boston Housing Authority stating that the elevator had been fully restored on September 28th, 2023 (AAB 213-219).
- On October 12th, 2023, a Hearing was scheduled for Monday, December 11th, 2023, at 1:00 PM to address questions of long-term, consistent operation of elevator (AAB 208-210).
- On December 11<sup>th</sup>, 2023, an Adjudicatory Hearing was held on this matter. The Board voted to allow for the submission of additional information from parties prior to reaching its Decision (AAB 173).
- On February 15<sup>th</sup>, 2024, the Board issued a Decision to Find that the Complaint was valid and Ordered respondent to provide elevator call logs over a 60-day observation period (AAB 167-170).
- On April 16<sup>th</sup>, 2024, AAB received additional information from respondent (AAB 156-164).
- On May 6<sup>th</sup>, 2024, the Board voted to Extend the 60-day observation period (AAB 153-154).
- On July 12<sup>th</sup>, 2024, respondent provided Board with additional information (AAB 83-86).
- On July 17<sup>th</sup>, 2024, an Adjudicatory Hearing was scheduled for Monday, August 26<sup>th</sup>, 2024, at 1:00 PM (AAB 81-82).
- On July 26<sup>th</sup>, 2024, AAB granted a Continuance from the respondent and rescheduled the Adjudicatory Hearing for Monday, September 9<sup>th</sup>, 2024, at 2:00 PM. (AAB 72-80).

## Chase, Andrew M (DPL)

---

**From:** Chase, Andrew M (DPL)  
**Sent:** Thursday, August 29, 2024 9:42 AM  
**To:** Joyce, William (DPL)  
**Subject:** RE: Ruth Barkley Apartments

Will,

Here are the addresses for the newest complaints for the Ruth Barkley complex:

47 Harrison Archway  
23 Monsignor Reynolds Way  
10 East Brookline Street  
20 East Brookline Street

Existing complaint addresses for the same complex:

19 Monsignor Reynolds Way  
14 East Brookline Street  
16 East Brookline Street  
42 Harrison Archway

Regards,

**Andrew Chase**

Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1000 Washington Street, Suite 710  
Boston, MA 02118  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Chase, Andrew M (DPL)  
**Sent:** Thursday, August 29, 2024 9:25 AM  
**To:** Joyce, William (DPL) <William.Joyce@mass.gov>  
**Subject:** Ruth Barkley Apartments  
**Importance:** High

Will,

I wanted to give you a heads up that we received four additional elevator complaints for the Ruth Barkley complex last night. I also received an email from the complainant regarding BHA's response to the Second Notice for 14 East Brookline (C24-050) which I just forwarded to you. The new complaints are being put into Complaint now.

Regards,

**Andrew Chase**

Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
*1000 Washington Street, Suite 710*  
*Boston, MA 02118*  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)

## Chase, Andrew M (DPL)

---

**From:** Dawn Oates <dawn@playbrigade.com>  
**Sent:** Thursday, August 29, 2024 2:53 AM  
**To:** Chase, Andrew M (DPL)  
**Subject:** Fwd: 10-day Public Records Request - Dawn Oates - United Elevator Work at R. Barkley Apts., Between 2020 and July 31, 202  
**Attachments:** UEC 19 Msg Reynolds – Invoices and Service Calls.pdf; 19 MRW Elevator 2018-2021.csv; Barkley Elite Wo 40121-083123.xlsm; 1673-02 Bid Tab.pdf; 2119-02 General Bid Result.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.

Andrew,

I'm submitting for the Board's review last year's public records request I made to the BHA. Please note that the response was largely incomplete. When I questioned Kenzie Bok about it at an in-person meeting with her, Paul Shuley, and Ed Flynn, Paul responded that it was his job to respond to the request and he didn't realize it was incomplete.

The BHA dodged or did not respond to several key questions. See, for example, that they omit whether there are any unpaid invoices for the entire year, despite that it is largely rumored that BHA does not pay all of their invoices. This could be a major deterrent in getting necessary repairs and a steady contract for the work, something I understand is not in place (besides a month-to-month), which adversely affects the residents.

Thanks.  
Dawn

Begin forwarded message:

**From:** "Elia, Sophia" <Sophia.Elia@bostonhousing.org>  
**Subject:** **RE: 10-day Public Records Request - Dawn Oates - United Elevator Work at R. Barkley Apts., Between 2020 and July 31, 202**  
**Date:** September 6, 2023 at 4:54:39 PM EDT  
**To:** 'Dawn Oates' <dawn@playbrigade.com>  
**Cc:** Public Records <public.records@bostonhousing.org>

BHA's Response to Your Public Records Request - United Elevator Work at R. Barkley Apts., Between 2020 and July 31, 2023

Dear Dawn:

The Boston Housing Authority ("BHA") has completed its search and compilation of the public records you requested pursuant to your July 31, 2023 public records request (PRR), a copy of which is attached to the bottom of this email. Please see below responses.

1. All paid and unpaid invoices and estimates to the Boston Housing Authority or its agents from United Elevator for work completed or proposed from 2020 through 2023 present date, related to the Boston Housing Authority's Ruth Barkley Apartments elevator located at 19 Monsignor Reynolds Way.

Please see attached Invoices and Service Calls concerning 19 Monsignor Reynolds Way.

2. All work orders placed through the management office and through the BHA's Ruth Barkley work order phone line related to the elevator located at 19 Monsignor Reynolds Way from 2020 through 2023 present date, including work order resolution history and recommendations for future repairs or other action.

Please see attached Work Orders spreadsheets. The BHA switched software system for these lists during this time period and thus the format and information are slightly different. The first list contains work orders for the entire Ruth Barkley development between 2018- and 2021. The second list contains work orders for 19 Monsignor Reynolds Way between 2021 and 2023.

3. A log from 2020-2023 present date detailing all attempts by residents to follow up on work orders through the BHA's dedicated work order phone line option OR confirmation that this work order followup line for BHA's Ruth Barkley Apartments remains out of order.

The BHA does not have a separate record applicable to this request. We refer you to the response to #2 above.

4. All bids received during the TWO most recent RFPs for elevator maintenance considered for the BHA's Ruth Barkley Apartments.

Please see attached Bid Documents for elevator maintenance.

5. Total amount owed to United Elevator as of 7/1 related to work performed on the 19 Monsignor Reynolds Way elevator and date of anticipated payment of outstanding balance.

This request is not in the form of a public records request.

6. Any written or verbal recommendations United Elevator has made to the BHA or Ruth Barkley management company or its agents regarding necessary elevator repairs and associated costs as of January 1, 2023.

The BHA has no records responsive to this request.

7. Number of service calls that were night/weekend/holiday overtime versus non-overtime 2020 through 2023 present date, along with any overtime that was denied and rationale.

The BHA does not have a separate record applicable to this request. We refer you to the response to #2 above.

8. Any policy or protocol, written or verbal, that instructs BHA's Ruth Barkley Management office personnel on how to handle elevator work orders, including any contract provision or training materials outlining a specific protocol for how elevator breakdowns are to be remedied with special consideration for people with disabilities.

The BHA has no records responsive to this request.

In closing, in accordance with state law, I am required to notify you that, if you object to this response to your public records request, you have the right to file an administrative appeal with the Massachusetts supervisor of records under 950 CMR 32.08(i) as well as the right to seek judicial review in the state's superior courts.

Thank you,

**Sophia Elia**  
Paralegal  
**Boston Housing Authority**  
52 Chauncy Street, 10<sup>th</sup> Floor  
Boston, MA 02111



[www.bostonhousing.org](http://www.bostonhousing.org)  
Email: [Sophia.Elia@BostonHousing.org](mailto:Sophia.Elia@BostonHousing.org)  
Office: 617-988-4185

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**From:** Elia, Sophia  
**Sent:** Friday, August 11, 2023 11:47 AM  
**To:** 'Dawn Oates' <dawn@playbrigade.com>  
**Cc:** Public Records <public.records@bostonhousing.org>  
**Subject:** RE: 10-day Public Records Request - Dawn Oates - United Elevator Work at R. Barkley Apts.,19 Monsignor Reynolds Way, Between 2020 and July 31, 2023

BHA's Notice Regarding Your Public Records Request – United Elevator Work at R. Barkley Apts.,19 Monsignor Reynolds Way, Between 2020 and July 31, 2023

Dear Dawn:

This acknowledges receipt of your July 31, 2023 public records request (PRR), a copy of which is located at the bottom of this email. I am writing to notify you that the BHA will require an additional 25 business days from receipt of the initial PRR to respond to your PRR due to the difficulty of the request. This difficulty is compounded by the fact BHA is experiencing temporary staffing shortages due to the current economy's hiring decline and summer vacation schedules. Consequently, subject to the further terms of this email, BHA will respond to your PRR by or before September 5, 2023.

In closing, in accordance with state law, I am required to notify you that, if you object to this response to your public records request, you have the right to file an administrative appeal with the Massachusetts supervisor of records under 950 CMR 32.08(i) as well as the right to seek judicial review in the state's superior courts

**Thank you,**

**Sophia Elia**

Paralegal

P: (617) 988-4538

**Boston Housing Authority**

52 Chauncy Street, 10<sup>th</sup> Floor

Boston, MA 02111

[www.bostonhousing.org](http://www.bostonhousing.org)

Email: [Sophia.Elia@BostonHousing.org](mailto:Sophia.Elia@BostonHousing.org)

Office: 617-988-4185

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---

**From:** Dawn Oates <[dawn@playbrigade.com](mailto:dawn@playbrigade.com)>

**Sent:** Monday, July 31, 2023 4:00 PM

**To:** Public Records <[public.records@bostonhousing.org](mailto:public.records@bostonhousing.org)>

**Subject:** 10-day Public Records Request

Name: Dawn Oates

Name of Firm/Organization: The Play Brigade

Mailing Address: 1295 Beacon St. #89, Brookline, MA 02446

Telephone Number: 617-852-6464

E-Mail Address: [dawn@playbrigade.com](mailto:dawn@playbrigade.com)

Documents Requested: see below

July 31, 2023

**BHA Records Access Officer  
Boston Housing Authority  
52 Chanucy Street  
Boston, MA 02111**

Re: Massachusetts Public Records Request

Dear BHA Records Access Officer:

This is a request under the Massachusetts Public Records Law (M. G. L. Chapter 66, Section 10). I am requesting that I be provided a copy of the following records:

1. All paid and unpaid invoices and estimates to the Boston Housing Authority or its agents from United Elevator for work completed or proposed from 2020 through 2023 present date, related to the Boston Housing Authority's Ruth Barkley Apartments elevator located at 19 Monsignor Reynolds Way.
2. All work orders placed through the management office and through the BHA's Ruth Barkley work order phone line related to the elevator located at 19 Monsignor Reynolds Way from 2020 through 2023 present date, including work order resolution history and recommendations for future repairs or other action.
3. A log from 2020-2023 present date detailing all attempts by residents to follow up on work orders through the BHA's dedicated work order phone line option OR confirmation that this work order followup line for BHA's Ruth Barkley Apartments remains out of order.
4. All bids received during the TWO most recent RFPs for elevator maintenance considered for the BHA's Ruth Barkley Apartments.
5. Total amount owed to United Elevator as of 7/1 related to work performed on the 19 Monsignor Reynolds Way elevator and date of anticipated payment of outstanding balance.
6. Any written or verbal recommendations United Elevator has made to the BHA or Ruth Barkley management company or its agents regarding necessary elevator repairs and associated costs as of January 1, 2023.
7. Number of service calls that were night/weekend/holiday overtime versus non-overtime 2020 through 2023 present date, along with any overtime that was denied and rationale.
8. Any policy or protocol, written or verbal, that instructs BHA's Ruth Barkley Management office personnel on how to handle elevator work orders, including any

**Summary  
of Request:**

contract provision or training materials outlining a specific protocol for how elevator breakdowns are to be remedied with special consideration for people with disabilities.

I recognize that you may charge reasonable costs for copies, as well as for personnel time needed to comply with this request.

The Public Records Law requires you to provide me with a written response within 10 business days. If you cannot comply with my request, you are statutorily required to provide an explanation in writing.

Sincerely,

Dawn Oates

This e-mail and any attachment or file transmitted with it may contain privileged and confidential information for the use of the intended addressee only. The confidentiality and/or privilege in this e-mail is not waived, lost or destroyed if it has been transmitted to you in error. If you have received this e-mail in error, you must (1) not distribute copy or take any action in reliance on it as any action related to this e-mail or attachment is strictly prohibited, and may be unlawful; (2) please notify the sender by return e-mail; and (3) delete the original e-mail.

The Boston Housing Authority, its subsidiaries and/or its employees shall not be liable for the incorrect or incomplete transmission of this e-mail or any attachments, nor responsible for any delay in receipt.

## Chase, Andrew M (DPL)

---

**From:** Chase, Andrew M (DPL)  
**Sent:** Thursday, August 29, 2024 10:07 AM  
**To:** Dawn Oates  
**Subject:** RE: 14 E. Brookline

Dawn,

Thank you for submitting this response. I've forwarded it to Director Joyce for his review.

I've also processed your other complaints and assigned them the following docket numbers:

C24-057 – 47 Harrison Archway  
C24-058 – 20 East Brookline Street  
C24-059 – 23 Monsignor Reynolds Way  
C24-060 – 10 East Brookline Street

First Notices will be sent tomorrow morning. Let me know if you have any questions.

Regards,

**Andrew Chase**

Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1000 Washington Street, Suite 710  
Boston, MA 02118  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Dawn Oates <dawn@playbrigade.com>  
**Sent:** Thursday, August 29, 2024 9:08 AM  
**To:** Chase, Andrew M (DPL) <Andrew.M.Chase@mass.gov>  
**Subject:** Re: 14 E. Brookline

**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.

Correction for the record: see below the correct per diem amounts.

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Brookline, MA 02446

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<http://www.playbrigade.com/all-project-list/the-play-brigade-featured-on-wcvbs-chronicle/>

On Aug 28, 2024, at 10:49 PM, Dawn Oates <dawn@playbrigade.com> wrote:

Andrew,

I got a call from someone yesterday regarding a resident trapped in the elevator at 14 E. Brookline St. It is unclear to me whether this person used the phone inside the elevator or their personal cell phone to call the on-site office; however, they requested to have someone come to the elevator and push the call button help get them out.

This echoes the experience I had in the 14 E. Brookline working elevator. Residents are accustomed to having to just press buttons, tug on the door, etc. to try and get it moving. As one resident put it, "Sometimes you have to click your heels and turn in circles, and press the buttons 3 times to get it to work."

I bring this up for two reasons:

1. The elevator at 14 E. Brookline is still not in compliance and a life-safety hazard.
2. It is intermittently breaking down in ways that allow entrapments to evade documentation by the fire department and the work order center. In this case, an office staff may have gone or sent someone to go figure it out and considered the matter closed.

As you recall from my complaint, this is an elevator that is known to skip floors, doesn't open all the way, and the doors bounce closed about 6-12 inches after attempting to open all the way. These doors get stuck open in this position and residents must pull on the door to get it to close and return to operation.

Note: This is not something I would consider "vandalism," as the BHA has suggested in past responses. However, I can certainly imagine that frustrated residents might make inconsistently operating elevators the target of vandalism after their repeated issues have gone unresolved for months on end. Further, any routine operations or security walk-through would discover this issue with any of the elevators, and it is clear that this is not being done effectively, if at all.

I want to add that I have seen claims by the BHA in the documents they filed that they have offered all residents hotel rooms. This cannot be verified as true, and several residents have specifically told me it is untrue. Perhaps the BHA has offered specific residents the option to move or be transferred.

I was shocked to have heard recently from one 14 resident that she was offered a hotel but "cannot afford it." This indicates that either the BHA did not communicate clearly that

residents were not responsible for payment, or that a language barrier perhaps prevented the resident from understanding.

Another resident said she worried that if she left her apartment, she would not be let back in. For families with housing insecurity, and those who have come from shelters or who have waited years to get into public housing, leaving to go to a cramped hotel room without reassurance when or if they would return to public housing was a change they feared taking. The lesser of two evils seemed to some to be staying put.

For people with disabilities, that means some people may be trapped in 14 East Brookline longer than those who were trapped in 19 Monsignor Reynolds.

I can attest that when hotels were offered to residents of 19 last year, the BHA did not arrange that residents checking in did not need to make the customary credit card deposit on check-in. I was there in the lobby making deposits on my own card.

Further, the BHA initially offered people \$25/day for food. This is woefully inadequate for per diem for families displaced. I explained that \$25 barely covered a sandwich and lemonade from Panera.

I suggested to the BHA that displaced residents be relocated to hotels nearby rather than a different neighborhood away from familiar conveniences like grocery and pharmacy and Childrens schools, etc., specifically not the Roundhouse near Mass & Cass as they had done before and which would be inappropriate for reasons I hope I don't need to get into detail about here. Instead, they were placed at a hotel way down at South Bay that was ::adjacent to:: a longer-term stay hotel equipped with kitchenettes. The BHA chose not to honor the request that families displaced from their homes indefinitely be rehomed in a facility with a kitchen so they could choose today shop and cook with their per diem, the more economical choice and more culturally appropriate for many of the complex's families.

The next time the hotel option was offered, again there was no cooking option but the per diem was raised to \$50. This is all well and good if these residents have the cash to pay up front; however, in many cases that is not true. Those with TAP cards were now living in a neighborhood unknown to them, and getting to their jobs or getting their kids to school made this option very inconvenient.

Last, I understand that BHA offered only those with visible disabilities placement at hotels when 19 was under repair. They did not offer to all in the building or even all who had reasonable accommodation requests on file. It is difficult for me to believe or find any evidence at all that the BHA did offer this option to ALL residents as they have claimed. I may be wrong, but there has not been anything brought to my attention that would indicate ALL residents were offered relocation to a hotel.

I am concerned about a bigger issue here that is outside your purview but am documenting it here for the record, in the event other agencies become involved. That is the fact that BHA is known to have a very long wait list for public housing. The public would be led to believe that all units are full or pending immediate tenancy after paint and repairs.

However, I know of units that have been open in the complex months and even longer than a year, while people who desperately need emergency housing are turned away.

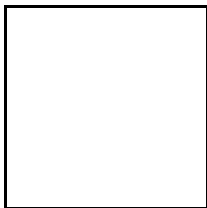
I, myself, went to Chauncey St in January to inquire on emergency housing for a 23 year old man who was being discharged from Spaulding after a cancerous tumor removal caused a spinal cord injury and paralyzed him. He could not get into his childhood home because it was not accessible. Chauncey St said there were ZERO vacancies and turned him away. He was effectively homeless and had an unnecessarily prolonged hospital stay until a relative let him borrow money to rent an apartment that cost him \$30k a year and was unsustainable to him and the family. Fortunately, he has now found affordable housing in neighboring Brookline, a good thing but a system failure for Boston and a shameful embarrassment considering it is widely known there are units all over Ruth Barkley that sit empty.

How is it that there are supposedly zero empty units, yet the BHA claimed in their response that everyone was offered transfers? Transfers where?

And if the pattern and practice of the BHA to date in handling elevator breakdowns is to just offer to move people to hotels or to different homes, what does that say about the BHA prioritizing accessibility and inclusive communities? The solution should not be to just get everyone to move from homes they may have had for years. Many families grew up in public housing and some in this complex have been here for generations. It is not acceptable to have your only option for accessibility to be to leave.

Thanks for your time and attention to this matter.

Dawn



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LIST OF BID RESULTS OPENED AT BOSTON HOUSING AUTHORITY, 52 CHAUNCY STREET, CONTRACT OFFICE, 6th FLOOR, BOSTON, MA 02111, FOR:

TRADE: *General*

REGARDING: *Elevator Maintenance*

LOCATION: *Ruth Barkley and Alice Taylor*

BHA Job No. 2119-02

TIME: *April 26, 2023 @ 11:30 a.m.*

ESTIMATED AT: *\$650,000.00*

DCAM CERTIFICATION: **Elevators**

COMPANY NAME	BASE BID AMOUNT	ALTERNATES				ADD	BID BOND	REPS. CERTS.	DCPO CERT.	CQ-3 UPDATE	CORP. CERT	NON COLL
Motion Elevator	805,000	1	3	5		1, 2, 3	x	x	x	x	x	x
		2	4	6	7							
Otis Elevator	1,187,220	1	3	5		1, 2, 3	x	x	x	x	x	x
		2	4	6	7							
		1	3	5								
		2	4	6	7							
		1	3	5								
		2	4	6	7							
		1	3	5								
		2	4	6	7							
		1	3	5								
		2	4	6	7							
		1	3	5								
		2	4	6	7							
		1		5	7							
		2	4	6								

Name **Ruth Barkley Apartments**  
Address **19 Monsignor Reynolds Way**  
City **Boston**

Docket # C23 - 078  
Docket #  
Hearing 09/09/2024  
Time of hearing 2:00 PM

Type of Complaint Bldg

Complaint's Name Dawn Oates

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:

Complaints to be Addressed:

2.6, 28.1

On July 27th, 2023, AAB received a complaint regarding an elevator outage at this property (AAB 75-79).

On August 14th, 2023, a First Notice was sent to all parties (AAB 71-74).

On September 1st, 2023, AAB received a response from Boston Housing Authority requesting an additional 45 days to contemplate the issue (AAB 65-69).

On September 11th, 2023, Correspondence was sent stating that the 45 days extension would not be granted (AAB 62-64)

On September 21st, 2023, a Stipulated Order was sent out granting an additional 14 days (AAB 53-54).

On September 29th, 2023, a second response was received from Boston Housing Authority stating that the elevator had been fully restored on September 28th, 2023 (AAB 41-47).

On October 12th, 2023, a Hearing was scheduled for December 11th, 2023, at 1:00 PM to address questions of long-term, consistent operation of elevator (AAB 36-38).

LIST OF BID RESULTS OPENED AT BOSTON HOUSING AUTHORITY, 52 CHAUNCY STREET, CONTRACT OFFICE, 6th FLOOR, BOSTON, MA 02111, FOR:

TRADE: General

REGARDING: Elevator Maintenance, Testing & Repair for a Three Year Period

LOCATION: Alice Taylor, Whittier & Ruth Barkley (Cathedral) Developments BHA Job No. 1673-02

TIME: August 28, 2019, at 11:00 a.m.

ESTIMATED AT: \$749,400.00

DCAM CERTIFICATION: Elevators

COMPANY NAME	BASE BID AMOUNT	ALTERNATES None		ADD	BID BOND	REPS. CERTS.	DCPO CERT.	CQ-3 UPDATE	CORP. CERT	NON COLL	MPP/RES ATTACHMT 5 DAYS
United Elevator	841,560	1	3		✓	✓	✓	✓	✓	✓	
		2	4								
		1	3								
		2	4								
		1	3								
		2	4								
		1	3								
		2	4								
		1	3								
		2	4								
		1	3								
		2	4								
		1	3								
		2	4								

United Elevator Company Inc.  
 165 Enterprise Drive  
 Marshfield, MA. 02050



# Invoice

Date: 6/2/2023  
 Invoice #: 837178

**Bill To**

Boston Housing Authority  
 125 Amory Street  
 Roxbury, Ma. 02119

**Elevator Location**

Cathedral Development  
 19 Msgr Reynolds Way  
 Contract 1673-02

P.O. No. 9147002  
 Terms Net 60

Qty	Description	Rate	Amount
2	Job info: 06/02/2023 TC-48460 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA Call description: 19 Msgr. Reynolds - 1-P-11410: OT APPROVED. Not responding. Reported by: Trejon 06/02/2023: Repairs made to door and door operator OT-Mechanic: J. Fontana	241.80	483.60

Make check payable to United Elevator Co.Inc.  
 Include invoice number(S) for proper payment.  
 Remit to: 165 Enterprise Drive, Marshfield 02050

<b>Payments/Credits</b>	\$0.00
<b>Balance Due</b>	<b>\$483.60</b>

Corporate Office  
 165 Enterprise Drive  
 Marshfield, MA. 02050

[www.Unitedelevatorcorp.com](http://www.Unitedelevatorcorp.com)

Branch Office  
 832 Meadow Street  
 Chicopee, MA. 01013

**AAB 157**



# United Elevator

## Trouble Call Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** R-B-0106 (D'Antona, David)

**Job#:** TC-48460 **PO Number:** 9147002  
**Arrival date & time:** 06/02/2023 11:02:00 **Departure date & time:** 06/02/2023 11:02:00  
**Work Completed:** 06/02/2023 **Reported by:** Trejon  
**Mechanic:** Fontana, Jason **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Overtime

**Description:** OT APPROVED. Not responding.  
**Work Performed:** Repairs made to door and door operator

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
		2							2.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:

United Elevator Company Inc.  
 165 Enterprise Drive  
 Marshfield, MA. 02050



# Invoice

Date: 6/2/2023  
 Invoice #: 837179

**Bill To**

Boston Housing Authority  
 125 Amory Street  
 Roxbury, Ma. 02119

**Elevator Location**

Cathedral Development  
 19 Msgr Reynolds Way  
 Contract 1673-02

P.O. No. 9147034  
 Terms Net 60

Qty	Description	Rate	Amount
	Job info: 06/02/2023 TC-48463 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA Call description: 19 Msgr. Reynolds - 1-P-11410: NEED ELEVATOR RESET. OT IS APPROVED.  Reported by: JOCELYN- BOSTON HOUSING		
2	06/02/2023: Repaired the car door and door operator. OT WO # 9147034 Mechanic:D' Antona	241.80	483.60

Make check payable to United Elevator Co.Inc.  
 Include invoice number(S) for proper payment.  
 Remit to: 165 Enterprise Drive, Marshfield 02050

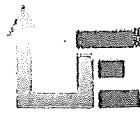
<b>Payments/Credits</b>	\$0.00
<b>Balance Due</b>	<b>\$483.60</b>

Corporate Office  
 165 Enterprise Drive  
 Marshfield, MA. 02050

[www.Unitedelevatorcorp.com](http://www.Unitedelevatorcorp.com)

Branch Office  
 832 Meadow Street  
 Chicopee, MA. 01013

**AAB 159**



# United Elevator

## Trouble Call Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** R-B-0106 (D'Antona, David)

**Job#:** TC-48463 **PO Number:** 9147034  
**Arrival date & time:** 06/02/2023 20:09:00 **Departure date & time:** 06/02/2023 20:09:00  
**Work Completed:** 06/02/2023 **Reported by:** JOCELYN- BOSTON HOUSING  
**Mechanic:** D'Antona, David **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Overtime

**Description:** NEED ELEVATOR RESET. OT IS APPROVED.

**Work Performed:** Repaired the car door and door operator.

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
		2							2.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:

9147034

United Elevator Company Inc.  
 165 Enterprise Drive  
 Marshfield, MA. 02050



# Invoice

Date: 6/3/2023  
 Invoice #: 837181

**Bill To**

Boston Housing Authority  
 125 Amory Street  
 Roxbury, Ma. 02119

**Elevator Location**

Cathedral Development  
 19 Msgr Reynolds Way  
 Contract 1673-02

P.O. No. 9147054  
 Terms: Net 60

Qty	Description	Rate	Amount
2.5	Job info: 06/03/2023 TC-48465 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA Call description: 19 Msgr. Reynolds - 1-P-11410: ELEVATOR IS DOWN WO# 9147054  Reported by: WAYNE CLARK - ER RESPONSE OPERATOR  06/03/2023: Work order 9147054- found blown door operator fuse. Replaced fuse and return car to normal operation OT WO# 9147054 -Mechanic: S. Walsh	241.80	604.50

Make check payable to United Elevator Co.Inc.  
 Include invoice number(S) for proper payment.  
 Remit to: 165 Enterprise Drive, Marshfield 02050

<b>Payments/Credits</b>	\$0.00
<b>Balance Due</b>	<b>\$604.50</b>

Corporate Office  
 165 Enterprise Drive  
 Marshfield, MA. 02050

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Branch Office  
 832 Meadow Street  
 Chicopee, MA. 01013

**AAB 161**



# United Elevator

## Trouble Call Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** R-B-0106 (D'Antona, David)

**Job#:** TC-48465 **PO Number:** 9147054  
**Arrival date & time:** 06/03/2023 10:55:00 **Departure date & time:** 06/03/2023 10:55:00  
**Work Completed:** 06/03/2023 **Reported by:** WAYNE CLARK - ER RESPONSE OPERATOR  
**Mechanic:** Walsh, Shawn **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Overtime

**Description:** ELEVATOR IS DOWN  
 WO# 9147054

**Work Performed:** Work order 9147054- found blown door operator fuse. Replaced fuse and return car to normal operation

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
		2.5							2.50

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:

United Elevator Company Inc.  
165 Enterprise Drive  
Marshfield, MA. 02050



# Invoice

Date Invoice #  
6/4/2023 837182

### Bill To

Boston Housing Authority  
125 Amory Street  
Roxbury, Ma. 02119

### Elevator Location

Cathedral Development  
19 Msgr Reynolds Way  
Contract 1673-02

P.O. No. Terms  
9147034 Net 60

Qty	Description	Rate	Amount
	Job info: 06/04/2023 TC-48477 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA  Call description: 19 Msgr. Reynolds - 1-P-11410: ELEVATOR NOT RESPONDING.  WO:9147034 Reported by: DAWN		
2.5	06/04/2023: Troubleshoot an intermittent failure of the door operator. Replaced the control board for the operator and put the car in service. Sunday WO# 9147034 -Mechanic: D. D'Antona	288.60	721.50

Make check payable to United Elevator Co.Inc.  
Include invoice number(S) for proper payment.  
Remit to: 165 Enterprise Drive, Marshfield 02050

<b>Payments/Credits</b>	\$0.00
<b>Balance Due</b>	<b>\$721.50</b>

Corporate Office  
165 Enterprise Drive  
Marshfield, MA. 02050

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Branch Office  
832 Meadow Street  
Chicopee, MA. 01013

**AAB 163**



# United Elevator

## Trouble Call Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** R-B-0106 (D'Antona, David)

**Job#:** TC-48477 **PO Number:** 9147034  
**Arrival date & time:** 06/04/2023 13:26:00 **Departure date & time:** 06/04/2023 13:26:00  
**Work Completed:** 06/04/2023 **Reported by:** DAWN  
**Mechanic:** D'Antona, David **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Overtime

**Description:** ELEVATOR NOT RESPONDING.

WO:9147034

**Work Performed:** Troubleshoot an intermittent failure of the door operator. Replaced the control board for the operator and put the car in service.

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
			2.5						2.50

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:

United Elevator Company Inc.  
 165 Enterprise Drive  
 Marshfield, MA. 02050



# Invoice

Date: 6/7/2023  
 Invoice #: 837214

**Bill To**

Boston Housing Authority  
 125 Amory Street  
 Roxbury, Ma. 02119

**Elevator Location**

Cathedral Development  
 19 Msgr Reynolds Way  
 Contract 1673-02

P.O. No. \_\_\_\_\_  
 Terms: Net 60

Qty	Description	Rate	Amount
2.5	<p>Job info: 06/07/2023 TC-48533 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA            Call description: 19 Msgr. Reynolds - 1-P-11410: Brief entrapment, needs service. ASAP</p> <p>Reported by: Mike</p> <p>06/07/2023: Found blown fuse in door operator. No wires read to ground need further time to troubleshoot issue-replaced fuse and car went into normal operation. OT            -Mechanic: S. Walsh</p>	241.80	604.50

Make check payable to United Elevator Co.Inc.  
 Include invoice number(S) for proper payment.  
 Remit to: 165 Enterprise Drive, Marshfield 02050

<b>Payments/Credits</b>	\$0.00
<b>Balance Due</b>	<b>\$604.50</b>

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Branch Office  
 832 Meadow Street  
 Chicopee, MA. 01013

**AAB 165**



# United Elevator

## Trouble Call Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** R-B-0106 (D'Antona, David)

**Job#:** TC-48533 **PO Number:**  
**Arrival date & time:** 06/07/2023 09:38:00 **Departure date & time:** 06/07/2023 09:38:00  
**Work Completed:** 06/07/2023 **Reported by:** Mike  
**Mechanic:** Walsh, Shawn **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Overtime

**Description:** Brief entrapment, needs service. ASAP

**Work Performed:** Found blown fuse in door operator. No wires read to ground need further time to troubleshoot issue- replaced fuse and car went into normal operation.

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
		2.5							2.50

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:

*WLB*

United Elevator Company Inc.  
 165 Enterprise Drive  
 Marshfield, MA. 02050



# Invoice

Date: 6/8/2023  
 Invoice #: 837215

**Bill To**

Boston Housing Authority  
 125 Amory Street  
 Roxbury, Ma. 02119

**Elevator Location**

Cathedral Development  
 19 Msgr Reynolds Way  
 Contract 1673-02

P.O. No. 9147843  
 Terms Net 60

Qty	Description	Rate	Amount
	Job info: 06/08/2023 TC-48558 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA Call description: 19 Msgr. Reynolds - 1-P-11410: ELEV STOPPED WORKING AGAIN. WILL CALL BACK WITH WO # . HAS SENIORS STUCK IN THEIR APTS , UNABLE TO USE THE ELEV TO GO UP OR DOWN .  Reported by: DAWN		
6	06/08/2023: Troubleshoot blowing fuses on controller, found broken wire in travel cable... replaced wire checked elevator operations OT -Mechanic: J. Cho	241.80	1,450.80
5	2nd mechanic needed for repairs	241.80	1,209.00

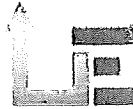
Make check payable to United Elevator Co.Inc.  
 Include invoice number(S) for proper payment.  
 Remit to: 165 Enterprise Drive, Marshfield 02050

<b>Payments/Credits</b>	\$0.00
<b>Balance Due</b>	<b>\$2,659.80</b>

Corporate Office  
 165 Enterprise Drive  
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Branch Office  
 832 Meadow Street  
 Chicopee, MA. 01013  
**AAB 167**



# United Elevator

## Trouble Call Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** R-B-0106 (D'Antona, David)

**Job#:** TC-48558 **PO Number:** 9147843  
**Arrival date & time:** 06/08/2023 08:15:00 **Departure date & time:** 06/08/2023 08:15:00  
**Work Completed:** 06/08/2023 **Reported by:** DAWN  
**Mechanic:** Cho, James **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Emergency

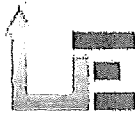
**Description:** ELEV STOPPED WORKING AGAIN. WILL CALL BACK WITH WO # . HAS SENIORS STUCK IN THEIR APTS , UNABLE TO USE THE ELEV TO GO UP OR DOWN .

**Work Performed:** Troubleshoot blowing fuses on controller, found broken wire in travel cable... replaced wire checked elevator operations

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
			6						6.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:



# United Elevator

## Trouble Call Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** R-B-0106 (D'Antona, David)

**Job#:** TC-48558 **PO Number:** 9147843  
**Arrival date & time:** 06/08/2023 08:15:00 **Departure date & time:** 06/08/2023 08:15:00  
**Work Completed:** 06/08/2023 **Reported by:** DAWN  
**Mechanic:** D'Antona, David **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Emergency

**Description:** ELEV STOPPED WORKING AGAIN. WILL CALL BACK WITH WO # . HAS SENIORS STUCK IN THEIR APTS , UNABLE TO USE THE ELEV TO GO UP OR DOWN .

**Work Performed:** Troubleshoot blowing fuses on controller, found broken wire in travel cable... replaced wire checked elevator operations

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
			5						5.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:

United Elevator Company Inc.  
165 Enterprise Drive  
Marshfield, MA. 02050



# Invoice

Date: 6/24/2023  
Invoice #: 837920

### Bill To

Boston Housing Authority  
125 Amory Street  
Roxbury, Ma. 02119

### Elevator Location

Cathedral Development  
19 Msgr Reynolds Way  
Contract 1673-02

P.O. No. 9150159  
Terms Net 60

Qty	Description	Rate	Amount
2	Call description: 19 Msgr. Reynolds - 1-P-11410: ELEVATOR DOWN.  Reported by: SHAKIRA  06/24/2023: Door lock 3 fl back on service OT WO# 9150159 -Mechanic: J. Rodriguez	241.80	483.60

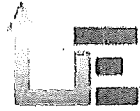
Make check payable to United Elevator Co.Inc.  
Include invoice number(S) for proper payment.  
Remit to: 165 Enterprise Drive, Marshfield 02050

Payments/Credits	\$0.00
<b>Balance Due</b>	<b>\$483.60</b>

Corporate Office  
165 Enterprise Drive  
Marshfield, MA. 02050

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Branch Office  
832 Meadow Street  
Chicopee, MA. 01013  
**AAB 170**



# United Elevator

## Trouble Call Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** R-B-0106 (D'Antona, David)

**Job#:** TC-48788 **PO Number:** 9150159  
**Arrival date & time:** 06/24/2023 14:40:00 **Departure date & time:** 06/24/2023 14:40:00  
**Work Completed:** 06/26/2023 **Reported by:** SHAKIRA  
**Mechanic:** Rodriguez Torres, Jorge Luis **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Overtime

**Description:** ELEVATOR DOWN.  
**Work Performed:** Door lock 3 fl back on service

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
		2							2.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:



# United Elevator

## Trouble Call Time Ticket

MC

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** R-B-0106 (D'Antona, David)

**Job#:** TC-48463 **PO Number:** 9147034  
**Arrival date & time:** 06/02/2023 20:09:00 **Departure date & time:** 06/02/2023 20:09:00  
**Work Completed:** 06/02/2023 **Reported by:** JOCELYN- BOSTON HOUSING  
**Mechanic:** Fontana, Jason **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Overtime

**Description:** NEED ELEVATOR RESET. OT IS APPROVED.

**Work Performed:** Repaired the car door and door operator.

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:

9147034



# United Elevator

## Trouble Call Time Ticket

*MC*

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** R-B-0106 (D'Antona, David)

**Job#:** TC-48542 **PO Number:**  
**Arrival date & time:** 06/08/2023 12:58:00 **Departure date & time:** 06/08/2023 12:58:00  
**Work Completed:** 06/08/2023 **Reported by:** WAYNE CLARK  
**Mechanic:** D'Antona, David **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Entrapment

**Description:** ENTRAPMENT - FIRE DEPT ONSITE  
**Work Performed:** Troubleshoot an intermittent door operator problem and replaced the drive unit.

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
	2								2.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:

*[Signature]*



# United Elevator

MC

## Trouble Call Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** R-B-0106 (D'Antona, David)

**Job#:** TC-48703 **PO Number:** 9149155  
**Arrival date & time:** 06/18/2023 12:42:00 **Departure date & time:** 06/18/2023 12:42:00  
**Work Completed:** 06/18/2023 **Reported by:** EV  
**Mechanic:** D'Antona, David **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Overtime

**Description:** ELEVATOR DOWN  
**Work Performed:** Troubleshoot the controller and found that the door operator fuse had blown. Replaced the fuse and checked traveling cable for defects. Observed operation at all floors.

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
		3							3.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:

9149155



# United Elevator

PC

## Trouble Call Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** R-B-0106 (D'Antona, David)

**Job#:** TC-48708 **PO Number:**  
**Arrival date & time:** 06/18/2023 23:06:00 **Departure date & time:** 06/18/2023 23:06:00  
**Work Completed:** 06/18/2023 **Reported by:** DON  
**Mechanic:** D'Antona, David **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Entrapment

**Description:** ENTRAPMENT  
ONLY ELEV IN BUILDING.

**Work Performed:** Replaced a traveling cable wire associated with the door operator and put the car in service.

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
			2						2.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:

9149155



# United Elevator

## Maintenance Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** R-B-0106 (D'Antona, David)

**Job#:** MT-121866 **PO Number:**  
**Arrival date & time:** 02/03/2023 10:30:00 **Departure date & time:** 02/03/2023 11:00:00  
**Work Completed:** 02/03/2023 **Reported by:**  
**Mechanic:** D'Antona, David **Job type:** Maintenance  
**Billable:** No **Priority:** Normal

**Description:**

**Work Performed:** Completed routine maintenance service. Checked doors, cleaned tracks  
Checked door operator

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
	0.5								0.50

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:

*Mile*

United Elevator Company Inc.  
 165 Enterprise Drive  
 Marshfield, MA. 02050



# Invoice

Date: 4/2/2023  
 Invoice #: 835232

**Bill To**

Boston Housing Authority  
 125 Amory Street  
 Roxbury, Ma. 02119

**Elevator Location**

Cathedral Development  
 19 Msgr Reynolds Way  
 Contract 1673-02

P.O. No. Terms

WO 9135595 Net 60

Qty	Description	Rate	Amount
2	Job info: 04/02/2023 TC-47538 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA Call description: 19 Msgr. Reynolds - 1-P-11410: ELEVATOR NOT RESPONDING. Reported by: EVELYN 04/02/2023; Reset fire service and the car ran normally. (2x-Mechanic) Dave D'Antona	288.60	577.20

Make check payable to United Elevator Co.Inc.  
 Include invoice number(S) for proper payment.  
 Remit to: 165 Enterprise Drive, Marshfield 02050

<b>Payments/Credits</b>	\$0.00
<b>Balance Due</b>	\$577.20

Corporate Office  
 165 Enterprise Drive  
 Marshfield, MA. 02050

[www.Unitedelevatorcorp.com](http://www.Unitedelevatorcorp.com)

Branch Office  
 832 Meadow Street  
 Chicopee, MA. 01013

**AAB 177**



# United Elevator

## Trouble Call Time Ticket

**Building owner:** BHA Family

**Contract#:** MC-0903

**Location:** 19 Msgr. Reynolds, Boston, MA

**Elevator#:** 1-P-11410

**Route#:** R-B-0106 (D'Antona, David)

**Job#:** TC-47538

**PO Number:**

**Arrival date & time:** 04/02/2023 10:18:00

**Departure date & time:** 04/02/2023 10:18:00

**Work Completed:** 04/02/2023

**Reported by:** EVELYN

**Mechanic:** D'Antona, David

**Job type:** Trouble Call

**Billable:** Yes

**Priority:** Normal

**Description:** ELEVATOR NOT RESPONDING.

**Work Performed:** Reset fire service and the car ran normally.

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
			2						2.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

**Work Accepted By:**

9135595

United Elevator Company Inc.  
 165 Enterprise Drive  
 Marshfield, MA. 02050



# Invoice

Date: 4/27/2023  
 Invoice #: 836176

**Bill To**

Boston Housing Authority  
 125 Amory Street  
 Roxbury, Ma. 02119

**Elevator Location**

Cathedral Development  
 19 Msgr Reynolds Way  
 Contract 1673-02

P.O. No. Terms  
 Net 60

Qty	Description	Rate	Amount
2	Job info: 04/27/2023 TC-47883 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA Call description: 19 Msgr. Reynolds - 1-P-11410: Not responding. Reported by: Shakita 04/27/2023: Removed heavy debris from the 1st floor landing and car sills. The car ran normally. (1x-Mechanic) D. D'Antona	195.00	390.00

Make check payable to United Elevator Co.Inc.  
 Include invoice number(S) for proper payment.  
 Remit to: 165 Enterprise Drive, Marshfield 02050

<b>Payments/Credits</b>	\$0.00
<b>Balance Due</b>	<b>\$390.00</b>

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 Marshfield, MA. 02050

[www.Unitedelevatorcorp.com](http://www.Unitedelevatorcorp.com)

Branch Office  
 832 Meadow Street  
 Chicopee, MA. 01013

**AAB 179**



# United Elevator

## Trouble Call Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** R-B-0106 (D'Antona, David)

**Job#:** TC-47883 **PO Number:**  
**Arrival date & time:** 04/27/2023 07:35:00 **Departure date & time:** 04/27/2023 07:35:00  
**Work Completed:** 04/27/2023 **Reported by:** Shakita  
**Mechanic:** D'Antona, David **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Normal

**Description:** Not responding.  
**Work Performed:** Removed heavy debris from the 1st floor landing and car sills. The car ran normally.

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
	2								2.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:



# United Elevator

NC

## Trouble Call Time Ticket

**Building owner:** BHA Family

**Contract#:** MC-0903

**Location:** 19 Msgr. Reynolds, Boston, MA

**Elevator#:** 1-P-11410

**Route#:** R-B-0106 (D'Antona, David)

**Job#:** TC-47557

**PO Number:**

**Arrival date & time:** 04/03/2023 09:01:00

**Departure date & time:** 04/03/2023 09:01:00

**Work Completed:** 04/03/2023

**Reported by:** Cheryl

**Mechanic:** Lebeau, Curt L

**Job type:** Trouble Call

**Billable:** Yes

**Priority:** Normal

**Description:** Entrapment passengers got out but someone in a wheelchair is stuck on the wrong floor.

**Work Performed:** Troubleshoot and made repair to door clutch.

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
	2								2.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

**Work Accepted By:**



# United Elevator

## Maintenance Time Ticket

**Building owner:** BHA Family

**Contract#:** MC-0903

**Location:** 19 Msgr. Reynolds, Boston, MA

**Elevator#:** 1-P-11410

**Route#:** R-B-0106 (D'Antona, David)

**Job#:** MT-125171

**PO Number:**

**Arrival date & time:** 04/05/2023 06:05:00

**Departure date & time:** 04/05/2023 06:05:00

**Work Completed:** 04/05/2023

**Reported by:**

**Mechanic:** D'Antona, David

**Job type:** Maintenance

**Billable:** No

**Priority:** Normal

**Description:**

**Work Performed:** Completed routine maintenance service. Lubed rails if required  
Checked operation of limit switches

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
	0.5								0.50

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

**Work Accepted By:**

United Elevator Company Inc.  
 165 Enterprise Drive  
 Marshfield, MA. 02050  
 (781) 740-2440

# Invoice

Date	Invoice #
9/30/2022	829562

Bill To
Boston Housing Authority 125 Amory Street Roxbury, Ma. 02119

Site Address
Cathedral Development 19 Msgr Reynolds Way Contract 1673-02

Terms	Rep	On Site Date	P.O. Number
Net 60		9/24/2022	9100013

Quantity	Description	Price Each	Amount
	Job info: 09/24/2022: TC-43812 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA  Call description: 19 Msgr. Reynolds - 1-P-11410: STUCK ON MAIN LEVEL  Reported by: EVELYN		
3	09/24/2022: Elevator had issues with door closing on main landing. Cleaned sill and checked operation of locks. OT WO # 9100013 -Mechanic: S. Walsh	241.80	725.40
<b>Please make check payable to United Elevator Co. Inc. Include invoice number(s) for proper payment.</b>		<b>Total</b>	<b>\$725.40</b>



# United Elevator

## Trouble Call Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** R-B-0106 (D'Antona, David)

**Job#:** TC-43812 **PO Number:** 9100013  
**Arrival date & time:** 09/24/2022 20:18:00 **Departure date & time:** 09/24/2022 20:18:00  
**Work Completed:** 09/24/2022 **Reported by:** EVELYN  
**Mechanic:** Walsh, Shawn **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Overtime

**Description:** STUCK ON MAIN LEVEL  
**Work Performed:** Work order 9100013- elevator had issues with door closing on main landing. Cleaned sill and checked operation of locks.

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
		3							3.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:

United Elevator Company Inc.  
 165 Enterprise Drive  
 Marshfield, MA. 02050  
 (781) 740-2440

# Invoice

Date	Invoice #
5/30/2022	825743

Bill To
Boston Housing Authority 125 Amory Street Roxbury, Ma. 02119

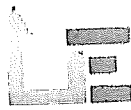
Site Address
Cathedral Development 19 Msgr Reynolds Way Contract 1673-02

Terms	Rep	On Site Date	P.O. Number
Net 60		5/14/2022	9072913

Quantity	Description	Price Each	Amount
2	<p>Job info: 05/14/2022: TC-41429 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA            Call description: 19 Msgr. Reynolds - 1-P-11410: STUCK. PLEASE CALL WITH ETA</p> <p>Reported by: EVELYN</p> <p>05/14/2022: Waited for the alarm company to reset their system and then reset the controller. The car ran normally. OT WO # 9072913-Mechanic: D'Antona</p>	241.80	483.60

Please make check payable to United Elevator Co. Inc. Include invoice number(s) for proper payment.

<b>Total</b>	\$483.60
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# United Elevator

## Trouble Call Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** R-B-0106 (D'Antona, David)

**Job#:** TC-41429 **PO Number:** 9072913  
**Arrival date & time:** 05/14/2022 14:30:00 **Departure date & time:** 05/14/2022 15:30:00  
**Work Completed:** 05/14/2022 **Reported by:** EVELYN  
**Mechanic:** D'Antona, David **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Overtime

**Description:** STUCK. PLEASE CALL WITH ETA  
**Work Performed:** Waited for the alarm company to reset their system and then reset the controller. The car ran normally.

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
		2							2.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:

9072913

United Elevator Company Inc.  
 165 Enterprise Drive  
 Marshfield, MA. 02050  
 (781) 740-2440

# Invoice

Date	Invoice #
3/31/2022	823913

<b>Bill To</b>
Boston Housing Authority 125 Amory Street Roxbury, Ma. 02119

<b>Site Address</b>
Cathedral Development 19 Msgr Reynolds Way Contract 1673-02

Terms	Rep	On Site Date	P.O. Number
Net 60		3/20/2022	

Quantity	Description	Price Each	Amount
	Job info: 03/20/2022: TC-40586 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA Call description: 19 Msgr. Reynolds - 1-P-11410: TWO ELEVATORS ARE NOT WORKING.  Reported by: DENISE HODGE		
3	03/20/2022: Reset elevator from fire service. Work order # 9062814 Sunday -Mechanic: Seastrand	288.60	865.80

Please make check payable to United Elevator Co. Inc. Include invoice number(s) for  
 or payment.

**Total** \$865.80



# United Elevator

## Trouble Call Time Ticket

Building  
owner:

BHA Family

Contract#: MC-0903

Location:

19 Msgr. Reynolds, Boston, MA

Elevator#: 1-P-11410

Route#:

R-B-0106 (D'Antona, David)

Job#: TC-40586 PO Number:

Arrival date & time: 03/20/2022 07:52:00 Departure date & time: 03/20/2022 07:52:00

Work Completed: 03/20/2022 Reported by: DENISE HODGE

Mechanic: Seastrand, Shawn Job type: Trouble Call

Billable: Yes Priority: Overtime

Description: TWO ELEVATORS ARE NOT WORKING.

Work Performed: Reset elevator from fire service. Work order # 9062814

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
			3						3.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:

United Elevator Company Inc.  
 165 Enterprise Drive  
 Marshfield, MA. 02050  
 (781) 740-2440

# Invoice

Date	Invoice #
3/31/2022	823917

Bill To
Boston Housing Authority 125 Amory Street Roxbury, Ma. 02119

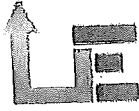
Site Address
Cathedral Development 19 Msgr Reynolds Way Contract 1673-02

Terms	Rep	On Site Date	P.O. Number
Net 60		3/23/2022	906367

Quantity	Description	Price Each	Amount
	Job info: 03/23/2022: TC-40644 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA Call description: 19 Msgr. Reynolds - 1-P-11410: NOT RESPONDING  Reported by: JOSEPHINE		
3	03/23/2022: Car below bottom fl car doors knocked of track, repaired OT WO # 906367 -Mechanic: M. Kelley	241.80	725.40

Make check payable to United Elevator Co. Inc. Include invoice number(s) for payment.

**Total** \$725.40



# United Elevator

## Trouble Call Time Ticket

**Building owner:** BHA Family  
**Location:** 19 Msgr. Reynolds, Boston, MA  
**Route#:** R-B-0106 (D'Antona, David)

**Contract#:** MC-0903  
**Elevator#:** 1-P-11410

**Job#:** TC-40644      **PO Number:** 906367  
**Arrival date & time:** 03/23/2022 00:00:00      **Departure date & time:** 03/23/2022 00:00:00  
**Work Completed:** 03/23/2022      **Reported by:** JOSEPHINE  
**Mechanic:** Kelley, Marc      **Job type:** Trouble Call  
**Billable:** Yes      **Priority:** Overtime

**Description:** NOT RESPONDING  
**Work Performed:** Car below bottom fl car doors knocked of track, repaired

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
		3							3.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

**Work Accepted By:** WO#906367

United Elevator Company Inc.  
 165 Enterprise Drive  
 Marshfield, MA. 02050  
 (781) 740-2440

# Invoice

Date	Invoice #
1/7/2022	821205

Bill To
Boston Housing Authority 125 Amory Street Roxbury, Ma. 02119

Site Address
Cathedral Development 19 Msgr Reynolds Way Contract 1673-02

Terms	Rep	On Site Date	P.O. Number
Net 60		12/19/2021	9047025

Quantity	Description	Price Each	Amount
6	<p>Job info: 12/19/2021: TC-37896 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA            Call description: 19 Msgr. Reynolds - 1-P-11410: ELEVATOR IS LOCKED            Reported by: ELISA            12/19/2021: It appeared as though the fire department broke into the 1st and 2nd floor doors after a power outage. Made repairs to the following:</p> <ul style="list-style-type: none"> <li>- door locks</li> <li>- door gibs</li> <li>- door operator</li> <li>- reset governor</li> <li>- hanger roller assemblies OT WO # 9047025 - 2 man repair team</li> </ul> <p>Mechanics: D'Antona / C. Buckley</p>	483.60	2,901.60

Make check payable to United Elevator Co. Inc. Include invoice number(s) for payment.

**Total** \$2,901.60



# United Elevator

## Trouble Call Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** R-B-0106 (Sullivan, Joshua)

**Job#:** TC-37896 **PO Number:** 9047025  
**Arrival date & time:** 12/18/2021 07:41:00 **Departure date & time:** 12/19/2021 00:39:00  
**Work Completed:** 12/19/2021 **Reported by:** ELISA  
**Mechanic:** D'Antona, David **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Normal

**Description:** ELEVATOR IS LOCKED

**Work Performed:** It appeared as though the fire department broke into the 1st and 2nd floor doors after a power outage. Made repairs to the following :

- door locks
- door gibs
- door operator
- reset governor
- hanger roller assemblies

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Holiday	Total
			6						6.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

rk Accepted By:

United Elevator Company Inc.  
 165 Enterprise Drive  
 Marshfield, MA. 02050  
 (781) 740-2440



# Invoice

Date	Invoice #
11/30/2021	820287

<b>Bill To</b>
Boston Housing Authority 125 Amory Street Roxbury, Ma. 02119

<b>Site Address</b>
Cathedral Development 19 Msgr Reynolds Way Contract 1673-02

Terms	Rep	On Site Date	P.O. Number
Net 60		11/25/2021	9042801

Quantity	Description	Price Each	Amount
2	Job info: 11/25/2021: TC-37134 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA Call description: 19 Msgr. Reynolds - 1-P-11410: FIRE ALARM RESET  Reported by: Shuley, Paul 11/25/2021: The car was running on arrival. Checked operation Holiday WO # 9042801 Mechanic: D'Antona  <i>ROA</i>	288.60	577.20

Make check payable to United Elevator Co. Inc. Include invoice number(s) for payment.

<b>Total</b>	\$577.20
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United Elevator Company Inc.  
 165 Enterprise Drive  
 Marshfield, MA. 02050  
 (781) 740-2440



**UnitedElevator**

# Invoice

Date	Invoice #
10/29/2021	819275

<b>Bill To</b>
Boston Housing Authority 125 Amory Street Roxbury, Ma. 02119

<b>Site Address</b>
Cathedral Development 19 Msgr Reynolds Way Contract 1673-02

Terms	Rep	On Site Date	P.O. Number
Net 60		10/16/2021	

Quantity	Description	Price Each	Amount
3	<p>Job info: 10/16/2021: TC-35985 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA</p> <p>Call description: 19 Msgr. Reynolds - 1-P-11410: ELEVATOR IS NOT GOING UP OR DOWN</p> <p>10/16/2021: Found building alarm triggered, 4th floor smokehead active. Waiting on alarm company to reset building panel before resetting elevator OT BHA Unable to generate WO # -Mechanic: J. Sullivan</p>	241.80	725.40

Please make check payable to United Elevator Co. Inc. Include invoice number(s) for proper payment.	<b>Total</b>	\$725.40
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# United Elevator

## Trouble Call Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** David (D'Antona, David)

**Job#:** TC-35985 **PO Number:**  
**Arrival date & time:** 10/16/2021 00:00:00 **Departure date & time:** 10/16/2021 00:00:00  
**Work Completed:** 10/16/2021 **Reported by:** SHAKIRA  
**Mechanic:** Sullivan, Joshua **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Overtime

**Description:** ELEVATOR IS NOT GOING UP OR DOWN  
**Work Performed:** Found building alarm triggered, 4th floor smokehead active. Waiting on alarm company to reset building panel before resetting elevator

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Total
		3						3.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:

United Elevator Company Inc.  
 165 Enterprise Drive  
 Marshfield, MA. 02050  
 (781).740-2440



**UnitedElevator**

# Invoice

Date	Invoice #
10/29/2021	819276

<b>Bill To</b>
Boston Housing Authority 125 Amory Street Roxbury, Ma. 02119

<b>Site Address</b>
Cathedral Development 19 Msgr Reynolds Way Contract 1673-02

Terms	Rep	On Site Date	P.O. Number
Net 60		10/17/2021	

Quantity	Description	Price Each	Amount
2.5	Job info: 10/17/2021: TC-35986 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA  Call description: 19 Msgr. Reynolds - 1-P-11410: ELEVATOR DOWN  10/17/2021: Reset elevator after hall smokehead triggered Sunday -BHA Unable to generate WO # - Mechanic: J. Sullivan  <div style="text-align: center; font-size: 2em;">OK PS</div>	288.60	721.50

Please make check payable to United Elevator Co. Inc. Include invoice number(s) for proper payment.

<b>Total</b>	\$721.50
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# United Elevator

## Trouble Call Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** David (D'Antona, David)

**Job#:** TC-35986 **PO Number:**  
**Arrival date & time:** 10/17/2021 00:00:00 **Departure date & time:** 10/17/2021 00:00:00  
**Work Completed:** 10/17/2021 **Reported by:** EVE  
**Mechanic:** Sullivan, Joshua **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Overtime

**Description:** ELEVATOR DOWN  
**Work Performed:** Reset elevator after hall smokehead triggered

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Total
			2.5					2.50

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:

United Elevator Company Inc.  
 165 Enterprise Drive  
 Marshfield, MA. 02050  
 (781) 740-2440



United Elevator

# Invoice

Date	Invoice #
5/28/2021	815341

Bill To
Boston Housing Authority 125 Amory Street Roxbury, Ma. 02119

Site Address
Cathedral Development 19 Msgr Reynolds Way Contract 1673-02

Terms	Rep	On Site Date	P.O. Number
Net 60		5/10/2021	9001393

Quantity	Description	Price Each	Amount
	Job info: 05/10/2021: TC-31639 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA		
	Call description: 19 Msgr. Reynolds - 1-P-11410: EL RESET		
3	05/10/2021: Bad relay, repaired. OT WO # 9001393 Mechanic: M. Kelley	241.80	725.40

Please make check payable to United Elevator Co. Inc. Include invoice number(s) for proper payment.	<b>Total</b>	\$725.40
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# United Elevator

## Trouble Call Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** David (D'Antona, David)

**Job#:** TC-31639 **PO Number:** 9001393  
**Arrival date & time:** 05/10/2021 07:45:00 **Departure date & time:** 05/10/2021 07:45:00  
**Work Completed:** 05/10/2021 **Reported by:** JOCELYN BHA  
**Mechanic:** Kelley, Marc **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Overtime

**Description:** EL RESET  
**Work Performed:** Bad relay, repaired.

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Total
		3						3.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By: WO#9001393

United Elevator Company Inc.  
 165 Enterprise Drive  
 Marshfield, MA. 02050  
 (781) 740-2440



UnitedElevator

# Invoice

Date	Invoice #
5/30/2021	815546

Bill To
Boston Housing Authority 125 Amory Street Roxbury, Ma. 02119

Site Address
Cathedral Development 19 Msgr Reynolds Way Contract 1673-02

Terms	Rep	On Site Date	P.O. Number
Net 60		5/29/2021	9005026

Quantity	Description	Price Each	Amount
	Job info: 05/29/2021: TC-32027 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA  Call description: 19 Msgr. Reynolds - 1-P-11410: ELEVATOR IS NOT WORKING AT ALL PLEASE CALL WITH ETA		
2	05/29/2021: Waited for the fire department to remove their lock and turned the power on. Checked operation and the car ran normally. OT WO # 9005026 -Mechanic: D'Antona	241.80	483.60

Please make check payable to United Elevator Co. Inc. Include invoice number(s) for per payment.

**Total** \$483.60



# United Elevator

## Trouble Call Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** David (D'Antona, David)

**Job#:** TC-32027 **PO Number:** 9005026  
**Arrival date & time:** 05/29/2021 15:00:00 **Departure date & time:** 05/29/2021 16:00:00  
**Work Completed:** 05/29/2021 **Reported by:** EVELYN  
**Mechanic:** D'Antona, David **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Overtime

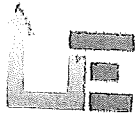
**Description:** ELEVATOR IS NOT WORKING AT ALL PLEASE CALL WITH ETA  
**Work Performed:** Waited for the fire department to remove their lock and turned the power on. Checked operation and the car ran normally.

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Total
		2						2.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:

9005026



# United Elevator

## Maintenance Time Ticket

Building owner:

BHA Family

Contract#: MC-0903

Location:

19 Msgr. Reynolds, Boston, MA

Elevator#: 1-P-11410

Route#:

David (D'Antona, David)

Job#:

MT-87411

PO Number:

Arrival date & time:

05/13/2021 11:00:00

Departure date & time

05/13/2021 12:00:00

Work Completed:

05/13/2021

Reported by:

Mechanic:

D'Antona, David

Job type:

Maintenance

Billable:

No

Priority:

Normal

Description:

Work Performed:

Completed routine maintenance service. Checked doors, cleaned tracks  
Checked door operator

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Total
	1							1.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By:

United Elevator Company Inc.  
 165 Enterprise Drive  
 Marshfield, MA. 02050  
 (781) 740-2440



# Invoice

Date	Invoice #
1/27/2021	812172

<b>Bill To</b>
Boston Housing Authority 125 Amory Street Roxbury, Ma. 02119

<b>Site Address</b>
Cathedral Development 19 Msgr Reynolds Way Contract 1673-02

Terms	Rep	On. Site Date	P.O. Number
Net 60		1/8/2021	568117

Quantity	Description	Price Each	Amount
	Job info: 01/08/2021: TC-29513 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA		
	Call description: 19 Msgr. Reynolds - 1-P-11410: DOORS ONLY OPENING HALFWAY.		
2	01/08/2021: Broken door operator stop. Repaired OT Mechanic: M. Kelley Parts / Hardware	241.80	483.60
		90.00	90.00

Please make check payable to United Elevator Co. Inc. Include invoice number(s) for proper payment.

**Total** \$573.60



# United Elevator

## Trouble Call Time Ticket

**Building owner:** BHA Family **Contract#:** MC-0903  
**Location:** 19 Msgr. Reynolds, Boston, MA **Elevator#:** 1-P-11410  
**Route#:** David (D'Antona, David)

**Job#:** TC-29513 **PO Number:** 568117  
**Arrival date & time:** 01/08/2021 08:09:00 **Departure date & time:** 01/08/2021 08:09:00  
**Work Completed:** 01/08/2021 **Reported by:** KELLIA  
**Mechanic:** Kelley, Marc **Job type:** Trouble Call  
**Billable:** Yes **Priority:** Overtime

**Description:** DOORS ONLY OPENING HALFWAY.  
**Work Performed:** Broken door operator stop. Repaired

Hours	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Total
		2						2.00

Expenses	Meter	Miles	Parking	Purchases	Tolls	Zone

Work Accepted By: WO#568117



# United Elevator

## Maintenance Time Ticket

Building owner: BHA Family  
 Location: 19 Msgr. Reynolds, Boston, MA  
 Route#: David (D'Antona, David)

Contract#: MC-0903

Elevator#: 1-P-11410

Job#: MT-82842  
 Arrival date & time: 02/18/2021 15:00:00

PO Number:

Departure date & time: 02/18/2021 15:33:00

Work Completed: 02/18/2021  
 Mechanic: D'Antona, David

Reported by:

Available: No

Job type: Maintenance

Priority: Normal

Description:

Performed: Completed routine maintenance service. Cleaned pit  
Check operation of pit stop switch

Stops	1x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x	Total
	0.5							0.50

Charges	Meter	Miles	Parking	Purchases	Tolls	Zone

Reported By:

*Mike*

Company Inc.  
 Drive  
 MA. 02050  
 740-2440



**United Elevator**

**Invoice**

Date	Invoice #
9/30/2020	810153

Housing Authority  
 Street  
 ury, Ma. 02119

Site Address  
 Cathedral Development  
 19 Msgr Reynolds Way  
 Contract 1673-02

Terms	Rep	On Site Date	P.O. Number
Net 60		9/1/2020	

Quantity	Description	Price Each	Amount
	Job info: 09/01/2020: TC-26440 Trouble Call: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA		
	Call description: 19 Msgr. Reynolds - 1-P-11410: OT approved. car is down.		
3	09/01/2020: Broken door gibb, broken hall button, and door lock. Repaired OT Mechanic: M. Kelley	241.80	725.40
	parts / Hardware	99.00	99.00
Please make check payable to United Elevator Co. Inc. Include invoice number(s) for proper payment.		<b>Total</b>	\$824.40

Company Inc.  
 Drive  
 MA. 02050  
 740-2440



**United Elevator**

**Invoice**

Date	Invoice #
9/30/2020	810196

Housing Authority  
 Street  
 Ma. 02119

Site Address  
 Cathedral Development  
 19 Msgr Reynolds Way  
 Contract 1673-02

Terms	Rep	On Site Date	P.O. Number
Net 60		9/17/2020	

Quantity	Description	Price Each	Amount
	Job info: 09/17/2020: J-22667 Pre-Inspection: 1-P-11410 / 19 Msgr. Reynolds 19 Msgr. Reynolds Boston MA		
	Job description: 19 Msgr Reynolds Way: New State Code Compliance Pre Inspection		
2	09/17/2020: Pre inspection on unit -Mechanic: J. Walsh	195.00	390.00
Please make check payable to United Elevator Co. Inc. Include invoice number(s) for proper payment.		<b>Total</b>	\$390.00

## Chase, Andrew M (DPL)

---

**From:** Chase, Andrew M (DPL)  
**Sent:** Wednesday, July 31, 2024 12:22 PM  
**To:** Joyce, William (DPL)  
**Subject:** RE: BHA Cases

Will,

Here is the list of open BHA complaints:

- 1) Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston (C23-078).  
Sections cited: 2.6 & 28.1.  
Scheduled for Adjudicatory Hearing on September 9<sup>th</sup>, 2024, at 2:00 PM.  
Currently no deadlines.
- 2) Ruth Barkley Apartments, 42 Harrison Archway, Boston (C24-040).  
Sections cited: 2.6 & 28.1.  
First Notice sent. BHA response currently under review by Board staff.  
BHA met response deadline on 07/24/2024.
- 3) Ruth Barkley Apartments, 16 East Brookline St, Boston (C24-041)  
Sections cited: 2.6, 28.1, 28.6.3, 28.8.4, & 28.9.2.  
First Notice sent by Board staff.  
BHA response deadline: 07/31/2024.
- 4) Ruth Barkley Apartments, 14 East Brookline St, Boston (C24-050)  
Sections cited: 2.6, 28.1, 28.5, 28.6, & 28.6.3.  
First Notice sent by Board staff.  
BHA response deadline: 08/05/2024.

Regards,

**Andrew Chase**

Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1000 Washington Street, Suite 710  
Boston, MA 02118  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Joyce, William (DPL) <William.Joyce@mass.gov>  
**Sent:** Wednesday, July 31, 2024 11:53 AM  
**To:** Chase, Andrew M (DPL) <Andrew.M.Chase@mass.gov>  
**Subject:** BHA Cases  
**Importance:** High

Hi Andrew,

I just got a request from the Commissioner. Can you give me list of our currently open BHA cases with the current status and what deadlines (if any) are?

Preferably structured something like:

Name, Address, City (Docket Number)

Sections Cited

Most recent action from us.

Respondent's Deadline for Action.

Name, Address, City (Docket Number)

Sections Cited

Most recent action from us.

Respondent's Deadline for Action.

Thanks,

## Chase, Andrew M (DPL)

---

**From:** Chase, Andrew M (DPL)  
**Sent:** Friday, July 26, 2024 11:50 AM  
**Subject:** Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston (C23-078) - Rescheduled Hearing Notice.pdf  
**Attachments:** C23-078 Rescheduled Hearing.pdf

Hello,

Attached is a copy of the rescheduled hearing notice for 19 Monsignor Reynolds Way in Boston. This email is intended to keep all interested parties informed.

Regards,

**Andrew Chase**

Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
*1000 Washington Street, Suite 710*  
*Boston, MA 02118*  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)



**MAURA HEALEY**  
GOVERNOR

**KIM DRISCOLL**  
LIEUTENANT GOVERNOR

**YVONNE HAO**  
SECRETARY, EXECUTIVE OFFICE  
OF ECONOMIC DEVELOPMENT

**Commonwealth of Massachusetts**  
**Division of Occupational Licensure**  
**Office of Public Safety and Inspections**  
**Architectural Access Board**  
1000 Washington St., Suite 710  
Boston, Massachusetts 02118

**LAYLA R. D'EMILIA**  
UNDERSECRETARY OF CONSUMER  
AFFAIRS AND BUSINESS REGULATION

**SARAH R. WILKINSON**  
COMMISSIONER, DIVISION OF  
OCCUPATIONAL LICENSURE

**TO:** Boston Housing Authority  
C/O Helene C Maichle  
52 Chancy St.  
Boston, MA 02111

**Docket Number C23 078**

**RE:** Ruth Barkley Apartments  
19 Monsignor Reynolds Way  
Boston

**DATE:** 7/26/2024

Enclosed please find a copy of the following material regarding the complaint against the above location:

- |   |   |
|---|---|
| <input type="checkbox"/> First Notice                 | <input type="checkbox"/> Stipulated Order         |
| <input type="checkbox"/> Second Notice                | <input type="checkbox"/> Letter of Meeting        |
| <input checked="" type="checkbox"/> Notice of Hearing | <input type="checkbox"/> Application for Variance |
| <input type="checkbox"/> Correspondence               | <input type="checkbox"/> Decision of the Board    |

Please review all enclosed documents carefully.

**cc:** Local Building Inspector  
Independent Living Center  
Local Commission on Disability  
Complainant

**AAB 211**



**CHARLES D. BAKER**  
GOVERNOR

**EDWARD A. PALLESCHI**  
UNDERSECRETARY OF CONSUMER  
AFFAIRS AND BUSINESS REGULATION

**KARYN E. POLITO**  
LIEUTENANT GOVERNOR

**Commonwealth of Massachusetts**  
**Division of Professional Licensure**  
**Office of Public Safety and Inspections**  
**Architectural Access Board**

**LAYLA R. D'EMILIA**  
COMMISSIONER, DIVISION OF  
PROFESSIONAL LICENSURE

**MIKE KENNEALY**  
SECRETARY OF HOUSING AND  
ECONOMIC DEVELOPMENT

1000 Washington St., Suite 710 Boston MA 02118  
V: 617-727-0660 www.mass.gov/aab Fax: 617-979-5459

**CANCELLED HEARING NOTICE**

C 23 - 078

**RE: Ruth Barkley Apartments , 19 Monsignor Reynolds Way, Boston**

You are hereby notified that your informal adjudatory hearing before the Architectural Access  
scheduled before the Board on August 26, 2024 has been cancelled.

Respondent requested and was granted a Continuance.

Date: July 26, 2024

ARCHITECTURAL ACCESS BOARD

Chairperson

cc: Independent Living Center  
Local Building Inspector  
Local Disability Commission



MAURA HEALEY  
GOVERNOR

KIM DRISCOLL  
LIEUTENANT GOVERNOR

YVONNE HAO  
SECRETARY, EXECUTIVE OFFICE  
OF ECONOMIC DEVELOPMENT

**Commonwealth of Massachusetts  
Division of Occupational Licensure  
Office of Public Safety and Inspections  
Architectural Access Board  
1000 Washington St., Suite 710  
Boston, Massachusetts 02118**

LAYLA R. D'EMILIA  
UNDERSECRETARY OF CONSUMER  
AFFAIRS AND BUSINESS REGULATION

SARAH R. WILKINSON  
COMMISSIONER, DIVISION OF  
OCCUPATIONAL LICENSURE

**COMPLAINT HEARING NOTICE**

C 23 - 078

**RE: Ruth Barkley Apartments , 19 Monsignor Reynolds Way, Boston**

You are hereby notified that an informal adjudicatory hearing before the Architectural Access Board has been scheduled for you to appear on Monday, **September 9, 2024** at **2:00 PM**

See the please note section for information on attending the remote meeting.

This hearing is upon a complaint filed by Dawn Oates relative to Sections 28.1 and 2.6

A copy of the complaint is available for public inspection during regular business hours.

This hearing will be conducted in accordance with the procedures set forth in M.G.L., c. 30A, and 801 CMR 1.02, the Informal/Fair Hearings Rules. At the hearing, each party may be represented by counsel, may present evidence and may cross examine opposing witnesses.

**PLEASE NOTE:** Requests for the continuance of a hearing must be received no later than fourteen (14) days prior to the scheduled hearing date. Continuances are granted at the Board's discretion only. **The link to the meeting can be found on the Architectural Access Board's web site under 2023 Meeting's Calendar, click Notice of Meeting then click join meeting. You can also contact Executive Director William Joyce at William.Joyce@Mass.Gov or mobile #617-894-1254 to request an electronic link to the meeting or to request a continuance.**

Date: July 26, 2024

ARCHITECTURAL ACCESS BOARD

cc: Independent Living Center  
Local Building Inspector  
Local Disability Commission  
Complainant

  
Chairperson

## Chase, Andrew M (DPL)

---

**From:** Maichle, Helene <Helene.Maichle@bostonhousing.org>  
**Sent:** Monday, July 22, 2024 1:27 PM  
**To:** Joyce, William (DPL)  
**Cc:** Papademetriou, Dean; Rivera, Elizabeth; Chase, Andrew M (DPL); Dalton, Jamie (DPL)  
**Subject:** RE: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way, Boston, elevator

**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.**

Dear Executive Director Joyce,

In addition to my inability to attend the follow-up AAB hearing scheduled for 8/26/2024 due to a medical procedure that I cannot postpone, the Boston Housing Authority's ("BHA's") Service Programs Coordinator, who works directly with the BHA's elevator service provider, has the most knowledge of the elevator at 19 Msgr. Reynolds Way, Boston, and would be the BHA's witness at the hearing, will be out of the country on that date and unable to attend.

Therefore, I respectfully request that the matter be scheduled for the next available hearing date in October so we both can attend. In addition, the BHA will be happy to provide the AAB with an updated memo as to the elevator's status from the date of its last memo to the AAB, 7/11/2024, up to and including 8/26/2024.

Thank you for your attention and consideration.

Sincerely,  
Helene

*Helene C. Maichle*

Helene C. Maichle, BBO# 629151  
Senior Attorney  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.  
Boston, MA 02111  
Tel: (617) 828-0098  
email: [Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)



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**From:** Joyce, William (DPL) <William.Joyce@mass.gov>  
**Sent:** Friday, July 19, 2024 3:22 PM  
**To:** Maichle, Helene <Helene.Maichle@bostonhousing.org>  
**Cc:** Papademetriou, Dean <Dean.Papademetriou@bostonhousing.org>; Rivera, Elizabeth <elizabeth.rivera@bostonhousing.org>; Chase, Andrew M (DPL) <Andrew.M.Chase@mass.gov>; Dalton, Jamie (DPL) <Jamie.Dalton@mass.gov>  
**Subject:** Re: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way, Boston, elevator

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Good afternoon,

While the Board is sympathetic to your request for a continuance, it has no choice but to deny the request at this time. Based on the current calendar the next available date for this hearing would be in early October. As this case deals with matters that significantly impact the life/safety interests of the residents of the building, a delay of this length is unacceptable at this time. If the Authority has no other personnel capable of representing its interests at this hearing, please let us know. Otherwise, we fully expect someone from your office or another appropriate member of the Authority's leadership to appear at the time of the hearing.

Sincerely,

**William Joyce**

Executive Director  
He/Him/His  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1000 Washington Street, Suite 710  
Boston, MA 02118  
617-727-0660  
[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Chase, Andrew M (DPL) <[Andrew.M.Chase@mass.gov](mailto:Andrew.M.Chase@mass.gov)>  
**Sent:** Friday, July 19, 2024 2:41 PM  
**To:** Joyce, William (DPL) <[William.Joyce@mass.gov](mailto:William.Joyce@mass.gov)>  
**Subject:** FW: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way, Boston, elevator

**Andrew Chase**

Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure

1000 Washington Street, Suite 710  
Boston, MA 02118  
617-826-5255 Ext. 25255  
[\[http://www.mass.gov/aab\]](http://www.mass.gov/aab)[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Maichle, Helene <[Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)>  
**Sent:** Tuesday, July 16, 2024 5:18 PM  
**To:** Chase, Andrew M (DPL) <[Andrew.M.Chase@mass.gov](mailto:Andrew.M.Chase@mass.gov)>  
**Cc:** Papademetriou, Dean <[Dean.Papademetriou@bostonhousing.org](mailto:Dean.Papademetriou@bostonhousing.org)>; Rivera, Elizabeth <[elizabeth.rivera@bostonhousing.org](mailto:elizabeth.rivera@bostonhousing.org)>  
**Subject:** RE: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way, Boston, elevator

**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.

Dear Compliance Officer Chase,  
I apologize, but I just checked my personal calendar, and I have a major medical procedure scheduled for Monday, 8/26/2024, the date of the AAB follow-up hearing for 19 Msgr. Reynolds Way (elevator), and expect to be recuperating on Tuesday, 8/27/2024. I cannot postpone or reschedule this medical procedure. I am, therefore, requesting a new hearing date.

Thank you for your consideration and that of the AAB.  
Sincerely,  
Helene

*Helene C. Maichle*  
Helene C. Maichle, BBO# 629151  
Senior Attorney  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.  
Boston, MA 02111  
Tel: (617) 828-0098  
email: [Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)



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---

**From:** Maichle, Helene

**Sent:** Tuesday, July 16, 2024 4:15 PM

**To:** 'Chase, Andrew M (DPL)' <[Andrew.M.Chase@mass.gov](mailto:Andrew.M.Chase@mass.gov)>

**Cc:** Papademetriou, Dean <[Dean.Papademetriou@bostonhousing.org](mailto:Dean.Papademetriou@bostonhousing.org)>; Rivera, Elizabeth <[elizabeth.rivera@bostonhousing.org](mailto:elizabeth.rivera@bostonhousing.org)>

**Subject:** RE: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way, Boston, elevator

Thank you. I have diaried the event and will await receipt of the hearing notice.

Have a good evening.

Sincerely,

Helene

*Helene C. Maichle*

Helene C. Maichle, BBO# 629151

Senior Attorney

Boston Housing Authority

52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.

Boston, MA 02111

Tel: (617) 828-0098

email: [Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)



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**From:** Chase, Andrew M (DPL) <[Andrew.M.Chase@mass.gov](mailto:Andrew.M.Chase@mass.gov)>

**Sent:** Tuesday, July 16, 2024 10:13 AM

**To:** Maichle, Helene <[Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)>

**Cc:** Papademetriou, Dean <[Dean.Papademetriou@bostonhousing.org](mailto:Dean.Papademetriou@bostonhousing.org)>; Rivera, Elizabeth <[elizabeth.rivera@bostonhousing.org](mailto:elizabeth.rivera@bostonhousing.org)>

**Subject:** RE: AAB Docket No. C23-078 - 19 Msgr. Reynolds Way, Boston, elevator

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Good morning,

Thank you for submitting this response. I've reviewed it and added it to the case file. Procedurally, because this matter has already been adjudicated by the Board, I would need the Board to issue an official decision in order to close it.

To that end, a second hearing has been scheduled for August 26<sup>th</sup>, 2024, at 1:00 PM. I'll send out the hearing notices this week. This will give the Board a chance to ask follow-up questions and the parties an opportunity to provide comment.

Regards,

**Andrew Chase**

Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1000 Washington Street, Suite 710  
Boston, MA 02118  
617-826-5255 Ext. 25255  
<http://www.mass.gov/aab>[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Maichle, Helene <[Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)>  
**Sent:** Thursday, July 11, 2024 6:48 PM  
**To:** Chase, Andrew M (DPL) <[Andrew.M.Chase@mass.gov](mailto:Andrew.M.Chase@mass.gov)>  
**Cc:** Papademetriou, Dean <[Dean.Papademetriou@bostonhousing.org](mailto:Dean.Papademetriou@bostonhousing.org)>; Rivera, Elizabeth <[elizabeth.rivera@bostonhousing.org](mailto:elizabeth.rivera@bostonhousing.org)>  
**Subject:** AAB Docket No. C23-078 - 19 Msgr. Reynolds Way, Boston, elevator

**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.

Dear Compliance Officer Chase,  
Please accept for filing in the above-listed matter the Boston Housing Authority's ("BHA's") supplemental memorandum in response to the AAB's 5/6/2024 request, which you emailed to me on 5/17/2024.

Thank you for your attention and courtesy.

Sincerely,

Helene

*Helene C. Maichle*

Helene C. Maichle, BBO# 629151  
Senior Attorney  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.  
Boston, MA 02111  
Tel: (617) 828-0098  
email: [Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)



[www.bostonhousing.org](http://www.bostonhousing.org)

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**Notice:**

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**MAURA HEALEY**  
GOVERNOR

**KIM DRISCOLL**  
LIEUTENANT GOVERNOR

**YVONNE HAO**  
SECRETARY, EXECUTIVE OFFICE  
OF ECONOMIC DEVELOPMENT

**Commonwealth of Massachusetts**  
**Division of Occupational Licensure**  
**Office of Public Safety and Inspections**  
**Architectural Access Board**  
1000 Washington St., Suite 710  
Boston, Massachusetts 02118

**LAYLA R. D'EMILIA**  
UNDERSECRETARY OF CONSUMER  
AFFAIRS AND BUSINESS REGULATION

**SARAH R. WILKINSON**  
COMMISSIONER, DIVISION OF  
OCCUPATIONAL LICENSURE

**TO:** Boston Housing Authority  
C/O Helene C Maichle  
52 CHAUNCY ST.  
BOSTON, MA 02111

**Docket Number C 23 078**

**RE:** Ruth Barkley Apartments  
19 Monsignor Reynolds Way  
Boston

**DATE:** 07/17/2024

Enclosed please find a copy of the following material regarding the complaint against the above location:

- First Notice       Stipulated Order
- Second Notice       Letter of Meeting
- Notice of Hearing       Application for Variance
- Correspondence       Decision of the Board

Please review all enclosed documents carefully.

**cc:** Local Building Inspector  
Independent Living Center  
Local Commission on Disability  
Complainant

**AAB 220**



MAURA HEALEY  
GOVERNOR

Commonwealth of Massachusetts  
Division of Occupational Licensure  
Office of Public Safety and Inspections  
Architectural Access Board

LAYLA R. D'EMILIA  
UNDERSECRETARY OF CONSUMER  
AFFAIRS AND BUSINESS REGULATION

KIM DRISCOLL  
LIEUTENANT GOVERNOR

SARAH R. WILKINSON  
COMMISSIONER, DIVISION OF  
OCCUPATIONAL LICENSURE

YVONNE HAO  
SECRETARY, EXECUTIVE OFFICE  
OF ECONOMIC DEVELOPMENT

1000 Washington St., Suite 710  
Boston, Massachusetts 02118

**COMPLAINT HEARING NOTICE**

C 23 - 078

**RE: Ruth Barkley Apartments , 19 Monsignor Reynolds Way , Boston**

You are hereby notified that an informal adjudicatory hearing before the Architectural Access Board has been scheduled for you to appear on Monday, **August 26, 2024** at **1:00 PM**

See the please note section for information on attending the remote meeting.

This hearing is upon a complaint filed by **Dawn Oates** relative to Sections

A copy of the complaint is available for public inspection during regular business hours.

This hearing will be conducted in accordance with the procedures set forth in M.G.L., c. 30A, and 801 CMR 1.02, the Informal/Fair Hearings Rules. At the hearing, each party may be represented by counsel, may present evidence and may cross examine opposing witnesses.

**PLEASE NOTE:** Requests for the continuance of a hearing must be received no later than fourteen (14) days prior to the scheduled hearing date. Continuances are granted at the Board's discretion only. **The link to the meeting can be found on the Architectural Access Board's web site under 2023 Meeting's Calendar, click Notice of Meeting then click join meeting. You can also contact Executive Director William Joyce at William.Joyce@Mass.Gov or mobile #617-894-1254 to request an electronic link to the meeting or to request a continuance.**

Date: July 17, 2024

ARCHITECTURAL ACCESS BOARD

cc: Independent Living Center  
Local Building Inspector  
Local Disability Commission  
Complainant

  
Chairperson

**AAB 221**

**Boston Housing Authority's Response to the Architectural Access Board's Supplemental Request for Log of Elevator Service Outages at 19 Msgr. Reynolds Way from 5/6/2024 to 7/5/2024**

**RE: Ruth Barkley Apartments  
19 Msgr. Reynolds Way, Boston (Elevator)  
AAB Docket No.: C23-078**

Pursuant to the Architectural Access Board's ("AAB's") supplemental request to Respondent Boston Housing Authority ("BHA"), received via email and dated 5/17/2024, for a log of elevator service interruptions at 19 Msgr. Reynolds Way, Boston, MA, between 5/6/2024 and 7/5/2024, the BHA hereby provides the following log and attached service work ticket of its elevator service provider, Motion Elevator Corp.

There have been minimal trouble calls since the major elevator upgrade (including travel cable replacement) commenced and was completed in November-December 2023. However, in the months since, there have been issues with vandalism caused by non-residents that have affected elevator service. In particular, smoking in the building can set off fire alarms that send the elevator to the ground floor, which then requires it to be manually reset each time. These interruptions are not malfunctions, but rather a safety feature which requires the elevator to be down for a short time while it gets reset. The BHA has a no-smoking policy, which is incorporated in its public housing lease, prohibiting smoking in its buildings. The BHA's Public Safety Department has stepped up patrols in this building to address the issue.

Apart from the alarm resets, there was only one (1) instance of a service interruption during the supplemental request period. As reflected in the attached

Motion Elevator Corp. work ticket, the following incident was the sole mechanical service interruption during the supplemental request period:

**Thursday, 5/16/2024** – The elevator became stuck on the third floor with three teenaged passengers inside. Motion Elevator Corp. technician found that the governor switch was tripped in the overhead and reset it. The governor switch is a speed-monitoring device that triggers a safety mounted on the car's frame when the elevator reaches a high speed in either direction. The governor is located in the overhead of this elevator. Three (3) hours down time.

Boston Fire Department responded and released the passengers within approximately twenty-five (25) minutes, however, in the process of doing so, firefighters broke the hallway door. The reset of the governor switch and the repair to the second-floor door lock took a total of three (3) hours for the elevator service provider to complete.

As the BHA has previously stated to the AAB, building residents are notified by the BHA's automated phone/text alert system if the elevator will remain out of service for longer than the two (2) hours allowed for repairs.

### **CONCLUSION**

The BHA respectfully renews its request to the AAB to close the case for the following reasons. In the seven (7) months since the BHA completed the major upgrades and the travel cable replacement for this elevator, there have been a minimum of service interruptions to the elevator, including during the period of the AAB's instant supplemental request, 5/6//2024 – 7/5/2024, when there was only one (1) mechanical service interruption.

As the BHA stated in its 4/14/2024 memorandum to the AAB, the BHA's elevator service provider is responding to restore service when needed, but such service has been needed on rare occasions during the supplemental request period. The major elevator upgrades have been successful, the elevator is fully operational, and the reason for the complaint to the AAB has been addressed.

Respectfully submitted,

The Respondent,  
Boston Housing Authority  
By its attorney,

/s/Helene C. Maichle  
Helene C. Maichle, BBO# 629151  
Senior Attorney  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor Legal Dept.  
Tel: (617) 828-0098  
Helene.Maichle@bostonhousing.org

DATED: July 12, 2024

Attachment



79 Freeport Street, Dorchester, MA 02122  
 1.855.600.1206 | [info@motionelevcorp.com](mailto:info@motionelevcorp.com) | [Motionelevcorp.com](http://Motionelevcorp.com)

## Trouble Call Time Ticket

<b>Building owner:</b>	Boston Housing Authority	<b>Contract#:</b> BHA 2119-02
<b>Location:</b>	Ruth Barkley and Alice Taylor Development,	<b>Contract type:</b> Full Maintenance
<b>Route#:</b>	Mike (Sampson, Mike)	<b>Elevator#:</b> 1-P-11410 (19 MSGR. Reynolds)

Job#:	TC-40423	PO Number:	9223846
Arrival date & time:	05/16/2024 16:00:00	Reported by:	Paul Shuley
Work Completed:	05/16/2024	Job type:	Trouble Call
Mechanic:	Mcintyre, Damien	Priority:	Overtime
Billable:	Yes		

**Description:** Entrapment stuck on 3rd floor  
**Work Performed:** I found the governor switch tripped in the overhead. I repaired the 2nd floor door lock

Hours	1x	1.5x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x
	0.00	0.00	3.00	0.00	0.00	0.00	0.00	0.00

Expenses	Cartage	Fuel	Miles	Misc.	Parking	Purchases	Tolls	Travel	Zone
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Work Accepted By:

## Chase, Andrew M (DPL)

---

**From:** Griffin, Molly (DPL)  
**Sent:** Wednesday, July 10, 2024 10:22 AM  
**To:** Chase, Andrew M (DPL); Joyce, William (DPL)  
**Subject:** RE: Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston (C23-078) - Hearing Request

Hi Andrew,

Yes, no problem, I don't believe I have anyone requesting an earlier date at the moment.

### Molly Griffin

Program Coordinator  
She/Her/Hers  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1000 Washington Street, Suite 710  
Boston, MA 02118  
[www.mass.gov/AAB](http://www.mass.gov/AAB)  
617-826-5215

---

**From:** Chase, Andrew M (DPL) <Andrew.M.Chase@mass.gov>  
**Sent:** Wednesday, July 10, 2024 10:17 AM  
**To:** Griffin, Molly (DPL) <Molly.Griffin@mass.gov>; Joyce, William (DPL) <William.Joyce@mass.gov>  
**Subject:** Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston (C23-078) - Hearing Request

Molly,

Can you schedule C23-078, Ruth Barkley Apartments at 19 Monsignor Reynolds Way in Boston for a hearing? This one is a little more pressing. Will and I talked about it yesterday and it looks like the 1:00 PM for August 26<sup>th</sup> was moved to the last meeting, so that slot might work if there isn't anyone else waiting for it.

Thanks,

### Andrew Chase

Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1000 Washington Street, Suite 710  
Boston, MA 02118  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)

# Assessing On-Line

[« New search](#)

[Map](#)

<b>Parcel ID:</b>	0801209010
<b>Address:</b>	15 MSGR REYNOLDS WY BOSTON MA 02118
<b>Property Type:</b>	Exempt
<b>Classification Code:</b>	0908 (Exempt Ownership / BOS HOUSING AUTHOR)
<b>Lot Size:</b>	258,284 sq ft
<b>Gross Area:</b>	131,540 sq ft
<b>Year Built:</b>	1951
<b>Owner on Sunday, January 1, 2023:</b>	<a href="#">BOSTON HOUSING AUTHORITY</a>
<b>Owner's Mailing Address:</b>	15 MSGR REYNOLDS WY BOSTON MA 02118
<b>Residential Exemption:</b>	No
<b>Personal Exemption:</b>	No

### Value/Tax

**Assessment as of Sunday, January 1, 2023, statutory lien date.**

<b>FY2024 Building value:</b>	\$33,853,900.00
<b>FY2024 Land Value:</b>	\$26,794,400.00
<b>FY2024 Total Assessed Value:</b>	\$60,648,300.00

#### FY2024 Tax Rates (per thousand):

- Residential:	\$10.90
- Commercial:	\$25.27

<b>FY2024 Gross Tax:</b>	\$0.00
Community Preservation:	\$0.00
- Residential Exemption:	\$0.00
- Personal Exemption:	\$0.00
<b>FY2024 Net Tax:</b>	\$0.00

### Abatements/Exemptions

The deadline for filing an Abatement application for FY2024 was 2/1/2024. Applications for 1 will become available for download beginning 1/1/2025.

This type of parcel is not eligible for a residential or personal exemption.

### Current Owner/s

BOSTON HOUSING AUTHORITY

Owner information may not reflect any changes submitted to City of Boston Assessing after November 22, 2023.

### Value History

Fiscal Year	Property Type	Assessed Value *
2024	Exempt	\$60,648,300.00
2023	Exempt	\$63,517,900.00
2022	Exempt	\$58,262,600.00
2021	Exempt	\$59,458,500.00
2020	Exempt	\$56,145,600.00
2019	Exempt	\$55,452,500.00
2018	Exempt	\$52,630,000.00
2017	Exempt	\$50,146,500.00
2016	Exempt	\$46,393,500.00
2015	Exempt	\$37,450,500.00
2014	Exempt	\$38,471,000.00
2013	Exempt	\$29,215,000.00
2012	Exempt	\$29,790,400.00
2011	Exempt	\$29,790,400.00
2010	Exempt	\$29,968,700.00
2009	Exempt	\$31,169,000.00
2008	Exempt	\$33,244,400.00
2007	Exempt	\$33,244,400.00
2006	Exempt	\$28,283,900.00
2005	Apartment Building	\$25,694,100.00
2004	Apartment Building	\$25,694,100.00
2003	Apartment Building	\$24,433,400.00
2002	Exempt	\$26,197,200.00
2001	Exempt	\$24,433,500.00
2000	Exempt	\$23,410,500.00
1999	Exempt	\$23,410,500.00
1998	Exempt	\$23,410,500.00
1997	Exempt	\$18,945,000.00
1996	Exempt	\$18,281,000.00
1995	Exempt	\$18,461,000.00
1994	Exempt	\$16,004,000.00
1993	Exempt	\$16,004,000.00

\* Actual Billed Assessments

View [Quarterly Tax Bill and Payment Information](#) for this parcel for FY2023 and FY2024.

View [approved building permits](#) associated with this parcel.

Capital Fund Program - Five-Year Action Plan

Status: Draft

Approval Date:

Approved By:

<b>Part I: Summary</b>	
<b>PHA Name :</b> Boston Housing Authority	<b>Locality (City/County &amp; State)</b>
<b>PHA Number:</b> MA002	<input checked="" type="checkbox"/> <b>Original 5-Year Plan</b> <input type="checkbox"/> <b>Revised 5-Year Plan (Revision No:                      )</b>

A.	Development Number and Name	Work Statement for Year 1 2024	Work Statement for Year 2 2025	Work Statement for Year 3 2026	Work Statement for Year 4 2027	Work Statement for Year 5 2028
	RUTH LILLIAN BARKLEY APARTMENTS (MA002000106)	\$4,425,000.00	\$3,000,000.00	\$2,500,000.00		\$6,000,000.00
	ALICE HEYWOOD TAYLOR (MA002000114)	\$440,000.00		\$825,000.00		\$450,000.00
	MILDRED C. HAILEY APARTMENTS (MA002107119)	\$3,250,000.00				
	AUTHORITY-WIDE	\$19,822,503.00	\$20,937,503.00	\$21,140,003.00	\$21,919,803.0	\$15,729,935.00
	POND STREET (MA002000226)	\$340,000.00	\$2,050,000.00	\$400,000.00	\$1,226,200.00	
	HOLGATE APARTMENTS (MA002000229)	\$1,220,000.00	\$380,000.00	\$625,000.00	\$1,720,000.00	
	MLK TOWERS (MA002000240)	\$440,000.00	\$680,000.00	\$1,800,000.00	\$200,000.00	
	ROCKLAND TOWERS (MA002000250)	\$116,500.00	\$260,000.00			
	CODMAN APARTMENTS (MA002000251)	\$100,000.00	\$550,000.00	\$100,000.00	\$200,000.00	\$3,000,000.00
	ASHMONT STREET (MA002000228)	\$400,000.00			\$150,000.00	

Capital Fund Program - Five-Year Action Plan

Status: Draft

Approval Date:

Approved By:

<b>Part I: Summary</b>	
<b>PHA Name :</b> Boston Housing Authority	<b>Locality (City/County &amp; State)</b>
<b>PHA Number:</b> MA002	<input checked="" type="checkbox"/> <b>Original 5-Year Plan</b> <input type="checkbox"/> <b>Revised 5-Year Plan (Revision No:                      )</b>

A.	Development Number and Name	Work Statement for Year 1 2024	Work Statement for Year 2 2025	Work Statement for Year 3 2026	Work Statement for Year 4 2027	Work Statement for Year 5 2028
	GENERAL WARREN (MA002000247)	\$39,000.00	\$1,061,000.00	\$3,168,000.00	\$1,200,000.00	
	WASHINGTON STREET (MA002000235)	\$500,000.00	\$500,000.00			
	SPRING STREET (MA002000270)	\$200,000.00	\$739,000.00	\$550,000.00	\$2,392,000.00	\$712,000.00
	MARY ELLEN MCCORMACK (MA002000123)	\$100,000.00	\$850,000.00	\$670,000.00	\$540,000.00	\$800,000.00
	COMMONWEALTH (MA002000182)	\$1,000,000.00	\$600,000.00		\$60,000.00	
	FRANKLIN FIELD (MA002000189)	\$4,000,000.00	\$2,800,000.00	\$2,500,000.00		\$1,200,000.00
	GROVELAND (MA002000232)	\$20,000.00			\$45,000.00	
	FOLEY APARTMENTS (MA002000230)		\$125,000.00		\$640,000.00	
	ROSLYN APARTMENTS (MA002000272)		\$570,000.00	\$500,000.00	\$1,045,000.00	\$250,000.00
	BELLFLOWER STREET (MA002000277)		\$180,000.00			

Capital Fund Program - Five-Year Action Plan

Status: Draft

Approval Date:

Approved By:

<b>Part I: Summary</b>	
PHA Name : Boston Housing Authority  PHA Number: MA002	Locality (City/County & State) <input checked="" type="checkbox"/> Original 5-Year Plan <input type="checkbox"/> Revised 5-Year Plan (Revision No:                      )

A.	Development Number and Name	Work Statement for Year 1 2024	Work Statement for Year 2 2025	Work Statement for Year 3 2026	Work Statement for Year 4 2027	Work Statement for Year 5 2028
	PEABODY SQUARE (MA002000283)		\$150,000.00		\$900,000.00	
	CHARLESTOWN (MA002000101)		\$350,000.00		\$650,000.00	\$2,000,000.00
	PASCIUCCO APARTMENTS (MA002000254)		\$200,000.00			
	TORRE UNIDAD (MA002000249)		\$100,000.00	\$100,000.00		
	HASSAN APARTMENTS (MA002000262)		\$330,500.00		\$600,000.00	\$500,000.00
	DAVISON APARTMENTS (MA002000234)			\$235,000.00	\$400,000.00	
	FREDERICK DOUGLASS (MA002000244)			\$1,200,000.00	\$675,000.00	\$571,068.00
	HIGHLAND PARK (MA002000193)			\$100,000.00	\$500,000.00	
	MALONE APARTMENTS (MA002000290)				\$400,000.00	\$800,000.00
	HAMPTON HOUSE (MA002000298)				\$475,000.00	\$2,200,000.00

Capital Fund Program - Five-Year Action Plan

Status: Draft

Approval Date:

Approved By:

Part I: Summary						
PHA Name : Boston Housing Authority		Locality (City/County & State)				
PHA Number: MA002		<input checked="" type="checkbox"/> Original 5-Year Plan		<input type="checkbox"/> Revised 5-Year Plan (Revision No: )		
A.	Development Number and Name	Work Statement for Year 1 2024	Work Statement for Year 2 2025	Work Statement for Year 3 2026	Work Statement for Year 4 2027	Work Statement for Year 5 2028
	WASHINGTON MANOR (MA002000299)				\$475,000.00	\$2,200,000.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year</b>				
	1	2024		
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
	RUTH LILLIAN BARKLEY APARTMENTS (MA002000106)			\$4,425,000.00
ID0016	T403 intercoms at Ruth Barkley(Dwelling Unit-Interior (1480)-Electrical)	Electrical @ Ruth Barkley		\$150,000.00
ID0017	T300 Window Replacement at Ruth Barkley(Dwelling Unit-Exterior (1480)-Windows)	Building Envelope @ Ruth Barkley		\$4,000,000.00
ID0018	1973-02 Replace Emergency Generator at Ruth Barkley(Dwelling Unit-Interior (1480)-Electrical,Dwelling Unit-Interior (1480)-Mechanical)	Electrical @ Ruth Barkley		\$275,000.00
	ALICE HEYWOOD TAYLOR (MA002000114)			\$440,000.00
ID0020	T404 Exterior Stairs Townhouses at AHT(Dwelling Unit-Exterior (1480)-Stairwells - Fire Escapes)	Site/Grounds @ AHT		\$100,000.00
ID0021	T175-01 Fire Alarm Panels @ Low and Mid at AHT(Dwelling Unit-Interior (1480)-Electrical,Dwelling Unit-Interior (1480)-Mechanical)	A/E Electrical @ AHT		\$40,000.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year</b>				
1	2024			
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
ID0327	T175-02 Fire Alarm Panels @ Low and Mid at AHT(Dwelling Unit-Interior (1480)-Mechanical,Dwelling Unit-Interior (1480)-Electrical)	Electrical @ AHT		\$300,000.00
	MILDRED C. HAILEY APARTMENTS (MA002107119)			\$3,250,000.00
ID0028	T405 Fire Pumps at MCH(Dwelling Unit-Interior (1480)-Electrical)	Electrical @ MCH		\$600,000.00
ID0030	T403 Intercoms at MCH(Dwelling Unit-Interior (1480)-Electrical,Dwelling Unit-Interior (1480)-Other)	Electrical @ MCH		\$250,000.00
ID0246	T117-01 Mech vent @ WCs at MCH(Dwelling Unit-Interior (1480)-Mechanical,Dwelling Unit-Interior (1480)-Other)	HVAC @ MCH		\$1,000,000.00
ID0253	Elevator Modernization at MCH(Dwelling Unit-Interior (1480)-Mechanical)	Elevators @ MCH		\$400,000.00
ID0328	T184 HW, CW Replacement at MCH(Dwelling Unit-Interior (1480)-Other,Dwelling Unit-Interior (1480)-Plumbing)	Plumbing @ MCH		\$1,000,000.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year</b>				
	1	2024		
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
	AUTHORITY-WIDE (NAWASD)			\$19,822,503.00
ID0072	XCF Family Program Contingency(Contract Administration (1480)-Contingency)	Contingency		\$774,581.00
ID0180	XSC Clerks Salaries (AW)(Contract Administration (1480)-Other,Contract Administration (1480)-Other Fees and Costs)	Salaries for BHA in-House Project Representatives		\$815,000.00
ID0185	XCE Eldery Program Contingency(Contract Administration (1480)-Contingency)	Contingency		\$415,210.10
ID0190	EnvC AW Environmental Consulting Services(Contract Administration (1480)-Other)	As needed services for management of haz mat issues across the portfolio		\$100,000.00
ID0205	504 Resonable Accomodations(Dwelling Unit-Interior (1480)-Appliances,Dwelling Unit-Interior (1480)-Bathroom Counters and Sinks,Dwelling Unit-Interior (1480)-Kitchen Cabinets,Dwelling Unit-Interior (1480)-Other,Dwelling Unit-Interior (1480)-Tubs and Showers)	Design and construction for reasonable accomodations		\$120,000.00
ID0210	XSR Relocation(Contract Administration (1480)-Relocation)	labor, hotels, etc.		\$40,000.00

Capital Fund Program - Five-Year Action Plan

Part II: Supporting Pages - Physical Needs Work Statements (s)				
Work Statement for Year 1 2024				
Identifier	Development Number/Name	General Description of Major Work Categories	Quantity	Estimated Cost
ID0222	Management Budget- Operations(Operations (1406))	Operating @ 20% of grant		\$7,282,600.60
ID0227	Capital Bond Costs(Bond Debt Obligation (9001))	Work at Charlestown, MEM, Old Colony et al		\$6,251,755.00
ID0232	Management Budget- admin(Administration (1410)-Other,Administration (1410)-Salaries)	CCD admin 10% of Grant		\$3,641,300.30
ID0242	AE Consulting Services(Contract Administration (1480)-Other)	As Needed Services		\$20,000.00
ID0413	Management Improvements at Authority Wide(Management Improvement (1408)-Other,Management Improvement (1408)-Security Improvements (not police or guard-non-physical),Management Improvement (1408)-System Improvements)	Management Improvements @ Authority Wide		\$362,056.00
	POND STREET (MA002000226)			\$340,000.00
ID0074	T502 Roofs at Pond Street(Dwelling Unit-Exterior (1480)-Roofs)	Roofs @ Pond Street		\$140,000.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year</b>				
1	2024			
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
ID0351	T399 Supply and Waste at Pond Street(Dwelling Unit-Site Work (1480)-Water Lines/Mains)	Site / Grounds @ Pond Street		\$200,000.00
	HOLGATE APARTMENTS (MA002000229)			\$1,220,000.00
ID0092	T398 Modernization at Holgate(Dwelling Unit-Interior (1480)-Electrical,Dwelling Unit-Interior (1480)-Mechanical)	Elevators @ Holgate		\$400,000.00
ID0478	T403 Intercoms at Holgate(Dwelling Unit-Interior (1480)-Electrical,Dwelling Unit-Interior (1480)-Mechanical)	Electrical @ Holgate		\$70,000.00
ID0479	T399 Supply and Waste at Holgate(Dwelling Unit-Site Work (1480)-Water Lines/Mains)	Site / Grounds @ Holgate		\$750,000.00
	MLK TOWERS (MA002000240)			\$440,000.00
ID0131	T396 Switchgear at MLK(Dwelling Unit-Interior (1480)-Electrical)	Electrical @ MLK		\$120,000.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year 1 2024</b>				
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
ID0133	T415 Fire Alarm at MLK(Dwelling Unit-Interior (1480)-Electrical)	Electrical @ MLK		\$170,000.00
ID0134	T416 Intercom at MLK(Dwelling Unit-Interior (1480)-Electrical)	Electrical @ MLK		\$80,000.00
ID0135	T395 Replace DHW at MLK(Dwelling Unit-Interior (1480)-Plumbing)	Plumbing @ MLK		\$70,000.00
	ROCKLAND TOWERS (MA002000250)			\$116,500.00
ID0148	T396 Switchgear at Rockland(Dwelling Unit-Interior (1480)-Electrical)	Electrical @ Rockland		\$116,500.00
	CODMAN APARTMENTS (MA002000251)			\$100,000.00
ID0151	1290-01 Carport Ceiling at Codman(Dwelling Unit-Exterior (1480)-Carports -Surface Garage,Dwelling Unit-Exterior (1480)-Other,Dwelling Unit-Exterior (1480)-Roofs)	Envelope @ Codman		\$100,000.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year</b>				
1	2024			
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
	ASHMONT STREET (MA002000228)			\$400,000.00
ID0235	T409 Replace Roof at Ashmont(Dwelling Unit-Exterior (1480)-Roofs)	Roofs @ Ashmont		\$400,000.00
	GENERAL WARREN (MA002000247)			\$39,000.00
ID0249	T418 Load Center at General Warren(Dwelling Unit-Interior (1480)-Electrical,Dwelling Unit-Interior (1480)-Other)	Electrical @ General Warren		\$39,000.00
	WASHINGTON STREET (MA002000235)			\$500,000.00
ID0273	1655-02 Boiler Upgrades at Washington Street(Dwelling Unit-Interior (1480)-Mechanical,Dwelling Unit-Interior (1480)-Other.Dwelling Unit-Interior (1480)-Plumbing)	HVAC @ Washington Street		\$500,000.00
	SPRING STREET (MA002000270)			\$200,000.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year 1 2024</b>				
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
ID0289	T211 Siding @ Spring Street(Dwelling Unit-Exterior (1480)-Siding)	Envelope @ Spring Street		\$200,000.00
	MARY ELLEN MCCORMACK (MA002000123)			\$100,000.00
ID0338	Masonry Restoration @ MEM(Dwelling Unit-Exterior (1480)-Other,Dwelling Unit-Exterior (1480)-Siding)	Building Envelope @ MEM		\$100,000.00
	COMMONWEALTH (MA002000182)			\$1,000,000.00
ID0344	T186 Envelope Upgrade PH2 at Commonwealth Family(Dwelling Unit-Exterior (1480)-Other,Dwelling Unit-Exterior (1480)-Siding,Dwelling Unit-Exterior (1480)-Windows,Dwelling Unit-Exterior (1480)-Exterior Paint and Caulking)	Building Envelope @ Commonwealth Family		\$1,000,000.00
	FRANKLIN FIELD (MA002000189)			\$4,000,000.00
ID0346	1968-02 Replace Roofs at Franklin Field(Dwelling Unit-Exterior (1480)-Roofs)	Roofs @ Franklin Field		\$1,000,000.00



<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year</b>				
	2	2025		
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
	FRANKLIN FIELD (MA002000189)			\$2,800,000.00
ID0061	T189 Foundation Phase 3 at Franklin Field(Non-Dwelling Exterior (1480)-Foundation)	Foundation @ Franklin Field		\$1,300,000.00
ID0347	1968-02 Replace Roofs at Franklin Field(Dwelling Unit-Exterior (1480)-Roofs)	Roofs @ Franklin Field		\$1,500,000.00
	POND STREET (MA002000226)			\$2,050,000.00
ID0079	T197 Supply and Waste at Pond Street(Dwelling Unit-Site Work (1480)-Water Lines/Mains)	Site / Grounds @ Pond Street		\$550,000.00
ID0353	1550-02 Roofs at Pond Street(Dwelling Unit-Exterior (1480)-Roofs)	Roofs @ Pond Street		\$1,500,000.00
	FOLEY APARTMENTS (MA002000230)			\$125,000.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year</b> 2		2025		
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
ID0099	T411 Roofing Repairs at Foley(Dwelling Unit-Exterior (1480)-Roofs)	Roofs @ Foley		\$125,000.00
	WASHINGTON STREET (MA002000235)			\$500,000.00
ID0108	1655-02 Boiler Upgrades at Washington Street(Dwelling Unit-Interior (1480)-Mechanical,Dwelling Unit-Interior (1480)-Other,Dwelling Unit-Interior (1480)-Plumbing)	HVAC @ Washington Street		\$500,000.00
	MLK TOWERS (MA002000240)			\$680,000.00
ID0255	T300 Elevator Door Controllers at MLK(Dwelling Unit-Interior (1480)-Mechanical,Non-Dwelling Exterior (1480)-Roofs)	Elevators @ MLK		\$80,000.00
ID0367	T510 Sprinklers head replacement at MLK(Non-Dwelling Exterior (1480)-Roofs,Dwelling Unit-Interior (1480)-Plumbing)	Fire Protection @ MLK		\$100,000.00
ID0480	T205 Boiler replacement at MLK(Dwelling Unit-Interior (1480)-Other,Dwelling Unit-Interior (1480)-Plumbing,Dwelling Unit-Interior (1480)-Mechanical)	HVAC @ MLK		\$500,000.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year</b>				
	2	2025		
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
	MARY ELLEN MCCORMACK (MA002000123)			\$850,000.00
ID0261	1909-02 Stairpan Replacement at MEM(Dwelling Unit-Exterior (1480)-Stairwells - Fire Escapes)	Stairhalls @ MEM		\$100,000.00
ID0263	T045 Switchgear at MEM(Dwelling Unit-Interior (1480)-Electrical)	Electrical @ MEM		\$400,000.00
ID0339	T519 Masonry Restoration @ MEM(Dwelling Unit-Exterior (1480)-Other,Dwelling Unit-Exterior (1480)-Siding)	Building Envelope @ MEM		\$350,000.00
	ROSLYN APARTMENTS (MA002000272)			\$570,000.00
ID0291	T508 Roof Replacement at Roslyn(Dwelling Unit-Exterior (1480)-Roofs)	Roofing @ Roslyn		\$500,000.00
ID0292	T211 Elevator Controllers at Roslyn(Dwelling Unit-Interior (1480)-Mechanical)	Elevators @ Roslyn		\$70,000.00

Part II: Supporting Pages - Physical Needs Work Statements (s)				
Work Statement for Year		2	2025	
Identifier	Development Number/Name	General Description of Major Work Categories	Quantity	Estimated Cost
	BELLFLOWER STREET (MA002000277)			\$180,000.00
ID0293	T519 Masrny Restoration @ Bellflower(Dwelling Unit-Exterior (1480)-Other,Dwelling Unit-Exterior (1480)-Exterior Paint and Caulking,Dwelling Unit-Exterior (1480)-Siding)	T519 Envelope @ Bellflower		\$100,000.00
ID0294	T211 Elevator Modernization at Bellflower(Dwelling Unit-Interior (1480)-Mechanical)	T211 Elevators @ Bellflower		\$80,000.00
	PEABODY SQUARE (MA002000283)			\$150,000.00
ID0295	T300 Window Replacement at Peabody(Dwelling Unit-Exterior (1480)-Windows)	Envelope @ Peabody		\$150,000.00
	AUTHORITY-WIDE (NAWASD)			\$20,937,503.00
ID0298	XCF Family Program Contingency(Contract Administration (1480)-Contingency)	Contingency		\$1,190,428.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year</b> 2		2025		
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
ID0299	XCE Eldery Program Contingency(Contract Administration (1480)-Contingency)	Contingency		\$920,710.10
ID0300	AE Consulting Services(Contract Administration (1480)-Other)	As Needed Services		\$20,000.00
ID0301	EnvC AW Environmental Consulting Services(Contract Administration (1480)-Other)	As needed services for management of haz mat issues across the portfolio		\$100,000.00
ID0302	LBPC AW LBP Consultant Tester(Dwelling Unit-Development (1480)-Other)	As needed services for management of haz mat issues across the portfolio		\$80,000.00
ID0303	LBPGC AW LBP Contractor(Dwelling Unit-Development (1480)-Other)	Contracting services for remediation of lead base paint, Authority Wide		\$114,000.00
ID0304	504 Resonable Accomodations(Dwelling Unit-Interior (1480)-Bathroom Counters and Sinks,Dwelling Unit-Interior (1480)-Kitchen Cabinets,Dwelling Unit-Interior (1480)-Appliances,Dwelling Unit-Interior (1480)-Other,Dwelling Unit-Interior (1480)-Tubs and Showers)	Design and construction for reasonable accomodations		\$120,000.00
ID0305	XSC Clerks Salaries (AW)(Contract Administration (1480)-Other,Contract Administration (1480)-Other Fees and Costs)	Salaries for BHA in-House Project Representatives		\$815,000.00

Capital Fund Program - Five-Year Action Plan

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year 2 2025</b>				
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
ID0306	XSR Relocation(Contract Administration (1480)-Relocation)	labor, hotels, etc.		\$40,000.00
ID0307	Management Budget- Operations(Operations (1406))	Operating @ 20% of grant		\$7,282,600.60
ID0308	Capital Bond Costs(Bond Debt Obligation (9001))	Work at Charlestown, MEM, Old Colony et al		\$6,251,408.00
ID0309	Management Budget- admin(Administration (1410)-Other,Administration (1410)-Salaries)	CCD admin 10% of Grant		\$3,641,300.30
ID0414	Management Improvements at Authority Wide(Management Improvement (1408)-Other,Management Improvement (1408)-Security Improvements (not police or guard-non-physical),Management Improvement (1408)-System Improvements)	Management Improvements @ Authority Wide		\$362,056.00
	CHARLESTOWN (MA002000101)			\$350,000.00
ID0310	1589-02 Roofing Repairs at Charlestown(Dwelling Unit-Exterior (1480)-Roofs)	Roofs @ Charlestown		\$350,000.00



<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year 2 2025</b>				
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
	CODMAN APARTMENTS (MA002000251)			\$550,000.00
ID0402	1290-01 Carport Ceiling at Codman(Dwelling Unit-Exterior (1480)-Other,Dwelling Unit-Exterior (1480)-Roofs,Dwelling Unit-Exterior (1480)-Carports -Surface Garage)	Envelope @ Codman		\$100,000.00
ID0485	T523 Retaining Wall at Codman(Dwelling Unit-Site Work (1480)-Other)	Site/Grounds @ Codman		\$450,000.00
	RUTH LILLIAN BARKLEY APARTMENTS (MA002000106)			\$3,000,000.00
ID0429	T300 Window Replacement at Ruth Barkley(Dwelling Unit-Exterior (1480)-Windows)	Building Envelope @ Ruth Barkley		\$2,000,000.00
ID0475	1992-02 Masonry & Window Sill Repair at Ruth Barkley(Dwelling Unit-Exterior (1480)-Building Slab,Dwelling Unit-Exterior (1480)-Foundations,Dwelling Unit-Exterior (1480)-Other,Dwelling Unit-Exterior (1480)-Windows)	Building Envelope @ Ruth Barkley		\$1,000,000.00
	COMMONWEALTH (MA002000182)			\$600,000.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year</b>				
2		2025		
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
ID0476	Revis Envelope Upgrade at Commonwealth Family(Dwelling Unit-Exterior (1480)-Other,Dwelling Unit-Exterior (1480)-Siding,Dwelling Unit-Exterior (1480)-Windows,Dwelling Unit-Exterior (1480)-Exterior Paint and Caulking)	Building Envelope @ Commonwealth Family		\$600,000.00
	GENERAL WARREN (MA002000247)			\$1,061,000.00
ID0481	T418 Load Center at General Warren(Dwelling Unit-Interior (1480)-Electrical,Dwelling Unit-Interior (1480)-Other)	Electrical @ General Warren		\$336,000.00
ID0482	T206-02 Roofs at General Warren(Dwelling Unit-Exterior (1480)-Roofs)	Roofs @ General Warren		\$725,000.00
	ROCKLAND TOWERS (MA002000250)			\$260,000.00
ID0483	T206-02 Roofs at Rockland(Dwelling Unit-Exterior (1480)-Roofs)	Roofs @ Rockland		\$260,000.00
	TORRE UNIDAD (MA002000249)			\$100,000.00





Part II: Supporting Pages - Physical Needs Work Statements (s)				
Work Statement for Year 3 2026				
Identifier	Development Number/Name	General Description of Major Work Categories	Quantity	Estimated Cost
	GENERAL WARREN (MA002000247)			\$3,168,000.00
ID0142	T500 Kitchen & Bathroom Replacement at General Warren(Dwelling Unit-Interior (1480)-Bathroom Flooring (non cyclical),Dwelling Unit-Interior (1480)-Bathroom Counters and Sinks,Dwelling Unit-Interior (1480)-Kitchen Cabinets,Dwelling Unit-Interior (1480)-Kitchen Sinks and Faucets,Dwelling Unit-Interior (1480)-Other,Dwelling Unit-Interior (1480)-Plumbing,Dwelling Unit-Interior (1480)-Tubs and Showers)	Apartments @ General Warren		\$3,168,000.00
	MARY ELLEN MCCORMACK (MA002000123)			\$670,000.00
ID0262	T406 DHW at MEM(Dwelling Unit-Interior (1480)-Plumbing)	Plumbing @ MEM		\$70,000.00
ID0341	T045 Switchgear at MEM(Dwelling Unit-Interior (1480)-Electrical)	Electrical @ MEM		\$500,000.00
ID0366	T519 Masonry Restoration @ MEM(Dwelling Unit-Exterior (1480)-Other,Dwelling Unit-Exterior (1480)-Siding)	T519 Building Envelope @ MEM		\$100,000.00
	FREDERICK DOUGLASS (MA002000244)			\$1,200,000.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year 3 2026</b>				
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
ID0279	T300 Windows (Atrium) @ Frederick Douglass(Dwelling Unit-Exterior (1480)-Windows)	Envelope @ Frederick Douglass		\$300,000.00
ID0488	T300 Elevator Controllers at Frederick Douglass(Dwelling Unit-Interior (1480)-Mechanical,Non-Dwelling Exterior (1480)-Roofs)	Elevators @ Frederick Douglass		\$900,000.00
	ALICE HEYWOOD TAYLOR (MA002000114)			\$825,000.00
ID0321	T398 Replace Elevator Pistons @ Hydraulic at AHT(Dwelling Unit-Interior (1480)-Mechanical)	Elevators @ AHT		\$250,000.00
ID0324	T516 Replace Emergency Generator at AHT(Dwelling Unit-Interior (1480)-Electrical)	Electrical @ AHT		\$200,000.00
ID0325	T518 Replace Plumbing Vertical Stacks at AHT(Dwelling Unit-Interior (1480)-Plumbing)	Plumbing @ AHT		\$300,000.00
ID0326	T517 Replace Fire Pump Controllers at AHT(Dwelling Unit-Interior (1480)-Mechanical,Dwelling Unit-Interior (1480)-Other,Dwelling Unit-Interior (1480)-Plumbing)	Fire Protection @ AHT		\$75,000.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year 3 2026</b>				
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
	MLK TOWERS (MA002000240)			\$1,800,000.00
ID0340	T204 Window replacement and Curtain Wall @ MLK(Dwelling Unit-Exterior (1480)-Other,Dwelling Unit-Exterior (1480)-Siding,Dwelling Unit-Exterior (1480)-Windows)	Building Envelope @ MLK		\$900,000.00
ID0365	T399 Supply and Waste at MLK(Dwelling Unit-Site Work (1480)-Sewer Lines - Mains,Dwelling Unit-Site Work (1480)-Water Lines/Mains)	Plumbing @ MLK		\$900,000.00
	AUTHORITY-WIDE (NAWASD)			\$21,140,003.00
ID0350	XCF Family Program Contingency(Contract Administration (1480)-Contingency)	Contingency		\$1,261,028.00
ID0386	XCE Eldery Program Contingency(Contract Administration (1480)-Contingency)	Contingency		\$920,210.10
ID0387	AE Consulting Services(Contract Administration (1480)-Other)	As Needed Services		\$20,000.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year 3 2026</b>				
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
ID0388	Envc AW Environmental Consulting Services(Contract Administration (1480)-Other)	As needed services for management of haz mat issues across the portfolio		\$100,000.00
ID0389	LBPC AW LBP Consultant Tester(Dwelling Unit-Development (1480)-Other)	As needed services for management of haz mat issues across the portfolio		\$80,000.00
ID0390	LBPGC AW LBP Contractor(Dwelling Unit-Development (1480)-Other)	Contracting services for remediation of lead base paint, Authority Wide		\$114,000.00
ID0391	504 Reasonable Accommodations(Dwelling Unit-Interior (1480)-Appliances,Dwelling Unit-Interior (1480)-Bathroom Counters and Sinks,Dwelling Unit-Interior (1480)-Kitchen Cabinets,Dwelling Unit-Interior (1480)-Other,Dwelling Unit-Interior (1480)-Tubs and Showers)	Design and construction for reasonable accommodations		\$120,000.00
ID0392	XSC Clerks Salaries (AW)(Contract Administration (1480)-Other,Contract Administration (1480)-Other Fees and Costs)	Salaries for BHA in-House Project Representatives		\$950,000.00
ID0393	XSR Relocation(Contract Administration (1480)-Relocation)	labor, hotels, etc.		\$40,000.00
ID0394	Capital Bond Costs(Bond Debt Obligation (9001))	Work at Charlestown, MEM, Old Colony et al		\$6,248,808.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year 3 2026</b>				
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
ID0395	Management Budget- Operations(Operations (1406))	Operating @ 20% of grant		\$7,282,600.60
ID0396	Management Budget- admin(Administration (1410)-Other,Administration (1410)-Salaries)	CCD admin 10% of Grant		\$3,641,300.30
ID0415	Management Improvements at Authority Wide(Management Improvement (1408)-Security Improvements (not police or guard-non-physical),Management Improvement (1408)-System Improvements,Management Improvement (1408)-Other)	Management Improvements @ Authority Wide		\$362,056.00
	POND STREET (MA002000226)			\$400,000.00
ID0354	T506 Windows at Pond Street(Dwelling Unit-Exterior (1480)-Windows)	Building Envelope @ Pond Street		\$400,000.00
	HOLGATE APARTMENTS (MA002000229)			\$625,000.00
ID0360	T300 Window Replacement at Holgate(Dwelling Unit-Exterior (1480)-Windows)	Building Envelope @ Holgate		\$625,000.00

Part II: Supporting Pages - Physical Needs Work Statements (s)				
Work Statement for Year 3 2026				
Identifier	Development Number/Name	General Description of Major Work Categories	Quantity	Estimated Cost
	SPRING STREET (MA002000270)			\$550,000.00
ID0380	T211 Siding @ Spring Street(Dwelling Unit-Exterior (1480)-Siding)	Envelope @ Spring Street		\$200,000.00
ID0433	T625 Flooring Subfloor Repair at Spring Street(Dwelling Unit-Interior (1480)-Flooring (non routine))	T625 Apartments (Floors) @ Spring Street		\$350,000.00
	ROSLYN APARTMENTS (MA002000272)			\$500,000.00
ID0382	T508 Roof Replacement at Roslyn(Dwelling Unit-Exterior (1480)-Roofs)	Roofing @ Roslyn		\$500,000.00
	TORRE UNIDAD (MA002000249)			\$100,000.00
ID0383	T505 Replace Cooling Center Units at Torre Unidad(Dwelling Unit-Interior (1480)-Mechanical,Dwelling Unit-Interior (1480)-Other)	HVAC @ Torre Unidad		\$100,000.00

Capital Fund Program - Five-Year Action Plan

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year 3 2026</b>				
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
	RUTH LILLIAN BARKLEY APARTMENTS (MA002000106)			\$2,500,000.00
ID0430	T300 Window Replacement at Ruth Barkley(Dwelling Unit-Exterior (1480)-Windows)	Building Envelope @ Ruth Barkley		\$2,000,000.00
ID0487	T402 Roof Replacement at Ruth Barkley(Dwelling Unit-Exterior (1480)-Roofs)	Roofs @ Ruth Barkley		\$500,000.00
	HIGHLAND PARK (MA002000193)			\$100,000.00
ID0431	T614-01 Study/Survey Fire Escape at Highland Park(Dwelling Unit-Exterior (1480)-Stairwells - Fire Escapes)	T614-01 Envelope AE @ Highland Park		\$100,000.00
	CODMAN APARTMENTS (MA002000251)			\$100,000.00
ID0432	1290-01 Carport Ceiling at Codman(Dwelling Unit-Exterior (1480)-Carports -Surface Garage,Dwelling Unit-Exterior (1480)-Other,Dwelling Unit-Exterior (1480)-Roofs)	1290-01 Envelope @ Codman		\$100,000.00

Part II: Supporting Pages - Physical Needs Work Statements (s)				
Work Statement for Year 3 2026				
Identifier	Development Number/Name	General Description of Major Work Categories	Quantity	Estimated Cost
	Subtotal of Estimated Cost			\$36,413,003.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year 4 2027</b>				
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
	AUTHORITY-WIDE (NAWASD)			\$21,919,803.00
ID0416	Management Improvements at Authority Wide(Management Improvement (1408)-Other,Management Improvement (1408)-Security Improvements (not police or guard-non-physical),Management Improvement (1408)-System Improvements)	Management Improvements @ Authority Wide		\$362,056.00
ID0419	Management Budget- Operations(Operations (1406))	Operating @ 20% of grant		\$7,282,600.60
ID0420	Management Budget- admin(Administration (1410)-Other,Administration (1410)-Salaries)	CCD admin 10% of Grant		\$3,641,300.30
ID0421	AE Consulting Services(Contract Administration (1480)-Other)	As Needed Services		\$25,000.00
ID0422	EnvC AW Environmental Consulting Services(Contract Administration (1480)-Other)	As needed services for management of haz mat issues across the portfolio		\$150,000.00
ID0423	LBPC AW LBP Consultant Tester(Dwelling Unit-Development (1480)-Other)	As needed services for management of haz mat issues across the portfolio		\$100,000.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year</b>				
4	2027			
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
ID0424	LBP GC AW LBP Contractor(Dwelling Unit-Development (1480)-Other)	Contracting services for remediation of lead base paint, Authority Wide		\$120,000.00
ID0425	504 Reasonable Accommodations(Dwelling Unit-Interior (1480)-Appliances,Dwelling Unit-Interior (1480)-Other,Dwelling Unit-Interior (1480)-Bathroom Counters and Sinks,Dwelling Unit-Interior (1480)-Kitchen Cabinets,Dwelling Unit-Interior (1480)-Tubs and Showers)	Design and construction for reasonable accommodations		\$120,000.00
ID0426	XSC Clerks Salaries (AW)(Contract Administration (1480)-Other,Contract Administration (1480)-Other Fees and Costs)	Salaries for BHA in-House Project Representatives		\$1,000,000.00
ID0427	XSR Relocation(Contract Administration (1480)-Relocation)	labor, hotels, etc.		\$100,000.00
ID0428	Capital Bond Costs(Bond Debt Obligation (9001))	Work at Charlestown, MEM, Old Colony et al		\$6,389,085.00
ID0442	XCF Family Program Contingency(Contract Administration (1480)-Contingency)	Contingency		\$1,500,000.00
ID0471	XCE Eldery Program Contingency(Contract Administration (1480)-Contingency)	Contingency		\$1,129,761.10

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year</b> 4		2027		
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
	CHARLESTOWN (MA002000101)			\$650,000.00
ID0434	1589-02 Roofing Repairs at Charlestown(Dwelling Unit-Exterior (1480)-Roofs)	Roofs @ Charlestown		\$350,000.00
ID0435	1630-02 Stairpan Replacement at Charlestown(Dwelling Unit-Interior (1480)-Other)	Stairhalls @ Charlestown		\$300,000.00
	MARY ELLEN MCCORMACK (MA002000123)			\$540,000.00
ID0436	T406 DHW at MEM(Dwelling Unit-Interior (1480)-Plumbing)	Plumbing @ MEM		\$140,000.00
ID0437	1909-02 Stairpan Replacement at MEM(Dwelling Unit-Exterior (1480)-Stairwells - Fire Escapes)	Stairhalls @ MEM		\$100,000.00
ID0438	T519 Masonry Restoration @ MEM(Dwelling Unit-Exterior (1480)-Siding,Dwelling Unit-Exterior (1480)-Other)	T519 Building Envelope @ MEM		\$100,000.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year</b>				
4	2027			
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
ID0439	T045 Switchgear at MEM(Dwelling Unit-Interior (1480)-Electrical)	Electrical @ MEM		\$200,000.00
	COMMONWEALTH (MA002000182)			\$60,000.00
ID0440	T520-01 Survey Electrical Requirements at Commonwealth Family(Dwelling Unit-Interior (1480)-Electrical)	T520-01 AE Electrical @ Commonwealth Family		\$60,000.00
	HIGHLAND PARK (MA002000193)			\$500,000.00
ID0441	T300 Window Replacement at Highland Park(Dwelling Unit-Exterior (1480)-Windows)	Envelope @ Highland Park		\$500,000.00
	POND STREET (MA002000226)			\$1,226,200.00
ID0443	T506 Windows at Pond Street(Dwelling Unit-Exterior (1480)-Windows)	Building Envelope @ Pond Street		\$960,000.00



<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year 4 2027</b>				
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
ID0448	T011-01 BE skin-Ph3 Masonry Repairs at Foley(Dwelling Unit-Exterior (1480)-Siding)	Building Envelope @ Foley		\$150,000.00
ID0449	T300 Window Replacement at Foley(Dwelling Unit-Exterior (1480)-Windows)	Building Envelope @ Foley		\$250,000.00
ID0450	T411 Roofing Repairs at Foley(Dwelling Unit-Exterior (1480)-Roofs)	Roofs @ Foley		\$240,000.00
	GROVELAND (MA002000232)			\$45,000.00
ID0451	T620 Siding Replacement at Groveland(Dwelling Unit-Exterior (1480)-Siding)	T620 Envelope @ Groveland		\$45,000.00
	DAVISON APARTMENTS (MA002000234)			\$400,000.00
ID0452	T508 Roof Replacement at Davison(Dwelling Unit-Exterior (1480)-Roofs)	Roofing @ Davison		\$400,000.00

Capital Fund Program - Five-Year Action Plan

Part II: Supporting Pages - Physical Needs Work Statements (s)				
Work Statement for Year		2027		
Identifier	Development Number/Name	General Description of Major Work Categories	Quantity	Estimated Cost
	MLK TOWERS (MA002000240)			\$200,000.00
ID0454	T604 Ventilation of Trash Chute at MLK(Dwelling Unit-Interior (1480)-Other)	HVAC @ MLK		\$200,000.00
	FREDERICK DOUGLASS (MA002000244)			\$675,000.00
ID0455	T300 Windows (Atrium) @ Frederick Douglass(Dwelling Unit-Exterior (1480)-Windows)	Envelope @ Frederick Douglass		\$475,000.00
ID0489	T300 Elevator Controllers at Frederick Douglass(Non-Dwelling Exterior (1480)-Roofs,Dwelling Unit-Interior (1480)-Mechanical)	Elevators @ Frederick Douglass		\$200,000.00
	GENERAL WARREN (MA002000247)			\$1,200,000.00
ID0456	T500 Kitchen & Bathroom Replacement at General Warren(Dwelling Unit-Interior (1480)-Bathroom Counters and Sinks,Dwelling Unit-Interior (1480)-Bathroom Flooring (non cyclical),Dwelling Unit-Interior (1480)-Kitchen Cabinets,Dwelling Unit-Interior (1480)-Kitchen Sinks and Faucets,Dwelling Unit-Interior (1480)-Other,Dwelling Unit-Interior (1480)-Plumbing,Dwelling Unit-Interior (1480)-Tubs and Showers)	Apartments @ General Warren		\$600,000.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year 4 2027</b>				
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
ID0457	T418 Load Center at General Warren(Dwelling Unit-Interior (1480)-Electrical,Dwelling Unit-Interior (1480)-Other)	Electrical @ General Warren		\$600,000.00
	CODMAN APARTMENTS (MA002000251)			\$200,000.00
ID0458	T616 Windows at Codman(Dwelling Unit-Exterior (1480)-Windows)	Building Envelope @ Codman		\$100,000.00
ID0459	T616 Maaonry at Codman(Dwelling Unit-Exterior (1480)-Siding)	Building Envelope @ Codman		\$100,000.00
	HASSAN APARTMENTS (MA002000262)			\$600,000.00
ID0460	T300 Window Replacement at Hassan(Dwelling Unit-Exterior (1480)-Windows)	Building Envelope @ Hassan		\$600,000.00
	SPRING STREET (MA002000270)			\$2,392,000.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year</b> 4		2027		
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
ID0461	T211 Siding @ Spring Street(Dwelling Unit-Exterior (1480)-Siding)	Envelope @ Spring Street		\$300,000.00
ID0462	T623 Apartment Ventilation at Spring Street(Dwelling Unit-Interior (1480)-Electrical)	T623 HVAC @ Spring Street		\$1,150,000.00
ID0463	T624 Replace Intercom at Spring Street(Dwelling Unit-Interior (1480)-Electrical)	T624 Electrical @ Spring Street		\$42,000.00
ID0464	T300 Window Replacement at Sping Street(Dwelling Unit-Exterior (1480)-Windows)	Envelope @ Spring Street		\$900,000.00
	ROSLYN APARTMENTS (MA002000272)			\$1,045,000.00
ID0465	T508 Roof Replacement at Roslyn(Dwelling Unit-Exterior (1480)-Roofs)	Roofing @ Roslyn		\$680,000.00
ID0466	T625 Patio Fencing/Dumpster Encl at Roslyn(Dwelling Unit-Site Work (1480)-Dumpsters and Enclosures,Dwelling Unit-Site Work (1480)-Fencing)	Site Grounds @ Roslyn		\$365,000.00

Part II: Supporting Pages - Physical Needs Work Statements (s)				
Work Statement for Year		4	2027	
Identifier	Development Number/Name	General Description of Major Work Categories	Quantity	Estimated Cost
	PEABODY SQUARE (MA002000283)			\$900,000.00
ID0467	T300 Window Replacement at Peabody(Dwelling Unit-Exterior (1480)-Windows)	Envelope @ Peabody		\$900,000.00
	MALONE APARTMENTS (MA002000290)			\$400,000.00
ID0468	T607 Emergency Pull Cords at Malone(Dwelling Unit-Interior (1480)-Call-for-Aid Systems)	T607 Apartments (Electrical) @ Malone		\$200,000.00
ID0490	T608 Load Centers at Malone(Dwelling Unit-Interior (1480)-Electrical)	T607 Apartments (Electrical) @ Malone		\$200,000.00
	HAMPTON HOUSE (MA002000298)			\$475,000.00
ID0469	T300 Windows (Atrium) @ Hampton House(Dwelling Unit-Exterior (1480)-Windows)	Envelope @ Hampton House		\$475,000.00



<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year 5 2028</b>				
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
	MALONE APARTMENTS (MA002000290)			\$800,000.00
ID0491	T608 Load Centers at Malone(Dwelling Unit-Interior (1480)-Electrical)	T607 Apartments (Electrical) @ Malone		\$800,000.00
	CHARLESTOWN (MA002000101)			\$2,000,000.00
ID0493	T300 Window Replacement at Charlestown(Dwelling Unit-Exterior (1480)-Windows)	Building Envelope @ Charlestown		\$2,000,000.00
	RUTH LILLIAN BARKLEY APARTMENTS (MA002000106)			\$6,000,000.00
ID0494	Elevator Controllers at Ruth Barkley(Dwelling Unit-Interior (1480)-Mechanical,Non-Dwelling Exterior (1480)-Roofs)	Elevators @ Ruth Barkley		\$6,000,000.00
	ALICE HEYWOOD TAYLOR (MA002000114)			\$450,000.00

Capital Fund Program - Five-Year Action Plan

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year 5 2028</b>				
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
ID0495	T518 Replace Plumbing Vertical Stacks at AHT(Dwelling Unit-Interior (1480)-Plumbing)	Plumbing @ AHT		\$450,000.00
	MARY ELLEN MCCORMACK (MA002000123)			\$800,000.00
ID0496	T045 Switchgear at MEM(Dwelling Unit-Interior (1480)-Electrical)	Electrical @ MEM		\$800,000.00
	FRANKLIN FIELD (MA002000189)			\$1,200,000.00
ID0497	T189 Foundation Phase 3 at Franklin Field(Non-Dwelling Exterior (1480)-Foundation)	Foundation @ Franklin Field		\$1,200,000.00
	AUTHORITY-WIDE (NAWASD)			\$15,729,935.00
ID0498	XCF Family Program Contingency(Contract Administration (1480)-Contingency)	Contingency		\$1,497,824.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year 5 2028</b>				
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
ID0509	XCE Eldery Program Contingency(Contract Administration (1480)-Contingency)	Contingency		\$929,080.10
ID0511	Management Budget- admin(Administration (1410)-Salaries,Administration (1410)-Other)	CCD admin 10% of Grant		\$3,641,300.30
ID0512	XSR Relocation(Contract Administration (1480)-Relocation)	labor, hotels, etc.		\$150,000.00
ID0513	AE Consulting Services(Contract Administration (1480)-Other)	As Needed Services		\$25,000.00
ID0514	EnvC AW Environmental Consulting Services(Contract Administration (1480)-Other)	As needed services for management of haz mat issues across the portfolio		\$150,000.00
ID0515	LBPC AW LBP Consultant Tester(Dwelling Unit-Development (1480)-Other)	As needed services for management of haz mat issues across the portfolio		\$100,000.00
ID0516	LBPGC AW LBP Contractor(Dwelling Unit-Development (1480)-Other)	Contracting services for remediation of lead base paint, Authority Wide		\$170,000.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year</b> 5		2028		
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
ID0517	504 Reasonable Accommodations(Dwelling Unit-Interior (1480)-Appliances,Dwelling Unit-Interior (1480)-Bathroom Counters and Sinks,Dwelling Unit-Interior (1480)-Kitchen Cabinets,Dwelling Unit-Interior (1480)-Other,Dwelling Unit-Interior (1480)-Tubs and Showers)	Design and construction for reasonable accommodations		\$240,000.00
ID0518	XSC Clerks Salaries (AW)(Contract Administration (1480)-Other Fees and Costs,Contract Administration (1480)-Other)	Salaries for BHA in-House Project Representatives		\$1,000,000.00
ID0519	Management Budget- Operations(Operations (1406))	Operating @ 20% of grant		\$7,282,600.60
ID0520	Management Improvements at Authority Wide(Management Improvement (1408)-Other,Management Improvement (1408)-Security Improvements (not police or guard-non-physical),Management Improvement (1408)-System Improvements)	Management Improvements @ Authority Wide		\$364,130.00
ID0521	CPNA or Similar at Authority Wide(Contract Administration (1480)-Other)	Physical Needs Assessment Services		\$180,000.00
	FREDERICK DOUGLASS (MA002000244)			\$571,068.00
ID0499	T300 Elevator Controllers at Frederick Douglass(Dwelling Unit-Interior (1480)-Mechanical,Non-Dwelling Exterior (1480)-Roofs)	Elevators @ Frederick Douglass		\$571,068.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year 5 2028</b>				
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
	CODMAN APARTMENTS (MA002000251)			\$3,000,000.00
ID0500	T616 Windows at Codman(Dwelling Unit-Exterior (1480)-Windows)	Building Envelope @ Codman		\$1,000,000.00
ID0501	T616 Maaonry at Codman(Dwelling Unit-Exterior (1480)-Siding)	Building Envelope @ Codman		\$2,000,000.00
	HASSAN APARTMENTS (MA002000262)			\$500,000.00
ID0502	T300 Window Replacement at Hassan(Dwelling Unit-Exterior (1480)-Windows)	Building Envelope @ Hassan		\$500,000.00
	SPRING STREET (MA002000270)			\$712,000.00
ID0503	T300 Window Replacement at Sping Street(Dwelling Unit-Exterior (1480)-Windows)	Envelope @ Spring Street		\$712,000.00

<b>Part II: Supporting Pages - Physical Needs Work Statements (s)</b>				
<b>Work Statement for Year 5 2028</b>				
<b>Identifier</b>	<b>Development Number/Name</b>	<b>General Description of Major Work Categories</b>	<b>Quantity</b>	<b>Estimated Cost</b>
	ROSLYN APARTMENTS (MA002000272)			\$250,000.00
ID0504	T508 Roof Replacement at Roslyn(Dwelling Unit-Exterior (1480)-Roofs)	Roofing @ Roslyn		\$250,000.00
	HAMPTON HOUSE (MA002000298)			\$2,200,000.00
ID0505	T300 Elevator Door Controllers at Hampton House(Dwelling Unit-Interior (1480)-Mechanical,Non-Dwelling Exterior (1480)-Roofs)	Elevators @ Hampton House		\$1,800,000.00
ID0507	T300 Window Replacement at Hampton House(Dwelling Unit-Exterior (1480)-Windows)	Envelope @ Hampton House		\$400,000.00
	WASHINGTON MANOR (MA002000299)			\$2,200,000.00
ID0506	T300 Elevator Door Controllers at Washington Manor(Dwelling Unit-Interior (1480)-Mechanical,Non-Dwelling Exterior (1480)-Roofs)	Elevators @ Washington Manor		\$1,800,000.00



<b>Part III: Supporting Pages - Management Needs Work Statements (s)</b>	
<b>Work Statement for Year</b> 1	2024
<b>Development Number/Name General Description of Major Work Categories</b>	<b>Estimated Cost</b>
Housing Authority Wide	
XCF Family Program Contingency(Contract Administration (1480)-Contingency)	\$774,581.00
XSC Clerks Salaries (AW)(Contract Administration (1480)-Other,Contract Administration (1480)-Other Fees and Costs)	\$815,000.00
XCE Eldery Program Contingency(Contract Administration (1480)-Contingency)	\$415,210.10
EnvC AW Environmental Consulting Services(Contract Administration (1480)-Other)	\$100,000.00
504 Resonable Accomodations(Dwelling Unit-Interior (1480)-Appliances,Dwelling Unit-Interior (1480)-Bathroom Counters and Sinks,Dwelling Unit-Interior (1480)-Kitchen Cabinets,Dwelling Unit-Interior (1480)-Other,Dwelling Unit-Interior (1480)-Tubs and Showers)	\$120,000.00
XSR Relocation(Contract Administration (1480)-Relocation)	\$40,000.00

Capital Fund Program - Five-Year Action Plan

<b>Part III: Supporting Pages - Management Needs Work Statements (s)</b>	
<b>Work Statement for Year</b> 1	2024
<b>Development Number/Name General Description of Major Work Categories</b>	<b>Estimated Cost</b>
Management Budget- Operations(Operations (1406))	\$7,282,600.60
Capital Bond Costs(Bond Debt Obligation (9001))	\$6,251,755.00
Management Budget- admin(Administration (1410)-Other,Administration (1410)-Salaries)	\$3,641,300.30
AE Consulting Services(Contract Administration (1480)-Other)	\$20,000.00
Management Improvements at Authority Wide(Management Improvement (1408)-Other,Management Improvement (1408)-Security Improvements (not police or guard-non-physical),Management Improvement (1408)-System Improvements)	\$362,056.00
Subtotal of Estimated Cost	\$19,822,503.00

<b>Part III: Supporting Pages - Management Needs Work Statements (s)</b>	
<b>Work Statement for Year</b> 2	2025
<b>Development Number/Name General Description of Major Work Categories</b>	<b>Estimated Cost</b>
Housing Authority Wide	
XCF Family Program Contingency(Contract Administration (1480)-Contingency)	\$1,190,428.00
XCE Eldery Program Contingency(Contract Administration (1480)-Contingency)	\$920,710.10
AE Consulting Services(Contract Administration (1480)-Other)	\$20,000.00
EnvC AW Environmental Consulting Services(Contract Administration (1480)-Other)	\$100,000.00
LBPC AW LBP Consultant Tester(Dwelling Unit-Development (1480)-Other)	\$80,000.00
LBPGC AW LBP Contractor(Dwelling Unit-Development (1480)-Other)	\$114,000.00

<b>Part III: Supporting Pages - Management Needs Work Statements (s)</b>	
<b>Work Statement for Year</b> 2	2025
<b>Development Number/Name General Description of Major Work Categories</b>	<b>Estimated Cost</b>
504 Reasonable Accommodations(Dwelling Unit-Interior (1480)-Bathroom Counters and Sinks,Dwelling Unit-Interior (1480)-Kitchen Cabinets,Dwelling Unit-Interior (1480)-Appliances,Dwelling Unit-Interior (1480)-Other,Dwelling Unit-Interior (1480)-Tubs and Showers)	\$120,000.00
XSC Clerks Salaries (AW)(Contract Administration (1480)-Other,Contract Administration (1480)-Other Fees and Costs)	\$815,000.00
XSR Relocation(Contract Administration (1480)-Relocation)	\$40,000.00
Management Budget- Operations(Operations (1406))	\$7,282,600.60
Capital Bond Costs(Bond Debt Obligation (9001))	\$6,251,408.00
Management Budget- admin(Administration (1410)-Other,Administration (1410)-Salaries)	\$3,641,300.30
Management Improvements at Authority Wide(Management Improvement (1408)-Other,Management Improvement (1408)-Security Improvements (not police or guard-non-physical),Management Improvement (1408)-System Improvements)	\$362,056.00

<b>Part III: Supporting Pages - Management Needs Work Statements (s)</b>	
<b>Work Statement for Year</b> 2	2025
<b>Development Number/Name</b> <b>General Description of Major Work Categories</b>	<b>Estimated Cost</b>
Subtotal of Estimated Cost	\$20,937,503.00

<b>Part III: Supporting Pages - Management Needs Work Statements (s)</b>	
<b>Work Statement for Year</b> 3	2026
<b>Development Number/Name General Description of Major Work Categories</b>	<b>Estimated Cost</b>
Housing Authority Wide	
XCF Family Program Contingency(Contract Administration (1480)-Contingency)	\$1,261,028.00
XCE Eldery Program Contingency(Contract Administration (1480)-Contingency)	\$920,210.10
AE Consulting Services(Contract Administration (1480)-Other)	\$20,000.00
EnvC AW Environmental Consulting Services(Contract Administration (1480)-Other)	\$100,000.00
LBPC AW LBP Consultant Tester(Dwelling Unit-Development (1480)-Other)	\$80,000.00
LBPGC AW LBP Contractor(Dwelling Unit-Development (1480)-Other)	\$114,000.00

<b>Part III: Supporting Pages - Management Needs Work Statements (s)</b>	
<b>Work Statement for Year</b> 3	2026
<b>Development Number/Name General Description of Major Work Categories</b>	<b>Estimated Cost</b>
504 Reasonable Accomodations(Dwelling Unit-Interior (1480)-Appliances,Dwelling Unit-Interior (1480)-Bathroom Counters and Sinks,Dwelling Unit-Interior (1480)-Kitchen Cabinets,Dwelling Unit-Interior (1480)-Other,Dwelling Unit-Interior (1480)-Tubs and Showers)	\$120,000.00
XSC Clerks Salaries (AW)(Contract Administration (1480)-Other,Contract Administration (1480)-Other Fees and Costs)	\$950,000.00
XSR Relocation(Contract Administration (1480)-Relocation)	\$40,000.00
Capital Bond Costs(Bond Debt Obligation (9001))	\$6,248,808.00
Management Budget- Operations(Operations (1406))	\$7,282,600.60
Management Budget- admin(Administration (1410)-Other,Administration (1410)-Salaries)	\$3,641,300.30
Management Improvements at Authority Wide(Management Improvement (1408)-Security Improvements (not police or guard-non-physical),Management Improvement (1408)-System Improvements,Management Improvement (1408)-Other)	\$362,056.00

<b>Part III: Supporting Pages - Management Needs Work Statements (s)</b>	
<b>Work Statement for Year</b> 3	2026
<b>Development Number/Name</b> <b>General Description of Major Work Categories</b>	<b>Estimated Cost</b>
Subtotal of Estimated Cost	\$21,140,003.00

<b>Part III: Supporting Pages - Management Needs Work Statements (s)</b>	
<b>Work Statement for Year</b> 4	2027
<b>Development Number/Name General Description of Major Work Categories</b>	<b>Estimated Cost</b>
Housing Authority Wide	
Management Improvements at Authority Wide(Management Improvement (1408)-Other,Management Improvement (1408)-Security Improvements (not police or guard-non-physical),Management Improvement (1408)-System Improvements)	\$362,056.00
Management Budget- Operations(Operations (1406))	\$7,282,600.60
Management Budget- admin(Administration (1410)-Other,Administration (1410)-Salaries)	\$3,641,300.30
AE Consulting Services(Contract Administration (1480)-Other)	\$25,000.00
EnvC AW Environmental Consulting Services(Contract Administration (1480)-Other)	\$150,000.00
LBPC AW LBP Consultant Tester(Dwelling Unit-Development (1480)-Other)	\$100,000.00

<b>Part III: Supporting Pages - Management Needs Work Statements (s)</b>	
<b>Work Statement for Year</b> 4	2027
<b>Development Number/Name General Description of Major Work Categories</b>	<b>Estimated Cost</b>
LBPGC AW LBP Contractor(Dwelling Unit-Development (1480)-Other)	\$120,000.00
504 Reasonable Accomodations(Dwelling Unit-Interior (1480)-Appliances,Dwelling Unit-Interior (1480)-Other,Dwelling Unit-Interior (1480)-Bathroom Counters and Sinks,Dwelling Unit-Interior (1480)-Kitchen Cabinets,Dwelling Unit-Interior (1480)-Tubs and Showers)	\$120,000.00
XSC Clerks Salaries (AW)(Contract Administration (1480)-Other,Contract Administration (1480)-Other Fees and Costs)	\$1,000,000.00
XSR Relocation(Contract Administration (1480)-Relocation)	\$100,000.00
Capital Bond Costs(Bond Debt Obligation (9001))	\$6,389,085.00
XCF Family Program Contingency(Contract Administration (1480)-Contingency)	\$1,500,000.00
XCE Eldery Program Contingency(Contract Administration (1480)-Contingency)	\$1,129,761.10

<b>Part III: Supporting Pages - Management Needs Work Statements (s)</b>	
<b>Work Statement for Year</b> 4	2027
<b>Development Number/Name</b> <b>General Description of Major Work Categories</b>	<b>Estimated Cost</b>
Subtotal of Estimated Cost	\$21,919,803.00

<b>Part III: Supporting Pages - Management Needs Work Statements (s)</b>	
<b>Work Statement for Year</b> 5	2028
<b>Development Number/Name General Description of Major Work Categories</b>	<b>Estimated Cost</b>
Housing Authority Wide	
XCF Family Program Contingency(Contract Administration (1480)-Contingency)	\$1,497,824.00
XCE Eldery Program Contingency(Contract Administration (1480)-Contingency)	\$929,080.10
Management Budget- admin(Administration (1410)-Salaries,Administration (1410)-Other)	\$3,641,300.30
XSR Relocation(Contract Administration (1480)-Relocation)	\$150,000.00
AE Consulting Services(Contract Administration (1480)-Other)	\$25,000.00
EnvC AW Environmental Consulting Services(Contract Administration (1480)-Other)	\$150,000.00

<b>Part III: Supporting Pages - Management Needs Work Statements (s)</b>	
<b>Work Statement for Year</b> 5	2028
<b>Development Number/Name General Description of Major Work Categories</b>	<b>Estimated Cost</b>
LBPC AW LBP Consultant Tester(Dwelling Unit-Development (1480)-Other)	\$100,000.00
LBPGC AW LBP Contractor(Dwelling Unit-Development (1480)-Other)	\$170,000.00
504 Reasonable Accomodations(Dwelling Unit-Interior (1480)-Appliances,Dwelling Unit-Interior (1480)-Bathroom Counters and Sinks,Dwelling Unit-Interior (1480)-Kitchen Cabinets,Dwelling Unit-Interior (1480)-Other,Dwelling Unit-Interior (1480)-Tubs and Showers)	\$240,000.00
XSC Clerks Salaries (AW)(Contract Administration (1480)-Other Fees and Costs,Contract Administration (1480)-Other)	\$1,000,000.00
Management Budget- Operations(Operations (1406))	\$7,282,600.60
Management Improvements at Authority Wide(Management Improvement (1408)-Other,Management Improvement (1408)-Security Improvements (not police or guard-non-physical),Management Improvement (1408)-System Improvements)	\$364,130.00
CPNA or Similar at Authority Wide(Contract Administration (1480)-Other)	\$180,000.00

<b>Part III: Supporting Pages - Management Needs Work Statements (s)</b>	
<b>Work Statement for Year</b> 5	2028
<b>Development Number/Name</b> <b>General Description of Major Work Categories</b>	<b>Estimated Cost</b>
Subtotal of Estimated Cost	\$15,729,935.00

## Chase, Andrew M (DPL)

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**From:** Maichle, Helene <Helene.Maichle@bostonhousing.org>  
**Sent:** Friday, May 17, 2024 9:29 AM  
**To:** Chase, Andrew M (DPL)  
**Cc:** Papademetriou, Dean; Rivera, Elizabeth  
**Subject:** RE: Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston (C23-078)

**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.

Dear Compliance Officer Chase,  
Thank you for this update. Will the Board require a further written report as to the status of the elevator at 19 Msgr. Reynolds Way, Boston, from my client, the Boston Housing Authority, at the close of the 60-day period? Please let me know.  
Thank you for your consideration and courtesy.  
Sincerely,  
Helene

*Helene C. Maichle*

Helene C. Maichle, BBO# 629151  
Senior Attorney  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Dept.  
Boston, MA 02111  
Tel: (617) 828-0098  
email: [Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)



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**From:** Chase, Andrew M (DPL) <Andrew.M.Chase@mass.gov>  
**Sent:** Friday, May 17, 2024 9:18 AM  
**To:** Maichle, Helene <Helene.Maichle@bostonhousing.org>  
**Subject:** Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston (C23-078)

Good morning,

I'm writing to let you know that the Board discussed this complaint during the May 6<sup>th</sup> meeting. They voted to extend the observation period of this elevator for an additional sixty days due to the outages since the Adjudicatory Hearing.

Regards,

**Andrew Chase**  
Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
*1000 Washington Street, Suite 710*  
*Boston, MA 02118*  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)

## Chase, Andrew M (DPL)

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**From:** Dawn Oates <dawn@playbrigade.com>  
**Sent:** Thursday, May 16, 2024 7:08 PM  
**To:** Chase, Andrew M (DPL)  
**Subject:** Elevator outage at 19 Monsignor Reynolds Way right now

**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.

Hi Andrew,

Thanks for taking my call earlier today about the elevator outage at 19 Monsignor Reynolds Way. As I began to write this memo to you at 5:50pm, two hours after my call to you, the elevator was still out of service and Motion Elevator is still on site working. They arrived shortly after my call to you reporting that the outage happened around 3:50 p.m. today. I learned of the outage when a resident called to tell me they heard banging and noises indicating that someone was trapped in the elevator car and could not get out. The fire department was called, and I could hear multiple sirens in the background, as well as the resident's door buzzer, which typically happens when a service person rings down the list of buzzers when they need access to the building or elevator mechanical room but BHA personnel is not on-site with a key.

I got a second call while on the phone with you, this time from a resident who called to report the elevator was down and to get a work order number. This is the protocol many residents follow when the fire department is involved because the fire department first shuts down the system, then frees the person who is entrapped. It is the BHA's responsibility to then call Motion Elevator, a step that is often unnecessarily delayed, according to my personal experience and notes in tracking this elevator for several years.

This is the report I got from the resident, who was, understandably, very flustered:

*"I had to speak with two people and I was on the phone for 20 minutes just to get a work order number. The first girl wouldn't give me the work order number, and she told me the computer was off. Then she later said the computer was down so she could not give the work order number. When I pressed her for it, she said she would transfer me to a manager. instead, after waiting on hold for 15 minutes, she transferred me to another worker who just came on to her shift. When I asked that worker for a work order number, she said the manager had called it in. I said I still want the work order number and she told me that I don't need a work order number because the work order has been given to the technician. She wouldn't give further detail. She said her shift just started and she doesn't have time for this and, "it isn't your job to keep up with a work order number." I said I am documenting this because the elevator breaks down a lot. She said, "It's not your job. Thank you." and hung up on me. Both girls seemed very confident in not wanting to help me and they had no business to be bothered."*

The resident said he believes the workers have now been instructed to not give out work order numbers. It may be that in the process of the BHA compiling records from Motion Elevator to respond to your

request during the observation period, they saw my name as the person calling in the work orders. (I saw that myself in my last public records request.)

This speaks to an issue from my original complaint that has not yet been addressed: The extended time windows for outages for this particular elevator are not simply due to mechanical failure. Despite the BHA's monthly service visits for preventative maintenance, the elevator was out of service in the 60-day observation period because it ran out of hydraulic fluid. This speaks to the age of the elevator and the inability of even monthly service for this reason to pre-empt elevator outages. There still remains a major breakdown in communications directly to the residents, especially as it pertains to their part in the notification of the BHA work order lie of these outages. And most importantly, there still exists a lack of appropriate written protocol for handling these types of elevator calls that trap people with disabilities, one that is efficient and cuts down on lag time between the work order submission and the service call, as well as a process that ensures the residents are not disrespected, lied to, hung up on, or otherwise treated with the same type of indignity as cage animals during outages.

You will note in the BHA's latest response to the Access Board, they are underreporting durations of all elevator outages. Rather than factor in total downtime that residents do not have a compliant elevator, the BHA simply reported the time the elevator mechanic billed for services onsite. This does not even come close to reflecting these residents' reality: that the failures in protocol continue to dog the BHA work order line, and the residents are punished for it.

I believe that published protocols and the Access Board's observation of how these protocols play out in reality are also critical to this process, not just number and duration of breakdowns. I am asking that these also be addressed, as they were part of my original complaint and testimony, and they will enable the BHA to better respond to resident concerns around elevator outages. In any organization, well-established protocols, appropriate staff training, and adequate record keeping can help the organization learn from issues and prevent further issues. This is not happening at the BHA with regard to this elevator, and the lack of published protocol (and oversight and accountability for how that protocol is or is not working) — one that is shared with residents and staff alike, remains outstanding, despite that the BHA said at hearing that they had one.

As we have seen from the 60-day observation period, the elevator continues to go down and will continue to do so. Four times in the observation period, regardless of the reason, equals twice a month — or every other week — that a resident cannot safely rely on a piece of accessibility equipment that is required by law to be in safe working order at all times. Although the replacement of the traveling cable did decrease the number and duration of outages, it did not resolve the issue, as the BHA had represented it would. Residents remain without reliable egress/ingress, and this continues to pose a particular threat to those residents with disabilities who have no other way to get in and out of their homes.

The traveling cable may be fixed for now, but the other issues have not been caused by that. Through the BHA's own admission, the elevator parts manufacturer is no longer in service and there will be a time in the not so distant future where a part will need to be replaced and the elevator will be out of service until it can be replicated by an unnamed "West Coast company." No elevator representative I know has ever heard of a parts replicator on the west coast. Parts replication is not an immediate thing, and there is typically a queue and waiting period for this type of specialty work, i.e., more delays that can be reasonably anticipated from an elevator so old.

While writing this email, I received a text from a resident telling me that signs that were put on the elevators by BHA saying it was out of service. (Obviously.) I also received another message that the elevator was up and running as of 6:30 pm.

Please let me know how I can be of further support. I appreciate the time and consideration the Board has given this important issue, and I extend the thanks on behalf of the community of residents at 19 Monsignor Reynolds Way.

Best,  
Dawn Oates

**Boston Housing Authority's Response to the Architectural Access Board's Request for Log of Elevator Service Outages at 19 Msgr. Reynolds Way**

**RE: Ruth Barkley Apartments  
19 Msgr. Reynolds Way, Boston (Elevator)  
AAB Docket No.: C23-078**

In the more than four (4) months since Respondent Boston Housing Authority ("BHA") completed the scheduled elevator unit upgrades and replacement of the travel cable at 19 Msgr. Reynolds Way between 11/27/2023 – 12/1/2023, and the sixty (60) days since the Architectural Access Board's ("AAB's") 2/15/2024 decision in the above-listed complaint ("the requested period"), the elevator has remained operational with a minimum of service interruptions.

Apart from monthly routine maintenance and fire alarm resets, there were three (3) instances of service interruptions when water from a roof leak entered the elevator shaft and one (1) instance where the unit was shaking at the sixth (top) floor due to the need to add additional hydraulic fluid to the system reservoir. The BHA's elevator service provider, Motion Elevator Corp., has continued to be responsive to all routine and trouble service calls.

As the BHA has previously stated, building residents are notified by the BHA's automated phone/text alert system if the elevator will remain out of service for longer than the two (2) hours allowed for repairs.

As reflected in the attached Motion Elevator Corp. work tickets, service interruptions during the requested period were as follows:

**Wednesday, 11/29/2023, 11:30 a.m., one-half (1/2) hour down time:**  
Routine monthly maintenance completed by Motion Elevator. (Monthly maintenance addresses the elevator car and operation issues and checks the overall condition of the car, including the floor, phones, buttons, and bulbs.)

**Monday, 12/18/2023, 11:00 a.m., two (2) hours down time:** Water from a roof leak entered the elevator shaft during a severe storm with driving rain and wind. Motion Elevator responded and found the elevator had power and was running, the car was stopped on unknown floor, and doors were not opening. Door operator located on top of car was wet and needed to be reset, most likely due to a storm-related power issue.

BHA engaged a roofing company to make emergency repairs, which were done on Wednesday, 12/27/2023 when the weather conditions and outside temperature were suitable. In general, roof leaks during the winter are difficult to identify and repair due to colder temperatures, weather conditions, and the presence of ice on the roof. The elevator remained in service during the roof repairs.

**Wednesday, 1/10/2024, 4:15 p.m., three (3) hours down time:** Roof leak returned, however, less water entered the elevator shaft than on 12/18/2023. Motion Elevator responded and found doors were not opening on the lobby floor, but were functioning on other floors. Board on top of elevator was wet from roof leak and needed to be replaced. The roofing company returned on Thursday, 1/25/2024, when the weather was warmer, to make additional repairs.

**Monday, 1/15/2024, 9:41 a.m., one (1) hour down time:** Routine monthly maintenance performed by Motion Elevator.

**Thursday, 2/15/2024, 9:40 a.m., one (1) hour down time:** Routine monthly maintenance performed by Motion Elevator.

**Thursday, 3/7/2024, 10:00 a.m., two (2) hours down time:** Elevator was described as rocking when it reached the top floor (sixth floor) of the building. Motion Elevator technician checked the oil level and unclogged the scavenger hoses to prevent any oil loss. Service restored in two hours.

**Thursday, 3/14/2024, one (1) hour down time:** Routine monthly maintenance performed by Motion Elevator. (BHA has not yet received Motion Elevator's work ticket/invoice.)

**Thursday, 4/4/2024, 8:13 a.m., 4.75 hours down time:** Wind-driven rain from prolonged Nor'easter entered the head-house louvre allowing water into the hoist way. Service restored prior to 1 p.m. (BHA has not yet received Motion Elevator's work ticket/invoice.)

## CONCLUSION

The BHA respectfully renews its request to the AAB to close the case for the following reasons. Since the BHA completed the major elevator upgrades and the travel cable replacement on 12/1/2023, there have been a minimum of service interruptions to the elevator. Almost all of the service interruptions were for pre-scheduled and routine monthly maintenance. Three service interruptions were caused by roof leaks and thus are unrelated to the condition of the elevator. Only one service interruption was due to a mechanical issue (the need to add additional hydraulic fluid to the system reservoir), and this was addressed within two hours.

The BHA's elevator service provider continues to respond promptly to restore service when needed, but as stated above, such service has been needed on rare occasions. The major elevator upgrades have been successful, the elevator is fully operational, and the reason for the complaint to the AAB has been addressed.

Respectfully submitted,

The Respondent,  
Boston Housing Authority  
By its attorney,

/s/Helene C. Maichle  
Helene C. Maichle, BBO# 629151  
Senior Attorney  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor Legal Dept.  
Tel: (617) 828-0098  
Helene.Maichle@bostonhousing.org

DATED: April 16, 2024

Attachments



79 Freeport Street, Dorchester, MA 02122  
 1.855.600.1206 | [info@motionelevcorp.com](mailto:info@motionelevcorp.com) | [Motionelevcorp.com](http://Motionelevcorp.com)

## Maintenance Time Ticket

**Building owner:** Boston Housing Authority **Contract#:** BHA 2119-02  
**Location:** Ruth Barldley and Alice Taylor Development, , **Elevator#:** 1-P-11410 (19 MSGR. Reynolds)  
**Route#:** Mike (Sampson, Mike)

**Job#:** MT-49912 **PO Number:**  
**Arrival date & time:** 11/29/2023 11:30:00 **Reported by:**  
**Work Completed:** 11/29/2023 **Job type:** Maintenance  
**Mechanic:** MacNeil, Chris **Priority:** Normal  
**Billable:** No

**Description:**  
**Work Performed:** Completed Routine Maintenance Service

Hours	1x	1.5x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x
	0.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Expenses	Cartage	Fuel	Miles	Misc.	Parking	Purchases	Tolls	Travel	Zone
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

**Work Accepted By:**



800-541-7777 | 617-287-7500

79 Freeport Street, Dorchester, MA 02122  
 1.855.600.1206 | [info@motionelevcorp.com](mailto:info@motionelevcorp.com) | [Motionelevcorp.com](http://Motionelevcorp.com)

## Trouble Call Time Ticket

<b>Building owner:</b>	Boston Housing Authority	<b>Contract#:</b> BHA 2119-02
<b>Location:</b>	Ruth Barkley and Alice Taylor Development, ,	<b>Contract type:</b> Full Maintenance
<b>Route#:</b>	Mike (Sampson, Mike)	<b>Elevator#:</b> 1-P-11410 (19 MSGR, Reynolds)

<b>Job#:</b>	TC-37263	<b>PO Number:</b>	9186891
<b>Arrival date &amp; time:</b>	12/18/2023 11:00:00	<b>Reported by:</b>	Mike
<b>Work Completed:</b>	12/18/2023	<b>Job type:</b>	Trouble Call
<b>Mechanic:</b>	MacNeil, Chris	<b>Priority:</b>	Normal
<b>Billable:</b>	Yes		

**Description:** Elevator stuck on unknow floor.

**Work Performed:** The elevator was running on arrival but the doors were not opening. The door operator needed to be reset after most likely a power issue after the weekend's storm

Hours	1x	1.5x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x
	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Expenses	Cartage	Fuel	Miles	Misc.	Parking	Purchases	Tolls	Travel	Zone
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Work Accepted By:





#1 in the Industry

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 1.855.600.1206 | [info@motionelevcorp.com](mailto:info@motionelevcorp.com) | [Motionelevcorp.com](http://Motionelevcorp.com)

## Trouble Call Time Ticket

<b>Building owner:</b>	Boston Housing Authority	<b>Contract#:</b> BHA 2119-02
<b>Location:</b>	Ruth Barldey and Alice Taylor Development, ,	<b>Contract type:</b> Full Maintenance
<b>Route#:</b>	Mike (Sampson, Mike)	<b>Elevator#:</b> 1-P-11410 (19 MSGR, Reynolds)

<b>Job#:</b>	TC-38711	<b>PO Number:</b>	
<b>Arrival date &amp; time:</b>	01/15/2024 09:41:00	<b>Reported by:</b>	Steve Sampson
<b>Work Completed:</b>	01/15/2024	<b>Job type:</b>	Trouble Call
<b>Mechanic:</b>	Sampson, Steve	<b>Priority:</b>	Normal
<b>Billable:</b>	Yes		

**Description:** MT for January  
**Work Performed:** Elevator monthly maintenance

Hours	1x	1.5x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x
	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Expenses	Cartage	Fuel	Miles	Misc.	Parking	Purchases	Tolls	Travel	Zone
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

**Work Accepted By:**



FOR TRAVEL TIME ONLY

79 Freeport Street, Dorchester, MA 02122  
 1.855.600.1206 | [info@motionelevcorp.com](mailto:info@motionelevcorp.com) | Motionelevcorp.com

### Trouble Call Time Ticket

**Building owner:** Boston Housing Authority **Contract#:** BHA 2119-02  
**Location:** Ruth Barkley and Alice Taylor Development, , **Contract type:** Full Maintenance  
**Route#:** Mike (Sampson, Mike) **Elevator#:** 1-P-11410 (19 MSGR. Reynolds)

**Job#:** TC-38712 **PO Number:**  
**Arrival date & time:** 02/15/2024 09:40:00 **Reported by:** Steve Sampson  
**Work Completed:** 02/15/2024 **Job type:** Trouble Call  
**Mechanic:** Sampson, Steve **Priority:** Normal  
**Billable:** Yes

**Description:** MT for Feb 2024  
**Work Performed:** Elevator monthly maintenance

Hours	1x	1.5x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x
	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Expenses	Cartage	Fuel	Miles	Misc.	Parking	Purchases	Tolls	Travel	Zone
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Work Accepted By:



79 Freeport Street, Dorchester, MA 02122  
 1.855.600.1206 | [info@motionelevcorp.com](mailto:info@motionelevcorp.com) | [Motionelevcorp.com](http://Motionelevcorp.com)

## Trouble Call Time Ticket

<b>Building owner:</b>	Boston Housing Authority	<b>Contract#:</b> BHA 2119-02
<b>Location:</b>	Ruth Barkley and Alice Taylor Development, ,	<b>Contract type:</b> Full Maintenance
<b>Route#:</b>	Mike (Sampson, Mike)	<b>Elevator#:</b> 1-P-11410 (19 MSGR. Reynolds)

<b>Job#:</b>	TC-38908	<b>PO Number:</b>	
<b>Arrival date &amp; time:</b>	03/07/2024 10:00:00	<b>Reported by:</b>	Paul Shuley
<b>Work Completed:</b>	03/07/2024	<b>Job type:</b>	Trouble Call
<b>Mechanic:</b>	Mcintyre, Damien	<b>Priority:</b>	Normal
<b>Billable:</b>	Yes		

**Description:** Elevator rocking and rolling when it gets to the 6th floor (top floor) Needs hydro fluid.  
**Work Performed:** I checked the oil level. I unclogged the scavenger hoses to prevent any oil loss

Hours	1x	1.5x	1.7x	2x	Travel 1x	Travel 1.5x	Travel 1.7x	Travel 2x
	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Expenses	Cartage	Fuel	Miles	Misc.	Parking	Purchases	Tolls	Travel	Zone
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Work Accepted By:

**From:** [Dawn Oates](#)  
**To:** [Chase, Andrew M \(DPL\)](#)  
**Subject:** Re: 19 Monsignor Reynolds Way  
**Date:** Wednesday, April 17, 2024 2:32:41 PM

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**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.

Hi Andrew,

I have spoken to many residents and it appears that the elevator has gone down four times since the November repair. It also happens to be out of service right now. I was supposed to take a resident to see his close friend who is on life support at Beth Israel and he is devastated that he cannot get out of the building in his wheelchair. This is the type of thing that keeps me doing the work I do.

Dawn  
617-852-6464

On Apr 10, 2024, at 2:49 PM, Chase, Andrew M (DPL)  
<[Andrew.M.Chase@mass.gov](mailto:Andrew.M.Chase@mass.gov)> wrote:

Hello,

I'm just reaching out to see if there have been any other elevator outages since the last hearing.

Regards,

**Andrew Chase**

Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
*1000 Washington Street, Suite 710*  
*Boston, MA 02118*  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)

**From:** [Dawn Oates](#)  
**To:** [Chase, Andrew M \(DPL\)](#)  
**Subject:** Re: 19 Monsignor Reynolds Way  
**Date:** Wednesday, April 10, 2024 3:19:46 PM

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Hi Andrew,

Thanks for getting in touch. I was just thinking about you today!

I was told that on January 16 AND on April 4 the elevator was moving up and down but the doors weren't opening.

I will reach out to others to see if there are additional times they are aware of.

Thanks.  
Dawn

On Apr 10, 2024, at 2:49 PM, Chase, Andrew M (DPL)  
<[Andrew.M.Chase@mass.gov](mailto:Andrew.M.Chase@mass.gov)> wrote:

Hello,

I'm just reaching out to see if there have been any other elevator outages since the last hearing.

Regards,

**Andrew Chase**  
Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
*1000 Washington Street, Suite 710*  
*Boston, MA 02118*  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)

COMMONWEALTH OF MASSACHUSETTS

SUFFOLK, ss.

ARCHITECTURAL ACCESS BOARD

Docket No. C23-078

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*In re* )  
 )  
 Ruth Barkley Apartments )  
 19 Monsignor Reynolds Way )  
 Boston )  
 )  
 )  
 )

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**BOARD DECISION**

**Procedural History**

This decision addresses a complaint before the Architectural Access Board (“Board”) regarding the elevator in one building at the Ruth Barkley Apartments in Boston. The Complaint alleged noncompliance with 521 CMR 28.1 (Vertical Access).

On July 27, 2023, AAB received a complaint regarding an elevator outage at this property. On August 14, 2023, a First Notice was sent to all parties. On September 1, 2023, AAB received a response from Boston Housing Authority (“BHA”) requesting an additional 45 days address the issue. On September 11, 2023, Correspondence was sent stating that the 45 days extension would not be granted. On September 21, 2023, a Stipulated Order was sent out granting an additional 14 days. On September 29, 2023, a second response was received from Boston Housing Authority stating that the elevator had been fully restored on September 28, 2023. On October 12, 2023, a Hearing was scheduled for December 11, 2023 to address questions of long-term, consistent operation of the elevator.

A hearing was held on December 11, 2023, in accordance with G.L. c. 30A, §§ 10 and 11; 801 CMR 1.02 *et seq.*; and 521 CMR 4.00.<sup>1</sup> Dawn Oates, Complainant, testified, and attorney did Helene Maichle, along with Raul Leon, and Rick Jegorow, appeared for the Respondent. The witnesses were sworn in by the Board Chair. At the conclusion of the hearing, the Board invited all interested parties to submit a short brief reflecting any points not able to be made during the hearing due to lack of time. Only the Respondent did so. The instant decision now memorializes the determinations made following the hearing.

**Applicable Laws & Regulations**

521 CMR 2.6 requires that “[a]t 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.). 3.1 requires that “[a]ll construction, reconstruction, alteration, remodeling and

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<sup>1</sup> Pursuant to An Act Making Appropriations for the Fiscal Year 2023 to Provide for Supplementing Certain Existing Appropriations and for Certain Existing Appropriations and for Certain Other Activities and Projects (chapter 2 of the Acts of 2023), the hearing was held online via the Microsoft Teams platform.

changes of use of public buildings or other facilities open to the public shall conform to these Regulations.”

521 CMR 28.1 mandates that, “[i]n all multi-story buildings and facilities, each level including mezzanines, shall be served by a passenger elevator. If more than one elevator is provided, each passenger elevator shall comply with 521 CMR 28. Accessible elevators shall be on an accessible route and located within the space with which it is intended to serve.”

### Exhibits

The following documentation was entered into evidence:

- Exhibit 1: Board Packet AAB 1-79, including the complaint and all correspondence.  
Exhibit 2: Respondent’s position statement submitted after the hearing.

### Factual Findings

The following findings of fact and conclusions of law are supported by substantial evidence, based on the credited testimony of the witnesses, documents admitted into evidence and AAB records. G.L. c. 30A, § 11(2), § 14(7).

- 1) Complainant raised various issues with the elevator at the subject property, including that there is a single elevator that is over 30 years old, with a frequent history of breakdowns, and many residents rely on wheelchairs, walkers or canes. Ex. 1, AAB 76.
- 2) This public housing building has six stories and is not new construction or recently renovated; Ex. 1, AAB 75.
- 3) There are 12 wheelchair-accessible units in the building. Ex. 1, AAB 43.
- 4) Complainant asserts that during July 2023, the elevator was out of service for seven days in an eight day period, and residents feared leaving their homes in case the elevator broke and they could not get back in. Ex. 1, AAB 75.
- 5) Respondent admits that the elevator was out of service between September 14 and 27, 2023. Ex. 1, AAB 44.
- 6) The Boston Housing Authority which manages this building is allocating \$6 million for elevator replacement at this apartment complex between 2024 and 2028. Ex. 1, AAB 44.

### Discussion

The Board’s jurisdiction is established pursuant to 521 CMR 2.6. 521 CMR 2.6 requires that “[a]t 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.). 3.1 requires that “[a]ll construction, reconstruction, alteration, remodeling and changes of use of public buildings or other facilities open to the public shall conform to these Regulations.” Petitioner acknowledges the Board’s jurisdiction over the property.

Complainant began her testimony by outlining her extensive communications with BHA and City Council officials regarding this elevator. She acknowledged that while there have been various efforts along the way to repair this elevator, the long list of extended outages was nevertheless unacceptable. Complainant explained that she began documenting the problems with this elevator in 2020. However, as the complaint was only received in July 2023, the

Board's analysis here is limited to whether there were violations of the Board's regulations at that time.

Complainant expressed concerns with the process for reporting elevator outages, in addition to the lengthy periods that the elevator was unavailable. She contended that the reporting hotline was not informed that when the elevator was out of service, and persons with disabilities were unable to enter or leave their units. Complainant stated that she was told the elevator's travel cable was being replaced in September 2023, but that it was not actually replaced until late November 2023. Accordingly, Complainant believes a full modernization of this elevator and a review of the work order process and communications to residents are both necessary to improve residents' experiences in this building.

Helene Maichle, attorney for the Respondent, stated that BHA staff have been working with residents on accommodations while the elevator was out of service, and noted that no building residents attended the hearing. Raul Leon described the most recent repairs to the elevator, which took place from the end of November through the start of December, and included a full replacement of traveling cable, repacking of pistons, and replacement of certain door controllers. In the course of the repairs, Respondent learned that the elevator wiring had been "shaved" by the frayed traveling cable, causing malfunctions.

Respondent's team also stated that they had received no reports of problems with the residents' system for requesting work to be performed on the elevator. The BHA held two information sessions with residents in mid-November; although residents had the option to be relocated due to the elevator outage, none asked for that, and only two residents opted for a short-term hotel stay while the elevator was repaired. There was testimony that there were no elevator outages between December 1, 2023 and December 11, 2023.

Respondent's team clarified that the elevator is 20 years old, but the building was built in 1951. They also explained that this building consists of 22 units, and that there are other buildings at the Ruth Barkley site with their own elevators. The BHA manages 34 sites in Boston. The day to day operations of the Ruth Barkley Apartments are funded by the U.S. Department of Housing and Urban Development, and capital improvements are made to BHA buildings depending on needs in the entire portfolio. There are currently no definite plans to replace the elevator at this building, but the BHA makes capital updates across its portfolio as funding allows.

In its post-hearing brief, Respondent makes erroneous arguments to which the Board will respond here. First, Respondent incorrectly asserted that the Board lacks jurisdiction over this Complaint because at the time of the hearing, the elevator was in working order. The Board's jurisdiction over this Complaint is not, as Respondent suggests, pursuant to 521 CMR 3.3 which addresses certain alternations to buildings, but under 521 CMR 2.6, requiring maintenance of access features, and states: "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.)." The Board's charge with this Complaint is to determine whether the Complaint was valid at the time it was filed. Naturally, if noncompliance has already been sufficiently rectified, the Board need not order a Respondent to take corrective action. Second, Respondent likens this case to C23-123, which was resolved as closed, rather than "dismissed" as Respondent states. (See Ex. 2 at 1.) Dismissal would mean that the Board found there was no evidence of a violation occurring, which was not the outcome of C23-123. As further addressed below, the Board is in the process of obtaining additional information so that it can reach a conclusion whether the elevator issue in the instant case has in fact been adequately resolved.

The Board has now considered the evidence, including the submitted documentation and the witnesses' detailed testimony and the post-hearing submission of the Respondent. The Board now finds that the evidence is sufficiently substantial to establish a violation of 521 CMR 23. Following the hearing and prior to the issuance of this decision, Complainant notified the Board that there has been another outage of this elevator. Given the evidence during the hearing depicting a history of multiple outages and repairs of this elevator, the Board requires further detail regarding whether the elevator has required additional maintenance following the repair of the traveling cable in November 2023, before the Board can determine what steps, if any, must be taken to rectify this violation.

### Conclusion and Order

In light of all of the foregoing, the Board votes as follows:

- to **FIND** that the complaint was valid; and **ORDER** that the Respondent provide the Board a log of all elevator outages (including the start and end time of the outage, and the nature of each repair performed, obtaining such from the elevator service company if necessary) beginning from the November 2023 replacement of the traveling cable until 60 days following the date of this Decision.

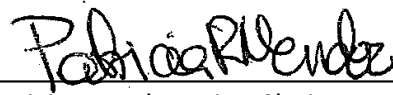
A true copy attest, dated: February 15, 2024

#### ARCHITECTURAL ACCESS BOARD

By:



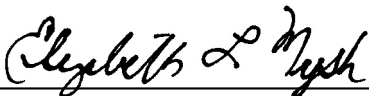
\_\_\_\_\_  
Dawn Guarriello, Chair



\_\_\_\_\_  
Patricia Mendez, Vice Chair

\_\_\_\_\_  
Raymond Glazier, Executive Office of Elder Affairs Designee (Not Present)

\_\_\_\_\_  
Jeffrey Dougan, Massachusetts Office on Disability Designee (Not Present)



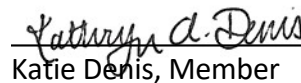
\_\_\_\_\_  
Elizabeth Myska, Member



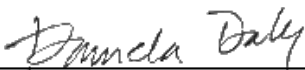
\_\_\_\_\_  
David Johnson, Member



\_\_\_\_\_  
Joseph Prochilo, Member



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Katie Denis, Member



\_\_\_\_\_  
Pamela Daly, Member

A complete administrative record is on file at the office of the Architectural Access Board.

This constitutes an order of the Architectural Access Board. In accordance with G.L. c. 30A, §14 and G.L. c. 22, §13A, any person aggrieved by this decision may appeal to the Superior Court of the Commonwealth of Massachusetts within thirty (30) days of receipt of it.

**FW: Elevator down again today at 19 Monsignor Reynolds Way**

Chase, Andrew M (DPL) <Andrew.M.Chase@mass.gov>

Tue 1/16/2024 10:54 AM

To: Joyce, William (DPL) <William.Joyce@mass.gov>

**Andrew Chase**

Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1000 Washington Street, Suite 710  
Boston, MA 02118  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Dawn Oates <dawn@playbrigade.com>  
**Sent:** Wednesday, January 10, 2024 3:16 PM  
**To:** Chase, Andrew M (DPL) <Andrew.M.Chase@mass.gov>  
**Subject:** Elevator down again today at 19 Monsignor Reynolds Way

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.

I was unavailable and just turned on my phone to receive this message from a person who lives in the building and has a mobility disability and could not get out of the building for two hours. Please let me know if you need further info or if this should be passed along to the board as they make their decision. This indicates they are still not in compliance with 521 CMR per my original complaint. I believe it further supports my request for a third-party independent review of the elevator so we can obtain clear and objective insight on what work the elevator needs to be compliant and which of that work and the work promised by BHA has been done, if any.

Thank you.  
Dawn

AAB should dismiss the instant complaint for lack of jurisdiction. Assuming, *arguendo*, AAB has jurisdiction, it should still dismiss the complaint because BHA has repaired the elevator and restored its operation and accessibility.

#### Lack of Jurisdiction

Pursuant to MGL c. 22, s. 13A and 521 CMR 3.3, 9.2, the elevator repairs do not meet the thresholds for AAB jurisdiction:

- They are not “additions to, reconstruction, remodeling, and alterations or repairs of existing public buildings or facilities” and were performed simply to maintain the existing elevator’s operability.
- The repairs cost \$34,645.60, which is below the \$100,000 threshold, and were performed in accordance with 521 CMR. No building permits were required. There is no other work to be performed in accordance with 521 CMR.
- The repairs amount to less than 30% of the full and fair cash value of the building, which per the City Assessor is \$36,723,500 for FY 2023 for the complex, thus, the rest of the building is not required to comply with 521 CMR.

#### BHA Has Addressed the Issue

The complainant has attempted to muddy the waters by alleging matters beyond AAB’s jurisdiction. Nevertheless, BHA has taken affirmative steps to ensure the elevator is operational and maintained as required by 521 CMR 2.6 and 28.1.

BHA corrected the cited intermittent service outages with interim repairs to the travel cable in July and September, followed in late November by completely replacing the travel cable, hydraulic piston seals, and door operator during a scheduled down time, 11/27 to 12/1/2023. The elevator was in service at times while some of that work was underway. In advance of the scheduled work, BHA held informational meetings with the 19 households and offered hotel stays and meal/travel reimbursements to those living above the first floor. Seven residents residing on upper floors use wheelchairs or mobility devices. Two households accepted hotel stays.

Since these significant repairs were completed, the elevator has only been shut down one hour each month for routine maintenance by BHA’s elevator service company. Pursuant to the fire code, the elevator shuts down automatically when the fire alarm goes off. It is reset for service upon the all-clear being given.

AAB should dismiss the instant complaint as it did when the elevator issue at BHA’s building at 940 Parker St., Jamaica Plain, was resolved in September. (Case No. C23 123).

Finally, it is not technologically or fiscally feasible to install a second elevator at the 72-year-old, 6-story, 22-unit building, which underwent major renovations 20 years ago pursuant to a HUD Voluntary Compliance Agreement to create UFAS apartments. AAB cannot mandate the reallocation and prioritization of limited public funds from other BHA capital improvement projects, such as roofs, windows, bathroom ventilation, and other elevators, which have been identified with BHA residents' input at annual on-site planning meetings, in order to finance modernization of this elevator. Complete modernization would require the BHA to vacate the building, relocate all households to other BHA properties, and likely reduce the number of critically-needed public housing units available.

MAURA HEALEY  
GOVERNOR



LAYLA R. D'EMILIA  
UNDERSECRETARY OF  
CONSUMER AFFAIRS AND  
BUSINESS REGULATION

KIM DRISCOLL  
LIEUTENANT GOVERNOR

SARAH R. WILKINSON  
COMMISSIONER, DIVISION OF  
OCCUPATIONAL LICENSURE

**Commonwealth of Massachusetts  
Division of Occupational Licensure  
Office of Public Safety and Inspections  
Architectural Access Board**

YVONNE HAO  
SECRETARY, EXECUTIVE OFFICE  
OF ECONOMIC DEVELOPMENT

1000 Washington St., Suite 710 • Boston • MA • 02118  
V: 617-727-0660 • [www.mass.gov/aab](http://www.mass.gov/aab) • Fax: 617-979-5459

December 18, 2023

**RE: Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston (C23-078) - Written Submissions Notice**

To whom it may concern,

At its regularly scheduled December 11, 2023 meeting, the Board conducted an adjudicatory hearing on the above referenced matter. Upon deliberation the Board voted to:

**ACCEPT** short written submissions from the parties or other interested individuals. Submissions must be not more than 500 words in length and must be received not later than 5:00 P.M. EST on December 22, 2023, and may be submitted via email to [william.joyce@mass.gov](mailto:william.joyce@mass.gov).

**STRONGLY ADVISE** the parties to avoid reiterating information already provided at the hearing.

If you have any questions, please do not hesitate to get in touch with me.

Sincerely,

A handwritten signature in black ink that reads "William Joyce". The signature is written over a horizontal line.

William Joyce  
Executive Director

NEWS > HOUSING

# Relief and joy as long elevator outage ends in Boston public housing building

SHARE   



Ruth Barkley residents Lisandra Montes and Robert Burres meet outside their building after the long elevator outage ends.

**Courtesy Dawn Oates**



By **Liz Neisloss**

LIVE GBH 89.7  
**Morning Edition**

**AAB 317**

The lone elevator in a South End public housing building where elderly and people with disabilities live is back in service 15 days after **it broke down**, leaving those residents stranded in their apartments.

Resident Lisandra Montes, who uses a wheelchair, and her friend Dawn Oates confirmed to GBH News that they rode in the repaired elevator.

Montes had been confined to her home for more than two weeks, missing key doctors' appointments and visits to church.

Video taken by Oates late on Thursday showed Montes entering the elevator and exiting on the ground floor and then joyfully greeting two friends who were waiting outside.

Going outside for the first time in two weeks!!!



“My friends — I get to see my friends! I missed my friends!” Montes said. “I’ve been praying for you, you have no idea. I’m just grateful that I get to see you!”

GBH News did not receive confirmation of the repair from the Boston Housing Authority at the time of publication.

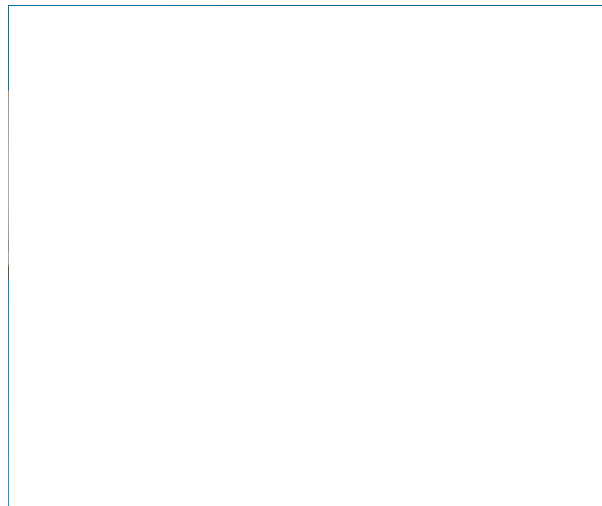


**Liz Neisloss**



Liz Neisloss is a reporter for GBH News' Greater Boston.

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**LIVE GBH 89.7  
Morning Edition**

**AAB 319**

# Elevator breakdowns plague Boston Housing Authority building

By **Nick Stoico** Globe Correspondent, Updated September 24, 2023, 8:18 p.m.



While in her wheelchair, Virginia Dillard, 64, checks on her roasting chicken. Physically disabled residents of the Ruth L. Barkley Apartments are stuck at home because the elevator is out-of-service. PAT GREENHOUSE/GLOBE STAFF

On a Sunday afternoon earlier this month, Virginia Dillard, 64, rode the elevator down from her third-floor unit at the Ruth Barkley Apartments in the South End to attend a family birthday party in South Boston.

She returned later that evening, dropped off by her niece who watched as Dillard made her way in through the front door at 19 Monsignor Reynolds Way, run by the Boston

**AAB 320**

Housing Authority. Then her niece started to drive away.

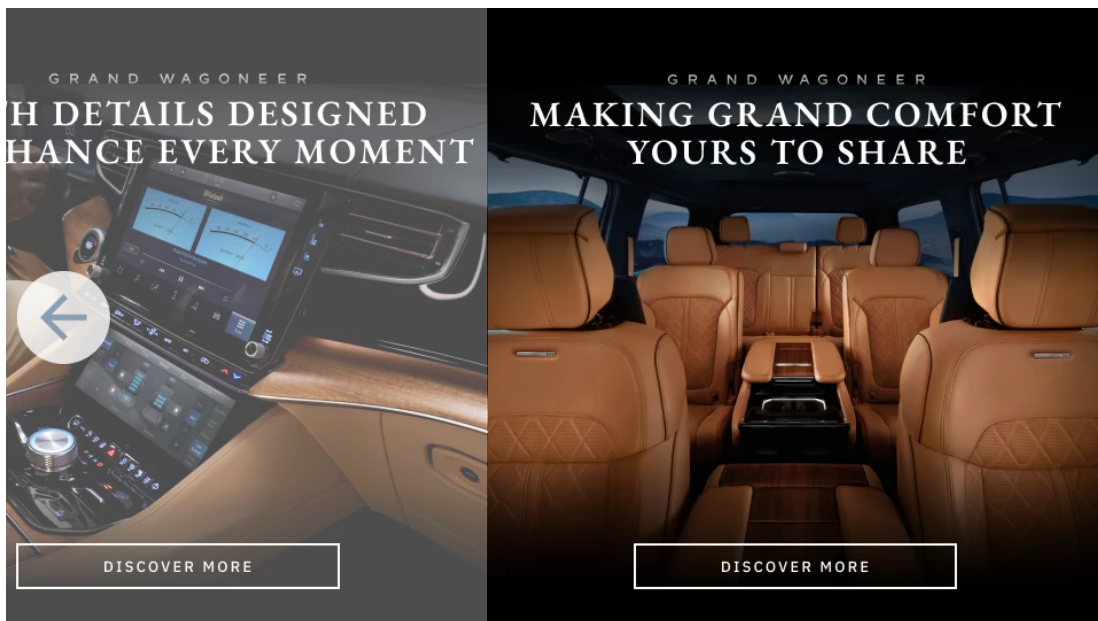
But once inside, Dillard realized that the building’s only elevator had broken down in the time she had been gone. Relying on a walker to get around, Dillard knew she couldn’t climb the three flights of stairs to her apartment on her own and called her niece to return.

“Thank God she didn’t take off yet,” Dillard said in an interview Sunday at her apartment, a space she hasn’t left in more than a week, as the elevator remains out of service.

Elevator breakdowns have been frequent, according to some residents of this six-story building. Some of them are elderly or have physical disabilities that make climbing and descending stairs dangerous and nearly impossible without assistance.

On Sunday, a notice taped to the first-floor elevator doors dated Sept. 14 and said the elevator is out of service “until further notice.” The notice said the BHA would have “someone available to assist with any bags, groceries, etc.”

ADVERTISING



In a statement to the Globe, the BHA said it has been “working diligently with our elevator contractor” to make repairs “as soon as possible.”

“Unfortunately, due to the age of the elevator, replacement parts are not readily available and often take time to arrive,” the statement said. “We’ve placed an expedited order for the replacement part to be delivered from the West Coast, and we’re hoping for its delivery and final repairs early this week.”

This is an important document. If you require interpretation, please call the telephone number below or come to our offices.

Este es un documento importante. Si requiere de interpretación, por favor llame al número telefónico que aparece a continuación o acuda a nuestras oficinas.

這是一份非常重要的文件。如果您需要翻譯服務，請撥下面的電話或前往我們的辦公室。

Isto é um documento importante. Se exige interpretação, por favor chama o número de telefone abaixo ou venha a nossas escritórios.

Это важный документ. Если Вам требуется перевод, пожалуйста позвоните нам (телефонный номер ниже). Или придите в наш офис.

Đây là một tài liệu quan trọng. Nếu quý vị cần phiên dịch, vui lòng hãy gọi cho số điện thoại bên dưới hoặc đến các văn phòng của chúng tôi.

ಇದು ಮುಖ್ಯ ದಾಖಲೆಯಾಗಿದೆ. ನಿಮಗೆ ಅರ್ಥವಾಗದಿದ್ದರೆ ದಯಮಾಡಿ ಕೆಳಗೆ ನೀಡಿದ ಫೋನ್ ನಂಟರನ್ನು ಕರೆಸಿಕೊಳ್ಳಿ ಅಥವಾ ನಮ್ಮ ಕಛೇರಿಗೆ ಬನ್ನಿ.

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Se a se you dokiman engöten. Si ou bezwen entèpretasyon, tanpri rele nimewo telefòn ki anba la a ouwa vini nan biwo nou.

Tani wax dhokomandi muslim ah. Haddii aad rabto tarjumaad, fadlan wax laambarka hoos ku qoran ama inow xafiyadayada.

هذه وثيقة مهمة. وإذا كنت في حاجة إلى ترجمة أو إذا كنت بحاجة إلى تفسير، يرجى الاتصال حتى يتم التوافق المتبادل أثناء أو أن تتصل بالشخص الذي يمكنه ذلك. إن كان لديك أي أسئلة، يرجى الاتصال بالرقم الذي أدناه أو زيارة مكتبنا في مبنى سكننا في بوسطن، ماساتشوستس.

Telephone No.: 617-988-5041

### Elevator Out of Service Notification – September 14, 2023



**TO ALL RESIDENTS OF  
19 Monsignor Reynolds Way**

**THE ELEVATOR IN YOUR BUILDING WILL BE OUT OF SERVICE UNTIL FURTHER NOTICE. WHILE OUT OF SERVICE, BHA WILL HAVE SOMEONE AVAILABLE TO ASSIST WITH ANY BAGS, GROCERIES, ETC.**

**FRIDAY  
9AM-1:00PM & 3PM-7:00PM**

**In the event the elevator is still not functioning – A Tenant Coordinator will be available:**

**SATURDAY AND SUNDAY  
3PM-7:00PM**

**IF YOU NEED TO CONTACT THE COORDINATOR DURING THESE TIMES FOR ASSISTANCE PLEASE CALL MANAGEMENT 617-988-5041 MONDAY – FRIDAY 9:00 A.M. – 5 P.M. and Work Order Center after 5:00 P.M. and weekends 617-988-4357**

**We do apologize for any inconvenience this may cause you.**

**Ruth Lillian Barkley Management**



On Sunday, a notice taped to the first-floor elevator doors dated Sept. 14 and said the elevator is out of service “until further notice.” PAT GREENHOUSE/GLOBE STAFF

The agency said it is “allocating \$6 million in capital funding for a complete overhaul of elevators at Ruth Barkley in the upcoming capital plan and an additional \$100,000 emergency fund for our elevator service contract in FY2023.”

The BHA also said the issue “is symptomatic of the chronic underfunding of the Federal Public Housing program over many years and decades, which has resulted in deferred capital needs and old, outdated equipment.”

Dawn Oates, a Brookline resident and accessibility advocate who has been pressuring the BHA to address what she said were ongoing issues with the elevator, started visiting the building in recent years after becoming friends with a resident who volunteered with her organization, The Play Brigade, a nonprofit that advocates for disability equity and inclusion in health care, education, and recreation.

“Coming here so often, I had to use the elevator as a visitor and seeing the condition of the building is concerning ... knowing how many elderly and disabled people live here,” she said.



Dillard, who suffers from Crohn's disease and other health ailments, said she is afraid of using the stairs and falling on them. When she has had to climb the stairs to her unit, she has felt physically spent. PAT GREENHOUSE/GLOBE STAFF

Dillard, who suffers from Crohn's disease and other health ailments, said she is afraid of using the stairs and falling on them. When she has had to climb the stairs to her unit, she has felt physically spent.

"My insides start shaking," she said. "The first thing I do is sit down and test my sugar and make sure it ain't that."

She said she has missed at least two doctor's appointments since the elevator was taken out of service. Her daughter, niece, and godson come by to check on her, but the rest of the time Dillard is alone with her cat, Bella.

When the elevator is functioning and she has the freedom to come and go as she likes, Dillard said she sometimes catches a ride to the South Bay Center to take a walk and enjoy the day.

But even when the elevator is working, its history of breakdowns makes Dillard hesitant to go on outings.

“I’m scared to go out [because] I may not be able to get back in,” she said.



Dawn Oates, left, a Brookline resident and accessibility advocate who has been pressuring the BHA to address what she said were ongoing issues with the elevator, started visiting the building in recent years after becoming friends with a resident who volunteered with her organization, The Play Brigade. PAT GREENHOUSE/GLOBE STAFF

Her building is one of several in the Boston Housing Authority’s Barkley development that was built in 1950.

Located across the street from the Cathedral of the Holy Cross, the tight cluster of public housing was known for decades as the Cathedral apartments until [Mayor Thomas Menino renamed it](#) in 2013 to honor Barkley, a longtime resident and vocal community activist who died the year prior.

In 1986, Barkley was quoted in a Globe article saying that the unreliability of the elevators across the Cathedral complex was the top issue on the minds of residents. She

said some had become stuck in elevators and resorted to screaming until help arrived.

Almost four decades later, Teresa Hudson, 47, said she hears those screams.

Hudson, a mother of three who lives in a first-floor unit that shares a wall with the elevator shaft, said she has heard cries for help on numerous occasions when the elevator has become stuck with someone inside.

“It just felt so wrong to hear people screaming like that,” she said.

Hudson, whose legs were amputated due to diabetes and uses a wheelchair, said children in the building are also afraid to use the elevator. One young boy who was with a group of children climbing the stairs to their apartment Sunday afternoon said he hasn’t used the elevator since he once became trapped inside of it himself.

Hudson said she moved to her current unit in 2022 from another building in the Barkley complex. The elevator in that building, she said, also had frequent breakdowns and she recalled once being stuck on the first floor and having to “scoot” up the stairs.

“These are old elevators in old buildings,” Hudson said. “The BHA, they don’t want to update them because it costs a lot of money. They get maintenance to fix it, but they fix it and it still ends up broken.”

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Nick Stoico can be reached at [nick.stoico@globe.com](mailto:nick.stoico@globe.com). Follow him [@NickStoico](https://twitter.com/NickStoico).

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**Broken down elevator leaves residents of Boston apartment building stuck for nearly 2 weeks**

**AAB 328**

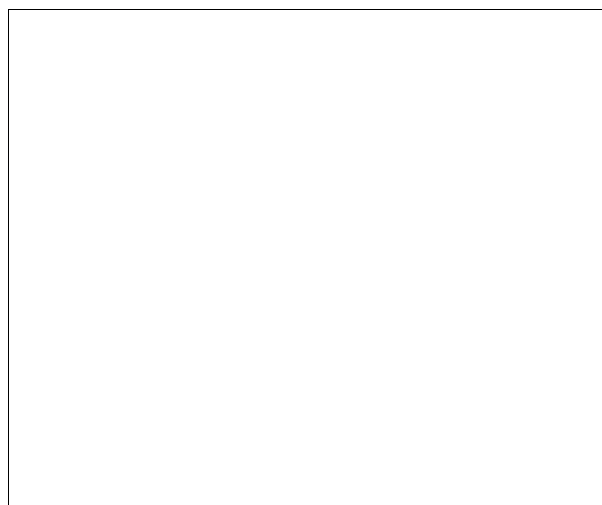


**Danae Bucci** 

Reporter

**BOSTON** — Residents of a Boston apartment building say their building's lone elevator went down nearly two weeks ago, leaving several of them stranded in their apartments.

"I've had to cancel multiple appointments," Lisandra Montes said. Montes is a resident of 19 Monsignor Reynolds Way, part of the Ruth Lillian Barkley Apartments, which is part of the Boston Housing Authority.



Montes uses a wheelchair.

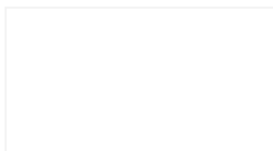
"They can come up and down the stairs as they please. But they don't think of those who can't," she said.

A spokesperson for the Boston Housing Authority confirmed the building's lone elevator broke down on Sept. 14. They also said a contractor identified the part needed to make repairs, but it is not available.

"I've had to cancel multiple appointments," Montes said. "I go to church once a week, but I haven't gone to two services due to this circumstance."

"We've placed an expedited order for the replacement part to be delivered from the West Coast, and we're hoping for its delivery and final repairs in the coming days," a BHA statement said.

### Recommended



**2 seriously hurt in late-night crash on I-495 in North Andover**

While the elevator is unavailable, BHA officials said staff members have checked in with residents, and a laborer is available to help them do things like carry items up or down the stairs.

Montes and Teresa Hudson, another resident, said the unreliability of the elevator is an ongoing problem.

"I hear people screaming. Like, screams of people getting stuck in the elevator," said Hudson.

"I'm afraid to go down the elevator because I don't know if I'm able to come back up," Montes said.

Officials said there are plans in place for an upgrade and overhaul of the current elevator system at Ruth Barkley.

"A major upgrade of this elevator is in the current capital plan, and the new Administrator has instructed that it be scheduled as soon as possible," officials said. "BHA is allocating \$6 million in capital funding for a complete overhaul of elevators at Ruth Barkley in the upcoming capital plan and an additional \$100,000 emergency fund for our elevator service contract in FY2023."

Others say BHA officials need to do more.

"The BHA needs a plan to get this back into compliance with state law and federal law," said disability advocate Dawn Oates. "They deserve some open communication from BHA of what the issue is, specifically; why it continues to be an issue; and when it's going to be resolved."

---

**Full BHA statement:**

*We recognize that elevator disruptions are highly frustrating for residents, and share their frustration as their welfare is our top priority. Since the elevator at 19 Monsignor Reynolds Way went down on September 14, we have been working diligently with our elevator contractor to have it repaired as soon as possible. Staff notified the contractor immediately at the time the elevator went down, the contractor diagnosed the issue and identified the part in need of replacement. Unfortunately, due to the age of the elevator, replacement parts are not readily available and often take time to arrive. We've placed an expedited order for the replacement part to be delivered from the West Coast, and we're hoping for its delivery and final repairs in the coming days.*

*BHA has been communicating with and assisting residents throughout this time and met with residents this morning to provide them an update. Staff have conducted wellness checks for every household in the building and continue to remain in touch with residents. A BHA tenant coordinator has been assigned to be on duty in the building and the site's Special Assignment Laborer is also on site and available to assist residents while the elevator is out of service and repairs are underway.*

*We will continue to provide services to help ensure the safety and well-being of our residents until the elevator is back online.*

*A major upgrade of this elevator is in the current capital plan and the new Administrator has instructed that it be scheduled as soon as possible. BHA is allocating \$6 million in capital funding for a complete overhaul of elevators at Ruth Barkley in the upcoming capital plan and an additional \$100,000 emergency fund for our elevator service contract in FY2023.*

*This issue is symptomatic of the chronic underfunding of the Federal Public Housing program over many years and decades, which has resulted in deferred capital needs and old, outdated equipment.*

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LOCAL NEWS

## Broken Boston Housing Authority elevator causes concern for residents

An elevator in a BHA building has been broken for nearly two weeks, impacting residents.



Virginia Dillard, 64, gets a reminder message about transportation for an upcoming medical appointment. *Pat Greenhouse/Boston Globe*

By **Ross Cristantiello**  
September 26, 2023

[f](#) [t](#) [✉](#) [🔗](#) 10

**AAB 333**

Residents and housing advocates are calling attention to an elevator in a Boston Housing Authority building they say has been broken for close to two weeks, imperiling those who live there.

The elevator, the only one located inside the Ruth Lillian Barkley Apartments at 19 Monsignor Reynolds Way in the South End, first broke on Sept. 14, **WCVB** reported.

The BHA said it is working “diligently” with an elevator contractor to make the necessary repairs, according to WCVB. Staff was notified immediately after the elevator broke, but the parts necessary for its repair are reportedly hard to come by. BHA cited

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NEWS

LOCAL NEWS

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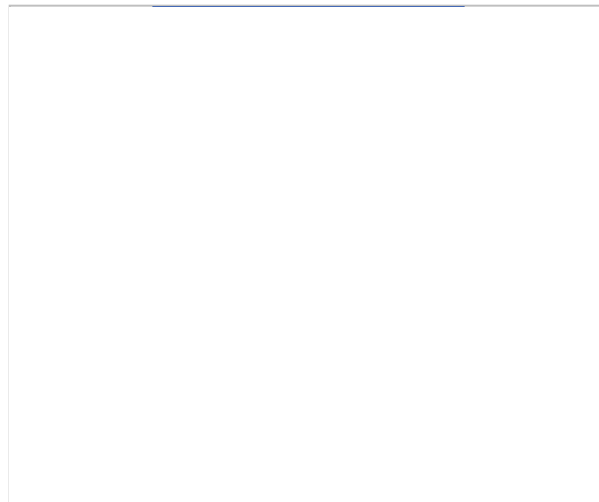
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“We’ve placed an expedited order for the replacement part to be delivered from the West Coast, and we’re hoping for its delivery and final repairs in the coming days,” the BHA said in a statement to the news station.

In the meantime, residents like 64-year-old Virginia Dillard are left to navigate the challenges of going to and from their apartments with only stairs. Dillard, who has Crohn’s disease and relies on a walker to get from place to place, hadn’t left her apartment in more than a week as of Sunday, *The Boston Globe* reported. She feared falling on the stairs, and cannot climb them on her own.

“I’m scared to go out [because] I may not be able to get back in,” she told the *Globe*.

The BHA is regularly communicating with and updating residents on the repair work, officials said in their statement. BHA staff conducted wellness checks with every household in the building, they said. A tenant coordinator and another BHA worker were assigned to be on duty in the building to help residents, according to the *Globe*.

The building was built in 1950, and money has already been set aside for a “major” elevator upgrade. This is part of the BHA’s capital plan, and officials said in a statement that it is an immediate priority. A total of \$6 million was allocated to completely overhaul the elevators in the Ruth Barkley buildings, and another \$100,000 was put into an emergency fund for elevator service in fiscal year 2023.

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Dillard has missed two doctor’s appointments since the elevator broke, the *Globe* reported.

Teresa Hudson, a resident who uses a wheelchair, told the paper that the elevator was unreliable before fully breaking. Hudson’s first-floor apartment shares a wall with the elevator shaft, she told the *Globe*. She described hearing people screaming from inside the elevator after it became stuck.

“It just felt so wrong to hear people screaming like that,” she said.

In their statement, the BHA said that funding was an issue.

“This issue is symptomatic of the chronic underfunding of the Federal Public Housing program over many years and decades, which has resulted in deferred capital needs and old, outdated equipment,” officials said in their statement.

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Authors Pick



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Libiyi

NEWS > HOUSING

# Day 14 with no elevator for disabled and elderly residents in a Boston public housing building

SHARE   



Lisandra Montes in her kitchen at Ruth Barkley Apartments in Boston's South End with her mother Lisandra Medina at the table nearby.

**Joanie Tobin / GBH News**



By **Liz Neisloss**

LIVE GBH 89.7  
Morning Edition

**AAB 337**

Disabled residents living in a South End public housing complex that has been without elevator service for 14 straight days will be temporarily relocated to hotels if they choose, city officials said Wednesday.

Brian Jordan, a spokesperson for the Boston Housing Authority told GBH News that "residents who have mobility impairments" at the Ruth Barkley Apartments would be moved until the elevator is fixed.

The BHA also has offered "expedited permanent transfers" to units in other BHA buildings, but it is not clear when those moves will be made.

"We're checking in continually with residents who are affected by the outage, especially residents with disabilities," Jordan said. The BHA also said they've offered to help residents with errands like trash pickup and mail delivery.

However, the city agency did not provide a timeframe for exactly when residents will be transferred or when repairs to the building's lone elevator would be made. In a statement on **Friday** a spokesperson described the elevator as old and not easily repaired.

City housing officials say BHA will pay for related moving costs and transportation needs for people who accept permanent transfers.



A resident at Ruth Barkley Apartments in Boston's South End walked with a cane up to the sixth floor.

**Liz Neisloss / GBH News**

Several residents at the property say they are still unclear, and frustrated, about what's happening.

Lisandra Montes, 37, who uses a wheelchair and lives on the fifth floor, says she is waiting for information about where she will go. She says she's been told she would first be moved into a hotel and eventually could move into a second-floor apartment in another building in the same complex.

Montes says in recent days she's missed multiple doctors' appointments, including a visit to learn more about why her leg has been swelling. She also has missed getting to church.

"It's been two weeks without going to church, and I love going to church," she said.

LIVE GBH 89.7  
Morning Edition

**AAB 339**

Robert Burres — who also relies on a wheelchair — says he received a letter from the Boston Housing Authority informing him he'd be housed at a Marriott Courtyard in South Boston. In recent months, he says, the frequent breakdowns of the elevator had come to rule his life.

“I am not going to take the trash out at 6 at night,” he said, “because I might not be able to get back in my building. That's how often it breaks down. So normally I would only go out once or twice a day for fear of not being able to get back in.”

On Wednesday Burres' friend, Dawn Oates, carried his wheelchair from his apartment down the five flights of stairs. She then returned to bring down an attachment that would convert Burres' wheelchair into a hand-powered cycle — so he could bike to the hotel in South Boston. Burres followed by pulling himself down the stairs to the lobby, eager to get outside after two weeks and preferring not to wait or be carried by city workers.

Oates, a disability advocate who has been helping residents in the building since 2016, says the constant problems with the elevator denies people with disabilities freedom and independence. She said the lack of communication from city officials only deepens residents' unhappiness.

“Invisibility is a huge problem in the disability community,” she said, “People feel unseen and unheard.”



**Liz Neisloss**



Liz Neisloss is a reporter for GBH News' Greater Boston.

---

**EXPLORE TOPICS:**

**DISABILITY**

Support for GBH is provided by:

## **BROOKLINE HOUSING AUTHORITY**

### **INVITATION TO BID**

#### **Elevator Maintenance and Repair Services at Brookline Housing Authority Properties**

The Brookline Housing Authority, Brookline, Massachusetts (the Authority) invites sealed bids to provide Elevator Maintenance and Repair Services at Brookline Housing Authority properties, in Brookline, MA in accordance with the bid documents as written by the Brookline Housing Authority.

The project consists of providing ongoing preventative maintenance and repair services to the Brookline Housing Authority's ten elevators at five locations for a period of three years with two possible one-year extensions at the BHA's discretion.

Estimated cost of this project is \$300,000 and the start of service is anticipated for January 1, 2020.

General bidders must be certified by the Division of Capital Asset Management and Maintenance (DCAMM) in the following category of work, **Elevators**, and must submit a current DCAMM Certificate of Eligibility and signed DCAMM Prime/General Contractor Update Statement.

General bids shall be accompanied by a bid deposit that is not less than five (5%) of the greatest possible bid amount (considering all alternates), and made payable to the Brookline Housing Authority.

Bid documents will be available on **October 23, 2019 after 9:00am** at the Brookline Housing Authority, 90 Longwood Avenue, Brookline MA 02446. Bidders may obtain bid documents weekdays, between the hours of 8:30 AM and 4:30 PM. There is no charge for the bid documents and they can be e-mailed upon request to [garrettlunderson@outlook.com](mailto:garrettlunderson@outlook.com)

General Bids will be received at the Brookline Housing Authority, 90 Longwood Avenue, Brookline MA 02446. no later than **Thursday, November 14<sup>th</sup> at 2pm** and opened forthwith. Bids that are mailed should be in a sealed envelope clearly marked: BID FOR: **Elevator Maintenance and Repair Services at Brookline Housing Authority Properties** and addressed to: Brookline Housing Authority, 90 Longwood Avenue, Brookline MA 02446 ATTN: George Lalli, with the name of the firm submitting the bid.

Site visits will be conducted on the following schedule:

Tuesday 10/29 and Friday 11/8: Morse Apartments 90 Longwood, Brookline 9:00am

Tuesday 10/29 and Friday 11/8: Sussman House 50 Pleasant Street Brookline 10:00am

Tuesday 10/29 and Friday 11/8: Kickham Apartments 190 Harvard Street, Brookline 10:45am

Tuesday 10/29 and Friday 11/8: O'Shea, 61 Park Street, Brookline 11:30am

Tuesday 10/29 and Friday 11/8: Walnut Street Apartments, 22 High Street, Brookline 12:15pm

By submitting a bid, the bidder warrants that s/he has examined the condition of the equipment installed at each location as well as the bid documents and, that the information provided through the site visits and bid documents are adequate and the required maintenance services can be provided at the bid price submitted. No increase in the contract sum nor claim for damages due to delay will be permitted as a result of the Contractor's failure to accomplish any or all of these requirements.

The time of acceptance of the bid by the Brookline Housing Authority is 30 days from the date of the bid opening. Award of the contract is conditioned on approval by the Brookline Housing Authority Board of Commissioners. The contract is subject to appropriation of adequate funds, and may be cancelled in the event such funds are not available.

Bids are subject to M.G.L. c.149 §44A-J & to minimum wage rates as required by M.G.L. c.149 §§26 to 27H inclusive.

All general bids are subject to provisions of M.G.L. Chapter 149, Section 44. Award will be made to the most responsible and responsive bidder offering the best lowest total price. All other applicable state laws, municipal ordinances, and rules and regulations of all authorities having jurisdiction over construction of the project shall apply to the contract throughout and will be deemed to be included in the contract as if written out in full.

The Awarding Authority reserves the right to reject any and all bids and to waive any informalities in the bidding if it is in the public interest to do so. The Brookline Housing Authority also reserves the right to reject the bids if less than three bids are received.

Bidders shall promptly notify the Brookline Housing Authority in writing, of any ambiguity, inconsistency, or error, which may discover upon examination of the bid documents. No interpretations of the meaning of the specification or other pre-bid documents shall be made to any bidder orally. All requests for clarification or interpretation must be submitted in writing by **5:00 PM on Friday, November 8<sup>th</sup> 2019**. Requests should be sent to the following individual:

Garrett Anderson  
Owner's Project Rep.  
[garrettlanderson@outlook.com](mailto:garrettlanderson@outlook.com)  
617-549-2033

If an addendum is issued, it will be sent to all potential bidders via email no later than 48 hours before the General Bid Opening.

## Chase, Andrew M (DPL)

---

**From:** Dawn Oates <dawn@playbrigade.com>  
**Sent:** Thursday, November 30, 2023 2:48 PM  
**To:** Chase, Andrew M (DPL)  
**Subject:** Press Clips for 19 Monsignor Reynolds  
**Attachments:** 598064320.pdf

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# Press Clips for 19 Monsignor Reynolds

People Magazine  
Residents Trapped in Boston Apartment Building Due to Broken Elevator

The Boston Globe, Nick Stoico  
Elevator breakdowns plague Boston Housing Authority building - The Boston Globe

Boston.com, Ross Cristantiello  
<https://www.boston.com/news/local-news/2023/09/26/broken-boston-housing-authority-elevator-causes-concern-for-residents/>

WGBH 2, Liz Neisloss, 9/22/23 (updated 9/28/23)  
WGBH<https://www.wgbh.org/housing>Elderly and disabled residents stranded in ...

WGBH 2, Liz Neisloss  
Day 14 with no elevator for disabled and elderly residents in a Boston public housing building | GBH

WGBH 2, Liz Neisloss  
Relief and joy as long elevator outage ends in Boston public housing building | GBH

WGBH 2, Liz Neisloss  
[https://youtu.be/e352Oz69PUE?si=CinDvU\\_lywtuEF5r](https://youtu.be/e352Oz69PUE?si=CinDvU_lywtuEF5r)

WGBH 2, Liz Neisloss  
[https://youtu.be/x02-4fbp0ck?si=FrPt\\_UtI6INR3v8M](https://youtu.be/x02-4fbp0ck?si=FrPt_UtI6INR3v8M)

WGBH 2 (Day 14 still trapped),  
Liz Neisloss  
<https://www.tiktok.com/t/ZT8MV1SAR/>

WGBH 2 (Lisandra finally leaves), Liz Neisloss  
<https://www.tiktok.com/t/ZT8MVjxbM/>

WGBH 2 Instagram

<https://www.instagram.com/reel/CxwlsZYOLTh/?igshid=MzRIODBiNWFIZA==>

WGBH 2, 9/22, Liz Neisloss  
gbhnews: "This is the story we're pursui..." - Mastodon

WGBH 2, 9/29, Liz Neisloss  
gbhnews: " 🚨 UPDATE 🚨 The elevators at a #..." - Mastodon

WGBH 2, Greater Boston: Crystal Haynes  
[https://youtu.be/\\_R-8atP8sok?si=9HSf9zKaiQALZKt0](https://youtu.be/_R-8atP8sok?si=9HSf9zKaiQALZKt0)

WCVB 5  
<https://www.wcvb.com/article/broken-elevator-ruth-barkley-apartments-boston-housing-authority/45307003>

WCVB 5 (72 year-old elevator)  
<https://youtu.be/rCxe6yn4TF0?si=ZUp6R00M4jocLMpL>

WHDH 7 Dave Puglisi, 10/5/23  
<https://whdh.com/news/7-investigates-elevator-emergencies/>

WHDH 7, Dave Puglisi, Facebook  
<https://www.facebook.com/reel/1571294703402508/?mibextid=rS40aB7S9Ucbxw6v>

NBC 10, Mary Markos  
<https://www.nbcboston.com/news/local/its-abuse-residents-fed-up-with-elevator-breakdowns-in-boston-housing-authority-building/3144535/>

NECN, Mary Markos, 9/25/23  
<https://www.nbcboston.com/news/local/its-abuse-residents-fed-up-with-elevator-breakdowns-in-boston-housing-authority-building/3144535/>

NECN Facebook  
<https://www.facebook.com/100064571144122/posts/pfbid02Hjg4hAJWiVPJd8QreHABQDni1mJccbbrLuP79etWDCYgvhnGQf9GsH7VpnDp4uoZI/?mibextid=cr9u03>

WKRC  
Elderly, disabled residents trapped in apartments after elevator breaks | WKRC

South End News  
<http://www.mysouthend.com/news///328879>

Mysouthend.com  
<http://www.mysouthend.com/news///328879>

NEWSBREAK  
Residents of Boston, Mass public housing left stranded as elevator repair remains elusive | The Massachusetts Vibe | NewsBreak Original

NEWSBREAK  
Relief and joy as long elevator outage ends in Boston public housing building

Ground News (summary of Ch7)

Ground News - 7 Investigates: Elevator Emergencies - Boston News, Weather, Sports

Ground News

Ground News - Busted elevator in a South End BHA building traps elderly, disabled

Ground News

Ground News - BHA building in the South End finally gets its elevator fixed after

Universal Hub

Busted elevator in a South End BHA building traps elderly, disabled tenants in their apartments | Universal Hub

Universal Hub

BHA building in the South End finally gets its elevator fixed after 15 days | Universal Hub

Muckrack

Articles by Nick Stoico's Profile | The Boston Globe Journalist | Muck Rack

Headtopics.com

'It's abuse': Residents fed up with elevator breakdowns in Boston Housing Authority building

Global Village Space

Investigating Elevator Emergencies in Boston - News, Weather, Sports - GVS – United States News

::SPANISH::

IT ES Euro

<https://it.eseuro.com/trends/904060.html>

Nueva Inglaterra, Sebastian Gomez, Telemundo, 9/25/23

<https://www.telemundonuevainglaterra.com/noticias/local/problema-con-elevador-en-edificio-de-vivienda-publica-de-boston-tiene-a-residentes-frustrados/2337550/>

Telemundo

<https://www.telemundonuevainglaterra.com/videos/videos-noticias/problema-con-elevador-en-edificio-de-boston-housing-authority-tiene-a-residentes-frustrados/2337559/>

RELATED DOCS:

BHA Reasonable Accommodation Policy

Boston Housing Authority - Boston Housing Authority

Boston Housing Authority - Boston Housing Authority

Elevator Maintenance for a Three (3) Year Period at Ruth Barkley and Alice Taylor Development

<https://www.bidnet.com/bneattachments?/598064320.pdf>

---

**From:** Chase, Andrew M (DPL) <Andrew.M.Chase@mass.gov>

**Sent:** Thursday, October 12, 2023 11:18 AM

**Subject:** Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston (C23-078) - Hearing Notice.

Hello,

Attached is the Hearing Notice for complaint # C23-078 at the Ruth Barkley Apartments in Boston. The Hearing is scheduled for 12/11/2023 at 1:00 PM. This email is intended to keep all interested parties informed.

Regards,

**Andrew Chase**

Compliance Officer

Architectural Access Board

Office of Public Safety and Inspections

Division of Occupational Licensure

*1000 Washington Street, Suite 710*

*Boston, MA 02118*

617-826-5255 Ext. 25255

[www.mass.gov/aab](http://www.mass.gov/aab)

This e-mail and any attachment or file transmitted with it may contain privileged and confidential information for the use of the intended addressee only. The confidentiality and/or privilege in this e-mail is not waived, lost or destroyed if it has been transmitted to you in error. If you have received this e-mail in error, you must (1) not distribute copy or take any action in reliance on it as any action related to this e-mail or attachment is strictly prohibited, and may be unlawful; (2) please notify the sender by return e-mail; and (3) delete the original e-mail.

The Boston Housing Authority, its subsidiaries and/or its employees shall not be liable for the incorrect or incomplete transmission of this e-mail or any attachments, nor responsible for any delay in receipt.

## Chase, Andrew M (DPL)

---

**From:** Maichle, Helene <Helene.Maichle@bostonhousing.org>  
**Sent:** Wednesday, November 1, 2023 11:43 AM  
**To:** Joyce, William (DPL)  
**Cc:** Chase, Andrew M (DPL); Papademetriou, Dean; Rivera, Elizabeth  
**Subject:** RE: Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston (C23-078) (Elevator)

**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.

Dear Executive Director Joyce,  
Thank you very much for providing the requested copy of the redacted complaint that gave rise to the citation against my client, the Boston Housing Authority. I felt it was important to see the actual complaint in order to respond to any allegations contained therein that may be raised at the Board's upcoming hearing.

Sincerely,

*Helene C. Maichle* Cell: (617) 828-0098  
Helene C. Maichle, BB0# 629151  
Senior Attorney  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Department  
Boston, MA 02111  
(617) 988-4177  
[Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)



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---

**From:** Joyce, William (DPL) <William.Joyce@mass.gov>  
**Sent:** Tuesday, October 31, 2023 3:53 PM

**To:** Maichle, Helene <Helene.Maichle@bostonhousing.org>  
**Subject:** Re: Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston (C23-078)

Good afternoon,

Please pardon the delay in my reply. I have attached the document you requested. My understanding was that the essential facts of this case, that the elevator was out of service for a period of at least several days sometime earlier this year, were not meaningfully in dispute and that the matter that needed to be resolved before the Board is what are the appropriate steps going forward to ensure that the elevator is maintained in operating conditions at all times as required by 521 CMR 2.6.

Sincerely,

**William Joyce**  
Executive Director  
He/Him/His  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1000 Washington Street, Suite 710  
Boston, MA 02118  
617-727-0660  
[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Chase, Andrew M (DPL) <[Andrew.M.Chase@mass.gov](mailto:Andrew.M.Chase@mass.gov)>  
**Sent:** Friday, October 20, 2023 11:45 AM  
**To:** Joyce, William (DPL) <[William.Joyce@mass.gov](mailto:William.Joyce@mass.gov)>  
**Subject:** FW: Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston (C23-078)

**Andrew Chase**  
Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
*1000 Washington Street, Suite 710*  
*Boston, MA 02118*  
617-826-5255 Ext. 25255  
[\[http://www.mass.gov/aab\]](http://www.mass.gov/aab)[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Maichle, Helene <[Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)>  
**Sent:** Friday, October 20, 2023 11:37 AM  
**To:** Chase, Andrew M (DPL) <[Andrew.M.Chase@mass.gov](mailto:Andrew.M.Chase@mass.gov)>  
**Cc:** Papademetriou, Dean <[Dean.Papademetriou@bostonhousing.org](mailto:Dean.Papademetriou@bostonhousing.org)>; Rivera, Elizabeth <[elizabeth.rivera@bostonhousing.org](mailto:elizabeth.rivera@bostonhousing.org)>  
**Subject:** FW: Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston (C23-078)

**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.

Dear Compliance Officer Chase,

As the attorney for the Boston Housing Authority (“BHA”), the entity currently facing two violations and an informal adjudicatory hearing before the Architectural Access Board regarding the elevator at 19 Msgr. Reynolds Way, Boston, I hereby request that a copy of the complaint filed by Dawn Oates, which gave rise to the cited violations, be emailed to me forthwith.

The Hearing Notice you emailed to me on 10/12/2023 (attached) states, “A copy of the complaint is available for public inspection during regular business hours.”

BHA Litigation Paralegal Elizabeth Miranda-Rivera, at my direction, went to your office on 10/17/2023 to view the complaint. Her request was clearly made on behalf of the BHA. She was informed, however, that she had to submit a written Public Records Request. She did so at the computer provided in your office. The following day, 10/18/2023, she received the attached letter via email from your office, which denied her request on the grounds that “[t]he responsive documents concern an open investigatory matter.”

While it is true that the violations are under investigation by the Board, my client, the BHA, is the subject of that investigation. The BHA has never been served with, nor has it seen, the complaint in this matter. I understand that the complainant, Dawn Oates, received a copy of the BHA’s Response to Reported Violations and Plan to Address Same, which I emailed to you for filing in this matter on Friday, 9/29/2023. In order to fully prepare for the hearing before the Board, scheduled for 12/11/2023, my client should be able to receive a copy of the complaint. I respectfully request that it be emailed to me at your earliest convenience.

Thank you for your attention and courtesy.  
Sincerely,

*Helene C. Maichle* Cell: (617) 828-0098

Helene C. Maichle, BB0# 629151  
Senior Attorney  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor, Legal Department  
Boston, MA 02111  
(617) 988-4177  
[Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)



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## Chase, Andrew M (DPL)

---

**From:** Maichle, Helene <Helene.Maichle@bostonhousing.org>  
**Sent:** Thursday, October 12, 2023 1:28 PM  
**To:** Chase, Andrew M (DPL)  
**Cc:** Papademetriou, Dean; Rivera, Elizabeth  
**Subject:** RE: Ruth Barkley Apartments, Elevator - 19 Monsignor Reynolds Way, Boston (C23-078) - Hearing Notice.

**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.

Dear Compliance Officer Chase,

Thank you for confirming receipt today, 10/12/2023, of the Boston Housing Authority's response and plan for the elevator at 19 Msgr. Reynolds Way, Boston, which I emailed to your attention on 9/29/2023.

Likewise, I am confirming receipt today of your email and the Board's notice of the hearing in this matter, which is scheduled for 12/11/2023.

Thank you for your attention and courtesy.

Sincerely,

*Helene C. Maichle*

Helene C. Maichle, BB0# 629151  
Senior Attorney  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor Legal Department  
Boston, MA 02111  
(617) 988-4177  
[Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)



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**MAURA HEALEY**  
GOVERNOR

**KIM DRISCOLL**  
LIEUTENANT GOVERNOR

**YVONNE HAO**  
SECRETARY, EXECUTIVE OFFICE  
OF ECONOMIC DEVELOPMENT

**Commonwealth of Massachusetts**  
**Division of Occupational Licensure**  
**Office of Public Safety and Inspections**  
**Architectural Access Board**

1000 Washington St., Suite 710  
Boston, Massachusetts 02118

**LAYLA R. D'EMILIA**  
UNDERSECRETARY OF CONSUMER  
AFFAIRS AND BUSINESS REGULATION

**SARAH R. WILKINSON**  
COMMISSIONER, DIVISION OF  
OCCUPATIONAL LICENSURE

**TO:** Boston Housing Authority  
C/O Helene C Maichle  
52 CHAUNCY ST.  
BOSTON, MA 02111

**Docket Number C 23 078**

**RE:** Ruth Barkley Apartments  
19 Monsignor Reynolds Way  
Boston

**DATE:** 10/12/2023

Enclosed please find a copy of the following material regarding the complaint against the above location:

- |   |   |
|---|---|
| <input type="checkbox"/> First Notice                 | <input type="checkbox"/> Stipulated Order         |
| <input type="checkbox"/> Second Notice                | <input type="checkbox"/> Letter of Meeting        |
| <input checked="" type="checkbox"/> Notice of Hearing | <input type="checkbox"/> Application for Variance |
| <input type="checkbox"/> Correspondence               | <input type="checkbox"/> Decision of the Board    |

Please review all enclosed documents carefully.

**cc:** Local Building Inspector  
Independent Living Center  
Local Commission on Disability  
Complainant

**AAB 351**



MAURA HEALEY  
GOVERNOR

KIM DRISCOLL  
LIEUTENANT GOVERNOR

YVONNE HAO  
SECRETARY, EXECUTIVE OFFICE  
OF ECONOMIC DEVELOPMENT

**Commonwealth of Massachusetts  
Division of Occupational Licensure  
Office of Public Safety and Inspections  
Architectural Access Board  
1000 Washington St., Suite 710  
Boston, Massachusetts 02118**

LAYLA R. D'EMILIA  
UNDERSECRETARY OF CONSUMER  
AFFAIRS AND BUSINESS REGULATION

SARAH R. WILKINSON  
COMMISSIONER, DIVISION OF  
OCCUPATIONAL LICENSURE

**COMPLAINT HEARING NOTICE**

C 23 - 078

**RE: Ruth Barkley Apartments , 19 Monsignor Reynolds Way, Boston**

You are hereby notified that an informal adjudicatory hearing before the Architectural Access Board has been scheduled for you to appear on Monday, **December 11, 2023** at **1:00 PM**

See the please note section for information on attending the remote meeting.

This hearing is upon a complaint filed by **Dawn Oates** relative to Sections

A copy of the complaint is available for public inspection during regular business hours.

This hearing will be conducted in accordance with the procedures set forth in M.G.L., c. 30A, and 801 CMR 1.02, the Informal/Fair Hearings Rules. At the hearing, each party may be represented by counsel, may present evidence and may cross examine opposing witnesses.

**PLEASE NOTE:** Requests for the continuance of a hearing must be received no later than fourteen (14) days prior to the scheduled hearing date. Continuances are granted at the Board's discretion only. **The link to the meeting can be found on the Architectural Access Board's web site under 2023 Meeting's Calendar, click Notice of Meeting then click join meeting. You can also contact Executive Director William Joyce at William.Joyce@Mass.Gov or mobile #617-894-1254 to request an electronic link to the meeting or to request a continuance.**

Date:

ARCHITECTURAL ACCESS BOARD

Chairperson

cc: Independent Living Center  
Local Building Inspector  
Local Disability Commission  
Complainant

## **Chase, Andrew M (DPL)**

---

**From:** Chase, Andrew M (DPL)  
**Sent:** Thursday, October 12, 2023 11:18 AM  
**Subject:** Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston (C23-078) - Hearing Notice.  
**Attachments:** C23-078 Hearing Notice.pdf

Hello,

Attached is the Hearing Notice for complaint # C23-078 at the Ruth Barkley Apartments in Boston. The Hearing is scheduled for 12/11/2023 at 1:00 PM. This email is intended to keep all interested parties informed.

Regards,

**Andrew Chase**

Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
*1000 Washington Street, Suite 710*  
*Boston, MA 02118*  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)

## Chase, Andrew M (DPL)

---

**From:** Chase, Andrew M (DPL)  
**Sent:** Thursday, October 12, 2023 11:17 AM  
**To:** Maichle, Helene  
**Cc:** Papademetriou, Dean; Rivera, Elizabeth  
**Subject:** RE: Boston Housing Authority's Response and Plan re: Elevator at 19 Msgr. Reynolds Way, Boston

Helene,

Thank you for your response. Upon further review, a Hearing has been scheduled for this matter. The Board will have additional questions regarding the long-term plans to keep this elevator in consistent operation. A Hearing Notice was mailed out today. You will also receive an emailed copy of that notice shortly after I send this email. Please don't hesitate to reach out if you have additional questions.

Regards,

**Andrew Chase**

Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1000 Washington Street, Suite 710  
Boston, MA 02118  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Maichle, Helene <Helene.Maichle@bostonhousing.org>  
**Sent:** Friday, September 29, 2023 6:23 PM  
**To:** Chase, Andrew M (DPL) <Andrew.M.Chase@mass.gov>  
**Cc:** Papademetriou, Dean <Dean.Papademetriou@bostonhousing.org>; Rivera, Elizabeth <elizabeth.rivera@bostonhousing.org>  
**Subject:** Boston Housing Authority's Response and Plan re: Elevator at 19 Msgr. Reynolds Way, Boston

**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.

Dear Compliance Officer Chase,  
My client, the Boston Housing Authority ("BHA"), acknowledges and appreciates the filing extension granted by the Architectural Access Board to submit a written response and plan regarding the cited elevator violations at 19 Msgr. Reynolds Way, Boston, in the BHA's Ruth Lillian Barkley family public housing development.

Please accept for filing in Docket No. C23 078 the attached response and plan of the BHA.

Please contact me if you have any questions. Thank you for your consideration.

Sincerely,

*Helene C. Maichle* Cell: (617) 828-0098

Helene C. Maichle, BB0# 629151  
Senior Attorney  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor Legal Department  
Boston, MA 02111  
(617) 988-4177  
[Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)



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## Chase, Andrew M (DPL)

---

**From:** Maichle, Helene <Helene.Maichle@bostonhousing.org>  
**Sent:** Friday, September 29, 2023 6:23 PM  
**To:** Chase, Andrew M (DPL)  
**Cc:** Papademetriou, Dean; Rivera, Elizabeth  
**Subject:** Boston Housing Authority's Response and Plan re: Elevator at 19 Msgr. Reynolds Way, Boston  
**Attachments:** Architectural Access Board - BHA Plan for 19 Msgr. Reynolds Way Elevator Docket No. C23 078.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.

Dear Compliance Officer Chase,  
My client, the Boston Housing Authority ("BHA"), acknowledges and appreciates the filing extension granted by the Architectural Access Board to submit a written response and plan regarding the cited elevator violations at 19 Msgr. Reynolds Way, Boston, in the BHA's Ruth Lillian Barkley family public housing development.

Please accept for filing in Docket No. C23 078 the attached response and plan of the BHA.

Please contact me if you have any questions. Thank you for your consideration.

Sincerely,

*Helene C. Maichle* Cell: (617) 828-0098

Helene C. Maichle, BB0# 629151  
Senior Attorney  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> Floor Legal Department  
Boston, MA 02111  
(617) 988-4177  
[Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)



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COMMONWEALTH OF MASSACHUSETTS  
DIVISION OF OCCUPATIONAL LICENSURE  
OFFICE OF PUBLIC SAFETY AND INSPECTIONS  
ARCHITECTURAL ACCESS BOARD

**RE: BOSTON HOUSING AUTHORITY  
RUTH BARKLEY APARTMENTS  
19 MSGR. REYNOLDS WAY - ELEVATOR  
BOSTON, MA**

**DOCKET No.: C 23 078**

**BOSTON HOUSING AUTHORITY'S RESPONSE TO  
REPORTED VIOLATIONS AND PLAN TO ADDRESS SAME**

The passenger elevator at 19 Msgr. Reynolds Way, Boston, cited by the Architectural Access Board on August 14, 2023 for reported frequent intermittent service outages in violation of M.G.L. c. 22, § 13A, 521 CMR §§ 2.6, 28.1, is the sole elevator in the six-story, 22-unit apartment building owned and managed by the Boston Housing Authority ("BHA") as part of its Ruth Lillian Barkley family public housing development. The development, built in 1951, houses eligible low-income families and individuals. It is federally-subsidized by the U.S. Department of Housing and Urban Development ("HUD"). HUD inspects the development's buildings and units annually.

The building is one of four at Ruth Lillian Barkley each constructed with a single elevator and two stairways. Two high-rise buildings at the site have two elevators. Given the age and construction of 19 Msgr. Reynolds Way, installation of a second elevator shaft is not structurally or financially feasible. The building has 12 wheelchair-accessible units, which were created from existing units pursuant to Uniform Federal Accessibility Standards ("UFAS") in the early 2000s. One of the three currently-vacant units in the building is a UFAS unit. In 2007, the BHA added

an emergency back-up and a secondary power feed in the building pursuant to UFAS.

In May and June 2023, the BHA's former elevator service contractor, United Elevator, investigated the cause of service disruptions in 19 Msgr. Reynolds Way that had occurred during a five-week period and repaired the elevator's existing travel cable. The repair restored service, but did not prevent subsequent intermittent service outages.

During the most recent elevator service outage at 19 Msgr. Reynolds Way, which began on September 14, 2023 and was corrected on September 28, 2023 with service fully restored, the development's new elevator service contractor, Motion Elevator, determined that the elevator's repaired travel cable, which runs the length of the shaft, needed replacement. The part was ordered on an expedited basis from a supplier on the West Coast and took a week to arrive. Installation began upon the cable's arrival and was completed in a day.

#### **BHA's Plan to Address the Cited Issues**

For FY2023, the BHA approved and made available \$100,000.00 for extraordinary maintenance at the Ruth Lillian Barkley Development, including a three-year elevator service contract with Motion Elevator.

In addition, the BHA is allocating \$6 million in capital funding for elevators at Ruth Lillian Barkley in the FY2024-2028 capital plan, which would replace the elevator travel cables in those other buildings at the site with single elevators and upgrade the elevator control panels so that problems can be identified faster and reduce the duration of service disruptions.

The BHA provides housing to approximately 10,000 residents in its federally- and state-subsidized family and elderly/disabled public housing developments in the

City of Boston. The funding it receives to maintain its aging properties and systems is inadequate. The BHA has \$1.5 billion in capital needs across its portfolio, but only receives about \$32 million per year to address those needs.

Although the BHA's elevator service contractors at Ruth Lillian Barkley have provided prompt and efficient service over the years and work closely with the BHA's Operations Department and its Service Program Coordinator, they have experienced delays in ordering replacement parts because there are now few suppliers in the United States and previous suppliers no longer support their parts.

Because the BHA operates numerous apartment buildings with elevators in constant use and often subject to vandalism, it has experience in addressing not only the repairs to restore service, but also residents' needs. The BHA understands that an elevator outage is highly disruptive and frustrating to residents and their welfare is the BHA's top priority.

During the most recent elevator outage at 19 Msgr. Reynolds Way, the service contractor promptly investigated the cause and determined that the elevator's repaired travel cable, which runs the length of the shaft, needed to be replaced. The part was ordered on an expedited basis from a supplier on the West Coast and took a week to arrive. Installation began upon the cable's arrival and was completed in a day.

When elevator outages have occurred at the development, BHA Management staff at Ruth Lillian Barkley promptly contact and maintain communication with the affected building's residents. During the most recent outage, BHA Management staff contacted the residents of 19 Msgr. Reynolds Way, including six who live above the first floor and use wheelchairs or other mobility devices, by making home visits, utilizing the BHA's One Call Notification ("OCN") service (texts, calls) to keep them

apprised of the elevator's status, helping them to get groceries and their mail, removing their trash, hosting a coffee hour to answer their questions and provide updates, and assisting them with other needs.

Residents were encouraged to call the BHA's 24/7 Emergency Response System and the BHA's Work Order Center if they needed assistance after the management office closed for the day or on the weekend. A BHA tenant coordinator was assigned to be on duty in 19 Msgr. Reynolds Way from certain hours on weekdays and weekends while the elevator was out of service and the site's Special Assignment Laborer remained on site and was available to assist residents.

The BHA also offered hotel stays to elderly and mobility-impaired residents in the building who live above the first floor. Two residents accepted the hotel accommodations and the ambulatory service the BHA retained to assist them in exiting the building and traveling to the hotels. The BHA is currently processing transfer applications for three building residents who requested to be moved permanently to other BHA units.

### **CONCLUSION**

The BHA anticipates that the recent replacement of the elevator travel cable at 19 Msgr. Reynolds Way, the availability of \$100,000.00 in extraordinary maintenance funds for repairs and the three-year elevator service contract for the site, and larger sums earmarked for elevator upgrades in the next five years, should result in more reliable elevator service for the building's residents.

The BHA respectfully requests that the Architectural Access Board dismiss the violations as the cause of the elevator service disruptions at 19 Msgr. Reynolds Way has been identified and corrected, and the BHA has sufficient procedures in

place to promptly address elevator malfunctions in the future and assist residents affected by interruptions in service.

Respectfully submitted,

BOSTON HOUSING AUTHORITY  
By its attorney,

/s/Helene C. Maichle  
Helene C. Maichle, BBO# 629151  
Senior Attorney  
Boston Housing Authority  
52 Chauncy St., 10<sup>th</sup> floor, Legal Dept.  
Boston, MA 02111  
(617) 828-0098  
[Helene.Maichle@bostonhousing.org](mailto:Helene.Maichle@bostonhousing.org)

DATED: September 29, 2023

## Chase, Andrew M (DPL)

---

**From:** Joyce, William (DPL)  
**Sent:** Friday, September 22, 2023 12:07 PM  
**To:** Chase, Andrew M (DPL)  
**Subject:** Re: WGBH inquiry about 19 Monsignor Reynolds Way/C23-078

Roger. I've passed this matter up the chain to the Divisions press contact.

### William Joyce

Executive Director  
He/Him/His  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1000 Washington Street, Suite 710  
Boston, MA 02118  
617-727-0660  
[www.mass.gov/AAB](http://www.mass.gov/AAB)

---

**From:** Chase, Andrew M (DPL) <Andrew.M.Chase@mass.gov>  
**Sent:** Friday, September 22, 2023 11:59:40 AM  
**To:** Joyce, William (DPL) <William.Joyce@mass.gov>  
**Subject:** RE: WGBH inquiry about 19 Monsignor Reynolds Way/C23-078

Will,

A summary of the status is in the last message.

Thanks,

### Andrew Chase

Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1000 Washington Street, Suite 710  
Boston, MA 02118  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Joyce, William (DPL) <William.Joyce@mass.gov>  
**Sent:** Friday, September 22, 2023 11:54 AM  
**To:** Chase, Andrew M (DPL) <Andrew.M.Chase@mass.gov>  
**Subject:** Re: WGBH inquiry about 19 Monsignor Reynolds Way/C23-078

Hi Andrew,

What's the status of the complaint?

Sincerely,

**William Joyce**

Executive Director

He/Him/His

Architectural Access Board

Office of Public Safety and Inspections

Division of Occupational Licensure

1000 Washington Street, Suite 710

Boston, MA 02118

617-727-0660

[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Chase, Andrew M (DPL) <[Andrew.M.Chase@mass.gov](mailto:Andrew.M.Chase@mass.gov)>

**Sent:** Friday, September 22, 2023 11:47 AM

**To:** Souders, Bradley (DPL) <[Bradley.Souders@mass.gov](mailto:Bradley.Souders@mass.gov)>; Joyce, William (DPL) <[William.Joyce@mass.gov](mailto:William.Joyce@mass.gov)>

**Subject:** RE: WGBH inquiry about 19 Monsignor Reynolds Way/C23-078

Brad,

Thanks for the info. I understand Will is going to run this up the ladder. To update you both on the status of this complaint, this is a Boston Public Housing apartment building. A First Notice was sent out, BPH responded requesting an additional 45 days to understand the issue. They were granted an additional 14 days via correspondence as 45 days was not a reasonable request given the urgent on-going nature of the issue at the building. A Stipulated Order was mailed that effect. As of now, the deadline for their response will be the week of October 2<sup>nd</sup> to 6<sup>th</sup>. As per Will and I's discussion, if they miss this deadline or do not provide an adequate response, then a hearing will be scheduled.

Regards,

**Andrew Chase**

Compliance Officer

Architectural Access Board

Office of Public Safety and Inspections

Division of Occupational Licensure

1000 Washington Street, Suite 710

Boston, MA 02118

617-826-5255 Ext. 25255

[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Souders, Bradley (DPL) <[Bradley.Souders@mass.gov](mailto:Bradley.Souders@mass.gov)>  
**Sent:** Friday, September 22, 2023 11:37 AM  
**To:** Joyce, William (DPL) <[William.Joyce@mass.gov](mailto:William.Joyce@mass.gov)>; Chase, Andrew M (DPL) <[Andrew.M.Chase@mass.gov](mailto:Andrew.M.Chase@mass.gov)>  
**Subject:** WGBH inquiry about 19 Monsignor Reynolds Way/C23-078

Hi Will and Andrew,

Just got a call from Liz Neisloss from WGBH asking about 19 Monsignor Reynolds Way in Boston. She did not reference the docket number, only the address in the call. I asked her what she was inquiring about specifically and she stated she's received reports about an elevator that has been down for a week, she wanted to call to verify that info and what happens when an elevator is out. I didn't answer any questions, I just let her know someone from the agency will be in touch.

Best,

Bradley Souders (he/him/his)  
Office Support Specialist II  
[Architectural Access Board](#)  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1000 Washington Street, Suite 710  
Boston, MA 02118  
O: 617-826-5256  
M: 857-289-5276

## Chase, Andrew M (DPL)

---

**From:** Liz Neisloss <liz\_neisloss@wgbh.org>  
**Sent:** Friday, September 22, 2023 11:41 AM  
**To:** Joyce, William (DPL)  
**Cc:** Chase, Andrew M (DPL); Souders, Bradley (DPL)  
**Subject:** Reporter request - 19 Monsignor Reynolds Way

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Hi Mr. Joyce and Mr. Chase,

I'm looking into reports that the elevator at 19 Monsignor Reynolds Way has been out of service for more than a week, leaving elderly and disabled essentially trapped in their apartments. I'm told this is the only elevator in the building and has had frequent problems over the past few years which have grown increasingly worse, recently leaving a resident trapped inside the elevator. I'm also told reports have been made to your agency about the problem.

I'm hoping to speak to someone today to understand what the situation is. My reporting deadline is 4p.

Thank you.

Regards,

**Liz Neisloss**



**Reporter**

[liz\\_neisloss@wgbh.org](mailto:liz_neisloss@wgbh.org)

646-455-8254 Cell

One Guest Street, Boston MA 02135



What matters to you.



## Chase, Andrew M (DPL)

---

**From:** Dawn Oates <dawn@playbrigade.com>  
**Sent:** Friday, September 8, 2023 12:04 PM  
**To:** Chase, Andrew M (DPL)  
**Subject:** Re: Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston (C23-078) - Update

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Thank you, Andrew. This seems reasonable. I will compile public records info I've received, in addition to budget info from the the Ruth Barkley complex and the individual building and forward that to you ahead of the hearing.

On Sep 8, 2023, at 10:36 AM, Chase, Andrew M (DPL) <[Andrew.M.Chase@mass.gov](mailto:Andrew.M.Chase@mass.gov)> wrote:

Good morning,

Thank you for detailed response. As this is a continued life-safety hazard which poses a significant barrier to accessibility, I will not grant the requested 45 days. I will send a letter, which BHA should receive next week, allowing for an additional 14 days to submit a plan to our office to bring the elevator into compliance. If a tangible plan is not received by the end of that window (likely sometime between 09/26 and 09/29 depending on when the letter is received), then a Second Notice will be sent allowing for an additional 10 days to provide an adequate response. If this window passes, which would be the week of 10/09 to 10/13, then a hearing will be scheduled. I'll keep you posted on any developments as they occur.

Regards,

**Andrew Chase**

Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
*1000 Washington Street, Suite 710*  
*Boston, MA 02118*  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Dawn Oates <[dawn@playbrigade.com](mailto:dawn@playbrigade.com)>  
**Sent:** Thursday, September 7, 2023 11:32 PM  
**To:** Chase, Andrew M (DPL) <[Andrew.M.Chase@mass.gov](mailto:Andrew.M.Chase@mass.gov)>  
**Subject:** Re: Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston (C23-078) - Update



**MAURA HEALEY**  
GOVERNOR

**KIM DRISCOLL**  
LIEUTENANT GOVERNOR

**YVONNE HAO**  
SECRETARY, EXECUTIVE OFFICE  
OF ECONOMIC DEVELOPMENT

**Commonwealth of Massachusetts**  
**Division of Occupational Licensure**  
**Office of Public Safety and Inspections**  
**Architectural Access Board**

1000 Washington St., Suite 710  
Boston, Massachusetts 02118

**LAYLA R. D'EMILIA**  
UNDERSECRETARY OF CONSUMER  
AFFAIRS AND BUSINESS REGULATION

**SARAH R. WILKINSON**  
COMMISSIONER, DIVISION OF  
OCCUPATIONAL LICENSURE

TO: Boston Housing Auth.  
C/O Helene C Maichle  
52 CHAUNCY ST.  
BOSTON, MA 02111

Docket Number **C 23 078**

RE: Ruth Barkley Apartments  
19 Monsignor Reynolds Way  
Boston

DATE: 09/11/2023

Enclosed please find a copy of the following material regarding the complaint against the above location:

- First Notice       Stipulated Order
- Second Notice       Letter of Meeting
- Notice of Hearing       Application for Variance
- Correspondence       Decision of the Board

Please review all enclosed documents carefully.

cc: Local Building Inspector  
Independent Living Center  
Local Commission on Disability  
Complainant

**AAB 368**



MAURA HEALEY  
GOVERNOR

KIM DRISCOLL  
LIEUTENANT GOVERNOR

YVONNE HAO  
SECRETARY, EXECUTIVE OFFICE  
OF ECONOMIC DEVELOPMENT

**Commonwealth of Massachusetts  
Division of Occupational Licensure  
Office of Public Safety and Inspections  
Architectural Access Board**

1000 Washington St., Suite 710  
Boston, Massachusetts 02118

LAYLA R. D'EMILIA  
UNDERSECRETARY OF CONSUMER  
AFFAIRS AND BUSINESS REGULATION

SARAH R. WILKINSON  
COMMISSIONER, DIVISION OF  
OCCUPATIONAL LICENSURE

**STIPULATED ORDER**

Docket Number C 23 078

**RE: Ruth Barkley Apartments , 19 Monsignor Reynolds Way , Boston**

A complaint was filed with the Architectural Access Board regarding alleged violations of its Rules and Regulations with respect to the above premises.

By letter of \_\_\_\_\_, Boston Housing Auth. ,  
submitted the following statement in response to the complaint filed:

BHA requested an additional 45 days to formulate a response plan to this complaint. Due to the life-safety concern involved in this matter, BHA was only granted an additional 14 days from receipt of the appropriate correspondence. AAB anticipates a response by the week of October 2nd to 6th.

The Board adopts this plan as it's own order, with compliance to be achieved by **October 6, 2023**

You are required to notify Compliance Officer Andrew Chase, in writing, to Andrew.M.Chase@Mass.Gov, within five (5) days of the completion date, indicating whether or not the variance has been completed and submitted.

Any person aggrieved by the above decision may request an adjudicatory hearing before the Board within 30 days of receipt of this decision by filing the attached request for adjudicatory hearing form. If after 30 days, a request for an adjudicatory hearing is not received, the above decision becomes a final order and the appeal process is through Superior Court.

Date: September 21, 2023  
cc: Complainant  
Local Building Inspector  
Disability Commission  
Independent Living Center

ARCHITECTURAL ACCESS BOARD

*Dawn Guarriello (ml.) AC*

Chairperson

**Hi Andrew,**

**Thanks for reaching out. The elevator at 19 Monsignor Reynolds Way continues to break down repeatedly. On Labor Day, just three days ago, the elevator broke down again. I drove to the complex and waited outside the building entrance for more than three hours — with a blind resident who has no legs and another resident who is paraplegic, neither of whom could get up the stairs to get into their homes. The first resident told me that she has to crawl on her hands and knees in an emergency — quite a shocking visual given that she is a double amputee.**

**I observed one resident try to publicly relieve himself into a Gatorade bottle because he could not get up to his apartment to use the restroom.**

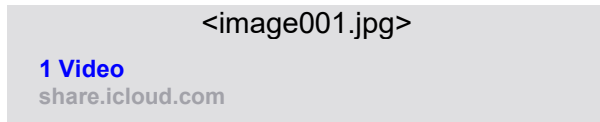
**His blood pressure was dangerously elevated from holding it so long, a common condition for those with spinal cord injuries, which I recognized, having a daughter with this condition.**

**They were hungry and tired as we waited for the mechanic, who arrived not knowing where the mechanical room or a key to it was.**

**After gaining entry with my help, the tech took me aside and said with true concern, “What if I can’t get this running tonight? Where will these people go?” My answer was that they would sleep outside because they cannot afford hotels.**

**Ultimately, he got it running, and 3 hours was record time. I was the first to test ride the elevator when it was running and while the mechanic was still there, only to have the very scary experience of the floor dropping and a horrible grinding sound that could not be fixed**

**that night. Please see attached time stamped video here:**



**I am unaware if there has been another service call to fix the dropping and grinding since Monday. (The service calls are missing in the public records from April forward — the peak of breakdowns.) Although it may have been safe to ride, it was certainly very scary and would dissuade any resident from getting in, not just those with disabilities.**

**Were the residents surprised that the elevator was down yet again? No, because this happens with such frequency that it has come to be expected. Will it happen again? Absolutely. The BHA and Ruth Barkley leadership have been**

**acutely aware of this issue for a long time and assured residents at a public meeting I attended in mid-July (following 9 breakdowns in 8 days) that leadership would meet privately in mid-August to discuss a plan. Residents have heard nothing of a plan, and no followup has been scheduled since the meeting. I believe that the BHA may be waiting out the finalizing of their 3-year budget planning (and the exclusion of this elevator replacement) before replying to you with a plan.**

**They have had ample time between mid-July and now to come up with a plan or at least heed the recommendations the elevator companies have given them, and to treat this like the safety emergency it is. Any request for an extension is just another delay tactic.**

**Each day that there is no plan in place for long-term repairs, residents risk what I described. They are afraid to move in and out of their homes freely.**

**The BHA has known for years that this is an issue. These elevators have not been updated in 33 years. The German company that supplies the parts for it has closed down and parts are scarce. The BHA knows they are on borrowed time for a replacement but they choose to budget windows and an intercom system instead of replacing the elevator. This is a choice.**

**Resident concerns and my own were heard loud and clear by Ruth Barkley leadership. I reminded them of the frequency of breakdowns and that the service recommended was replacement due to the scarcity of parts and people knowledgeable in servicing these antiquated elevators. This is not a surprise issue they have had no time to plan for. They have had hundreds of calls about this elevator (dozens from me alone). And they did publicly promise a plan in mid-July, more than 60 days ago.**

**But what is more concerning about the extension they request is the rationale for it. I am more than a bit surprised to see they seek more time to look into the issue, not only because of all I've just mentioned, but also given that I received their response to my extensive and detailed public records request just yesterday. (I will forward under separate cover for your review.) It would follow that the information the respondent seeks is already readily available, neatly compiled, and would not take more than one phone call rather than 45 days. I can guarantee the next breakdown is imminent, and I'd be inclined to support your denial of a 45 day extension, as I do not believe it is the least bit warranted. The info the preparer seeks is readily available immediately. An extension means these residents will have been waiting from July to October just for a plan to help them achieve the basic and reliable access to and from their homes, which they are already entitled to by the laws you cited in the complaint letter they are responding to.**

**Sincerely,**

**Dawn**

**On Sep 7, 2023, at 11:58 AM, Chase, Andrew M (DPL) <[Andrew.M.Chase@mass.gov](mailto:Andrew.M.Chase@mass.gov)> wrote:**

Hello,

I just wanted to let you know that I received a response from the Boston Housing Authority regarding your complaint (see attached). They are requesting 45 days to submit a plan to address this issue.. Can you tell me if the elevator is still out of order? If it is, then I will not grant the 45 days as this is a life-safety hazard. If the elevator is currently operational, then I am inclined to grant the 45 days for BHA to prepare a long-term plan for modernization. Let me know your thoughts.

Regards,

**Andrew Chase**  
Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
*1000 Washington Street, Suite 710*  
*Boston, MA 02118*  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)



**MAURA HEALEY**  
GOVERNOR

**KIM DRISCOLL**  
LIEUTENANT GOVERNOR

**YVONNE HAO**  
SECRETARY, EXECUTIVE OFFICE  
OF ECONOMIC DEVELOPMENT

**Commonwealth of Massachusetts  
Division of Occupational Licensure  
Office of Public Safety and Inspections  
Architectural Access Board**

1000 Washington St., Suite 710  
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**LAYLA R. D'EMILIA**  
UNDERSECRETARY OF CONSUMER  
AFFAIRS AND BUSINESS REGULATION

**SARAH R. WILKINSON**  
COMMISSIONER, DIVISION OF  
OCCUPATIONAL LICENSURE

**TO:** Boston Housing Authority  
C/O Helene C Maichle  
52 CHAUNCY ST.  
BOSTON, MA 02111

**Docket Number C23 078**

**RE:** Ruth Barkley Apartments  
19 Monsignor Reynolds Way  
Boston

**DATE:** 09/11/2023

Enclosed please find a copy of the following material regarding the complaint against the above location:

- |  |   |
|--|---|
| <input type="checkbox"/> First Notice              | <input type="checkbox"/> Stipulated Order         |
| <input type="checkbox"/> Second Notice             | <input type="checkbox"/> Letter of Meeting        |
| <input type="checkbox"/> Notice of Hearing         | <input type="checkbox"/> Application for Variance |
| <input checked="" type="checkbox"/> Correspondence | <input type="checkbox"/> Decision of the Board    |

Please review all enclosed documents carefully.

**cc:** Local Building Inspector  
Independent Living Center  
Local Commission on Disability  
Complainant

**AAB 377**



**MAURA HEALEY**  
GOVERNOR

**KIM DRISCOLL**  
LIEUTENANT GOVERNOR

**YVONNE HAO**  
SECRETARY, HOUSING AND  
ECONOMIC DEVELOPMENT

**Commonwealth of Massachusetts**  
**Division of Occupational Licensure**

1000 Washington Street, Suite 710  
Boston, Massachusetts 02118

**LAYLA R. D'EMILIA**  
UNDERSECRETARY, CONSUMER  
AFFAIRS AND BUSINESS  
REGULATION

**SARAH R. WILKINSON**  
COMMISSIONER, DIVISION OF  
OCCUPATIONAL LICENSURE

09/11/2023

**RE: Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston (C23-078)**

Hello,

This letter is in reference to Architectural Access Board complaint # C23-078 concerning the Ruth Barkley Apartments at 19 Monsignor Reynolds Way in Boston. I received the response letter from the Boston Housing Authority regarding this matter.

To clarify the nature of the reported violations, this matter revolves around the recurrent elevator outages at the aforementioned property. As per the State building code 521 CMR 28, elevators in a building such as this are mandated to consistently function to ensure accessibility for individuals with disabilities. The intermittent outages of these elevators not only present a substantial accessibility challenge but also create life-safety hazards.

Considering the critical importance of addressing this issue promptly, I regret to inform you that I cannot approve Boston Housing Authority's request for a 45-day extension on this matter. However, Boston Housing Authority will have an additional 14 days from the date of this letter's receipt to provide a comprehensive response to our office.

Should you have any questions or concerns regarding this matter, please do not hesitate to contact me via phone or email.

Thank you for your prompt attention to this matter.

Regards,

**Andrew Chase**  
Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1000 Washington Street, Suite 710  
Boston, MA 02118  
617-826-5255 Ext. 25255  
andrew.m.chase@mass.gov





MAURA HEALEY  
GOVERNOR

KIM DRISCOLL  
LIEUTENANT GOVERNOR

YVONNE HAO  
SECRETARY, EXECUTIVE OFFICE  
OF ECONOMIC DEVELOPMENT

**Commonwealth of Massachusetts  
Division of Occupational Licensure  
Office of Public Safety and Inspections  
Architectural Access Board  
1000 Washington St., Suite 710  
Boston, Massachusetts 02118**

LAYLA R. D'EMILIA  
UNDERSECRETARY OF CONSUMER  
AFFAIRS AND BUSINESS REGULATION

SARAH R. WILKINSON  
COMMISSIONER, DIVISION OF  
OCCUPATIONAL LICENSURE

August 14, 2023

Docket Number C23 078

Boston Housing Authority  
C/O Helene C Maichle  
52 CHAUNCY ST.  
BOSTON, MA 02111

**RE: Ruth Barkley Apartments 19 Monsignor Reynolds Way Boston**

Dear Sir/Madam:

Upon information received by the Architectural Access Board, the facility referenced above has been reported to violate M.G.L. c. 22, § 13A and the Rules and Regulations (521 CMR) promulgated thereunder. Reported violations, include the following items:

**Section: Reported violation:**

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).
28.1	In all multi-story buildings and facilities, each level shall be served by a passenger elevator.

Under Massachusetts law, the Board is authorized to take legal action against violators of its regulations, including but not limited to, an application for a court order preventing the further use of an offending facility. The Board also has the authority to impose fines of up to \$1,000.00 per day, per violation, for willful noncompliance with its regulations.

You are requested to notify this Board, in writing, of the steps you have taken or plan to take to comply with the current regulations. Please note the current sections may be different from the sections that are cited above. Unless the Board receives such notification within 14 days of receipt of this letter, it will take necessary legal action to enforce its regulations as set forth above. If you have any questions, you may contact this office.

cc: Local Building Inspector  
Local Disability Commission  
Independent Living Center  
Complainant

Sincerely,

Dawn Guarriello  
Chairperson



RECEIVED

SEP 07 2023

ARCHITECTURAL ACCESS BOARD

Legal

52 Chauncy Street, 10<sup>th</sup> Floor  
Boston, Massachusetts 02111

P 617.988.4185 F 617.988.4278

TTY 800.545.1833 x420

www.bostonhousing.org

September 1, 2023

Andrew Chase, Compliance Officer  
Architectural Access Board  
1000 Washington Street, Suite 710  
Boston, MA 02118

**RE: Ruth Barkley Apartments, 19 Msgr. Reynolds Way, Boston, MA**

Dear Compliance Officer Chase:

I represent the Boston Housing Authority ("BHA"), the owner of the above-listed apartment building located within the BHA's Ruth Lillian Barkley federally-subsidized public housing development in Boston's South End.

I was assigned recently by the BHA's General Counsel to represent the BHA in this matter and I understand the BHA's response to your office is due by Tuesday, September 5, 2023. I am in the process of speaking with BHA staff who have knowledge of this property.

Based on the second violation, it appears that both violations pertain to the passenger elevator at 19 Msgr. Reynolds Way as a mechanical device that must be kept in operating condition and serve each level in a multi-story building. However, in order to better assist my client in preparing a plan to address the alleged violations, may I respectfully request a more definite statement describing the specific conditions and when they allegedly occurred?

For these reasons, I respectfully request a filing extension of forty-five (45) days, until Friday, October 20, 2023, so that the BHA can receive a more definite statement of the alleged violations and prepare a plan to address them. I have enclosed the completed and signed documents I received with the First Notice. Thank you for your attention and courtesy.

Sincerely,

Helene C. Maichle, BHA Senior Attorney  
Enc.



**Commonwealth of Massachusetts  
Division of Occupational Licensure  
Office of Public Safety and Inspections  
Architectural Access Board**

1000 Washington St., Suite 710 • Boston • MA • 02118  
V: 617-727-0660 • [www.mass.gov/aab](http://www.mass.gov/aab)

Docket Number

**C23-078**

(Office Use Only)

You have received this Notice because the Board has received information indicating that an element or elements of the building or facility you own is or are not in compliance with 521 CMR. This process is designed to provide you with a reasonable opportunity to correct any outstanding violations. Please complete both sides of this form and return it to:

**Andrew Chase, Compliance Officer  
Architectural Access Board  
1000 Washington Street, Suite 710  
Boston, MA 02118  
Email: [andrew.m.chase@mass.gov](mailto:andrew.m.chase@mass.gov)**

Electronic Copies of this form are available at the Board's website (<http://www.mass.gov/aab>) if you wish to submit it via email. If you have any questions, please contact the Board's staff via telephone at 617-727-0660 during normal business hours (9am – 5pm Mon-Fri). Please note that failure to return this document in a timely manner will result in the issuance of a Second Notice, and continued failure to address the items cited may result in fines of up to \$1,000 per day per violation among other legal remedies.

**Please check ONE of the boxes below and return this form within 14 days of receipt of the First Notice:**

I have enclosed a plan to correct the violation(s), including a date for when I expect the work to be complete. I am aware that this plan will need to be approved by the Compliance Officer.

I require additional time to prepare a plan to correct the cited violation(s), I have attached an explanation for why I require this additional time, including the specific amount of additional time I am requesting (which cannot exceed 90 days from the date of receipt of this Notice), and am aware that the Compliance Officer is not obligated to grant this additional time.

I believe that correcting the violation(s) cited in the First Notice is impracticable (as defined in 521 CMR 5) and will be submitting a completed Application for Variance in no more than 30 days from the date I received the First Notice.

I believe that the element(s) cited in the First Notice are not in violation of 521 CMR and I have attached a detailed explanation showing why they are in compliance or not otherwise subject to 521 CMR, including specific references to the applicable code sections.

I am neither the legal owner of the building/facility nor their employee or agent.

*Boston Housing Authority, By its Attorney,*

*Helene Marchle*  
(Signature)

*Sept. 1, 2023*  
(Date)

*Helene C. Marchle, BBO# 429157  
Senior Attorney  
Boston, MA 02111*

## Communications Preference

Please Select one:

I want to receive all further documents regarding this case

electronically at the following **email address**:

---

I want to receive all further documents regarding this case via

certified mail at the following **mailing address**:

*Helene C. Maichle, Senior Attorney*  
*Boston Housing Authority*  
*52 Chauncy St., 10th Floor, Legal Dept.*  
*Boston, MA 02111*

---

---

*Thank you.*



**MAURA HEALEY**  
GOVERNOR

**KIM DRISCOLL**  
LIEUTENANT GOVERNOR

**YVONNE HAO**  
SECRETARY, EXECUTIVE OFFICE  
OF ECONOMIC DEVELOPMENT

**Commonwealth of Massachusetts  
Division of Occupational Licensure  
Office of Public Safety and Inspections  
Architectural Access Board**

1000 Washington St., Suite 710  
Boston, Massachusetts 02118

**LAYLA R. D'EMILIA**  
UNDERSECRETARY OF CONSUMER  
AFFAIRS AND BUSINESS REGULATION

**SARAH R. WILKINSON**  
COMMISSIONER, DIVISION OF  
OCCUPATIONAL LICENSURE

TO: BOSTON HOUSING AUTHORITY  
15 MSGR REYNOLDS WY BOSTON  
MA 02118

Docket Number C 23 078  
*Boston Housing Authority*

**AUG 29 2023**

*Legal Department*

RE: Ruth Barkley Apartments  
19 Monsignor Reynolds Way  
Boston

DATE: 08/14/2023

Enclosed please find a copy of the following material regarding the complaint against the above location:

- First Notice       Stipulated Order
- Second Notice       Letter of Meeting
- Notice of Hearing       Application for Variance
- Correspondence       Decision of the Board

Please review all enclosed documents carefully.

cc: Local Building Inspector  
Independent Living Center  
Local Commission on Disability  
Complainant



MAURA HEALEY  
GOVERNOR

KIM DRISCOLL  
LIEUTENANT GOVERNOR

YVONNE HAO  
SECRETARY, EXECUTIVE OFFICE  
OF ECONOMIC DEVELOPMENT

**Commonwealth of Massachusetts  
Division of Occupational Licensure  
Office of Public Safety and Inspections  
Architectural Access Board**

1000 Washington St., Suite 710  
Boston, Massachusetts 02118

LAYLA R. D'EMILIA  
UNDERSECRETARY OF CONSUMER  
AFFAIRS AND BUSINESS REGULATION

SARAH R. WILKINSON  
COMMISSIONER, DIVISION OF  
OCCUPATIONAL LICENSURE

August 14, 2023

Docket Number C23 078

BOSTON HOUSING AUTHORITY  
15 MSGR REYNOLDS WY BOSTON MA 02118

Boston Housing Authority

**RE: Ruth Barkley Apartments 19 Monsignor Reynolds Way , Boston**

Dear Sir/Madam:

Upon information received by the Architectural Access Board, the facility referenced above has been reported to violate M.G.L. c. 22, § 13A and the Rules and Regulations (521 CMR) promulgated thereunder. Reported violations, include the following items:

**Section: Reported violation:**

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).
28.1	In all multi-story buildings and facilities, each level shall be served by a passenger elevator.

Under Massachusetts law, the Board is authorized to take legal action against violators of its regulations, including but not limited to, an application for a court order preventing the further use of an offending facility. The Board also has the authority to impose fines of up to \$1,000.00 per day, per violation, for willful noncompliance with its regulations.

You are requested to notify this Board, in writing, of the steps you have taken or plan to take to comply with the current regulations. Please note the current sections may be different from the sections that are cited above. Unless the Board receives such notification within 14 days of receipt of this letter, it will take necessary legal action to enforce its regulations as set forth above. If you have any questions, you may contact this office.

cc: Local Building Inspector  
Local Disability Commission  
Independent Living Center  
Complainant

Sincerely,

Dawn Guarriello  
Chairperson

## **Chase, Andrew M (DPL)**

---

**From:** Chase, Andrew M (DPL)  
**Sent:** Thursday, August 17, 2023 3:59 PM  
**Subject:** Ruth Barkley Apartments, 19 Monsignor Reynolds Way, Boston (C23-078) - First Notice.pdf  
**Attachments:** C23-078 First Notice.pdf

Hello,

Attached is the First Notice of Violation sent by the Architectural Access Board regarding complaint # C23-078 for Ruth Barkley Apartments at 19 Monsignor Reynolds Way in Boston. This email is intended to keep all relevant parties informed.

**Andrew Chase**

Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
*1000 Washington Street, Suite 710*  
*Boston, MA 02118*  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)



**MAURA HEALEY**  
GOVERNOR

**KIM DRISCOLL**  
LIEUTENANT GOVERNOR

**YVONNE HAO**  
SECRETARY, EXECUTIVE OFFICE  
OF ECONOMIC DEVELOPMENT

**Commonwealth of Massachusetts**  
**Division of Occupational Licensure**  
**Office of Public Safety and Inspections**  
**Architectural Access Board**

1000 Washington St., Suite 710  
Boston, Massachusetts 02118

**LAYLA R. D'EMILIA**  
UNDERSECRETARY OF CONSUMER  
AFFAIRS AND BUSINESS REGULATION

**SARAH R. WILKINSON**  
COMMISSIONER, DIVISION OF  
OCCUPATIONAL LICENSURE

**TO: BOSTON HOUSING AUTHORITY**  
**15 MSGR REYNOLDS WY BOSTON**  
**MA 02118**

**Docket Number C 23 078**

**RE: Ruth Barkley Apartments**  
**19 Monsignor Reynolds Way**  
**Boston**

**DATE: 08/14/2023**

Enclosed please find a copy of the following material regarding the complaint against the above location:

- First Notice       Stipulated Order  
 Second Notice       Letter of Meeting  
 Notice of Hearing       Application for Variance  
 Correspondence       Decision of the Board

Please review all enclosed documents carefully.

cc: Local Building Inspector  
Independent Living Center  
Local Commission on Disability  
Complainant

**AAB 386**



MAURA HEALEY  
GOVERNOR

KIM DRISCOLL  
LIEUTENANT GOVERNOR

YVONNE HAO  
SECRETARY, EXECUTIVE OFFICE  
OF ECONOMIC DEVELOPMENT

**Commonwealth of Massachusetts  
Division of Occupational Licensure  
Office of Public Safety and Inspections  
Architectural Access Board**

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AFFAIRS AND BUSINESS REGULATION

SARAH R. WILKINSON  
COMMISSIONER, DIVISION OF  
OCCUPATIONAL LICENSURE

August 14, 2023

Docket Number **C23 078**

BOSTON HOUSING AUTHORITY  
15 MSGR REYNOLDS WY BOSTON MA 02118

Boston Housing Authority

**RE: Ruth Barkley Apartments 19 Monsignor Reynolds Way , Boston**

Dear Sir/Madam:

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Section: Reported violation:

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cc: Local Building Inspector  
Local Disability Commission  
Independent Living Center  
Complainant

Sincerely,

Dawn Guarriello  
Chairperson



**Commonwealth of Massachusetts  
Division of Occupational Licensure  
Office of Public Safety and Inspections  
Architectural Access Board**

1000 Washington St., Suite 710 • Boston • MA • 02118  
V: 617-727-0660 • [www.mass.gov/aab](http://www.mass.gov/aab)

Docket Number

**C23-078**

(Office Use Only)

You have received this Notice because the Board has received information indicating that an element or elements of the building or facility you own is or are not in compliance with 521 CMR. This process is designed to provide you with a reasonable opportunity to correct any outstanding violations. Please complete both sides of this form and return it to:

**Andrew Chase, Compliance Officer**  
**Architectural Access Board**  
**1000 Washington Street, Suite 710**  
**Boston, MA 02118**  
Email: [andrew.m.chase@mass.gov](mailto:andrew.m.chase@mass.gov)

Electronic Copies of this form are available at the Board's website (<http://www.mass.gov/aab>) if you wish to submit it via email. If you have any questions, please contact the Board's staff via telephone at 617-727-0660 during normal business hours (9am – 5pm Mon-Fri). Please note that failure to return this document in a timely manner will result in the issuance of a Second Notice, and continued failure to address the items cited may result in fines of up to \$1,000 per day per violation among other legal remedies.

**Please check ONE of the boxes below and return this form within 14 days of receipt of the First Notice:**

- I have enclosed a plan to correct the violation(s), including a date for when I expect the work to be complete. I am aware that this plan will need to be approved by the Compliance Officer.
- I require additional time to prepare a plan to correct the cited violation(s), I have attached an explanation for why I require this additional time, including the specific amount of additional time I am requesting (which cannot exceed 90 days from the date of receipt of this Notice), and am aware that the Compliance Officer is not obligated to grant this additional time.
- I believe that correcting the violation(s) cited in the First Notice is impracticable (as defined in 521 CMR 5) and will be submitting a completed Application for Variance in no more than 30 days from the date I received the First Notice.
- I believe that the element(s) cited in the First Notice are not in violation of 521 CMR and I have attached a detailed explanation showing why they are in compliance or not otherwise subject to 521 CMR, including specific references to the applicable code sections.
- I am neither the legal owner of the building/facility nor their employee or agent.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

## Communications Preference

Please Select one:

I want to receive all further documents regarding this case

electronically at the following **email address**:

---

I want to receive all further documents regarding this case via

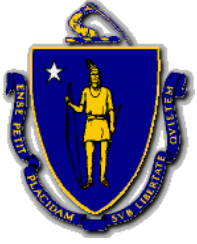
certified mail at the following **mailing address**:

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**Commonwealth of Massachusetts  
Division of Occupational Licensure  
Office of Public Safety and Inspections  
Architectural Access Board**

1000 Washington St., Suite 710 • Boston • MA • 02118  
V: 617-727-0660 • [www.mass.gov/aab](http://www.mass.gov/aab)

Docket Number

**C23-078**

(Office Use Only)

**GENERAL BUILDING COMPLAINT FORM**

**PLEASE BE ADVISED THAT THIS FORM IS A MATTER OF PUBLIC RECORD AND  
WILL BE DISCLOSED UPON REQUEST.**

1. What is the name and address of the building believed to be in violation of the Rules and Regulations of this Board?

Building Name or Description:

---

Street Address:

---

City/Town:

---

2. Does it appear that the building was recently constructed or renovated? \_\_\_\_\_
3. What date were you most recently at the building? \_\_\_\_\_
4. How many floors? \_\_\_\_\_



## OPTIONAL INFORMATION

The following information is optional, and your complaint will be processed regardless of whether the information is provided. **However, you should be aware that the less information that is provided, the longer it will take this office to process your complaint.**

a. Name and address of the building owner or manager:

Name: \_\_\_\_\_

Mailing Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

b. The Board only considers complaints with respect to buildings which are:

- 1.) constructed by the state, city or town, and construction, reconstruction, alteration or remodeling occurred after December of 1968; or
- 2.) privately financed buildings that are open to or used by the public and construction, reconstruction, alteration or remodeling occurred after June 10, 1975.

c. Do you have reason to believe the element(s) subject to this complaint have been recently renovated?

Yes: \_\_\_\_\_ No: \_\_\_\_\_

If you answered yes, please indicate the date and extent of the work below, and if possible attach a copy of the associated building permit to this complaint.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Continued on Next Page*

2.) Do you have reason to believe that in any continuous 3-year period the spending on construction, reconstruction, alteration, or remodeling was more than:

\$100,000 \_\_\_\_\_

30% of the building's assessed value \_\_\_\_\_

If you answered yes, please indicate the date and extent of the work below, and if possible attach a copy of the associated building permit to this complaint.

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Assessed value of the building only (do not include the value of the land):

---

If possible, please attach a copy of the property card to your complaint.

## Chase, Andrew M (DPL)

---

**From:** Chase, Andrew M (DPL)  
**Sent:** Friday, July 28, 2023 10:57 AM  
**To:** Dawn Oates  
**Subject:** RE: MAAB Complaint: 19 Monsignor Reynolds Way, Boston - BHA property

Thank you for submitting this complaint. I will process it in our system and will send out official notices to the property next week.

### Andrew Chase

Compliance Officer  
Architectural Access Board  
Office of Public Safety and Inspections  
Division of Occupational Licensure  
1000 Washington Street, Suite 710  
Boston, MA 02118  
617-826-5255 Ext. 25255  
[www.mass.gov/aab](http://www.mass.gov/aab)

---

**From:** Dawn Oates <dawn@playbrigade.com>  
**Sent:** Thursday, July 27, 2023 2:06 AM  
**To:** Chase, Andrew M (DPL) <Andrew.M.Chase@mass.gov>  
**Subject:** MAAB Complaint: 19 Monsignor Reynolds Way, Boston - BHA property

**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.

Hi, Andrew —

Please find attached my complaint on behalf of the residents of 19 Monsignor Reynolds Way in the South End of Boston, just down the street from your office on Washington Street. I'm hoping you can look into this matter, as residents have been denied fair housing and accessibility under 521 CMR 2.6 and the elevator is not being maintained, and the many residents with disabilities are in a chronic state of uncertainty daily whether they will be able to leave or return to their homes, placing some in a dangerous situation without regard to food, medications, and high temperatures.

The complex is in budget discussions right now through mid-August and the BHA has plans to replace 4 elevators. This is not among them. I believe that the necessary repairs to or replacement of the unreliable elevator will be made swiftly if this complaint is investigated expeditiously with your help.

Thank you for your consideration, and please let me know if I can provide further details, pictures, resident testimonials, etc.

Best,  
Dawn Oates  
617-852-6464