



# Resident Participation Policy



**Boston Housing Authority  
Resident Participation Policy  
(Last Approved 3-12-2021)  
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## 1. Introduction

The successful management by the Boston Housing Authority (the “BHA”) of its housing developments requires participation by and collaboration with BHA residents in the overall mission and operation of BHA housing.

The existence and recognition of viable, representative, and democratic local resident organizations (“LTOs”) is critical for achieving participation, collaboration, and constructive feedback from BHA residents.

To achieve this, the BHA will work with residents organized as LTOs or organizing and seeking recognition as LTOs.

LTOs and resident participation activities will reflect the diversity of BHA residents. Further, all LTO and resident participation activities will comply with the BHA’s Civil Rights requirements, as defined in the BHA’s Civil Rights Protection Plan.

This Policy defines the rights and responsibilities regarding participation of BHA residents and their LTOs in the management of developments owned by the BHA and BHA instrumentalities, both federal and State funded, in compliance with all laws.

In addition, the rights and responsibilities of BHA residents under this Policy will apply to mixed-finance developments that are owned by entities unrelated to the BHA where such developments were originally owned and operated by the BHA, the BHA owns the land subject to ground leases, and the low-income residents are subsidized by the BHA. The BHA will enter into agreements specific to those developments with new owner-entities and the recognized LTOs at those developments. If the BHA is no longer the owner of a development, references to the BHA in this Policy will apply to the new owner of the development.

## 2. Definitions

**BHA:** Boston Housing Authority.

**BHA Annual and Five-Year Plans:** Plans describing the operations and activities of the BHA, subject to HUD and/or DHCD approval.

**BHA Central Office:** The central office of the BHA located at 52 Chauncy Street, Boston, Massachusetts 02111, or such other location as may be identified by BHA in the future.

**BHA Instrumentality:** An independent legal entity affiliated with the BHA.

**BHA Monitoring Committee:** A committee established pursuant to Chapter 88 of the Acts of 1989, as amended (the BHA Enabling Act) in order to monitor management indicators and review and approve BHA budgets, annual modernization applications, and certain demolition/dispositions.

**Development:** A building, a portion of a building, or a group of buildings containing subsidized housing units administered by the BHA or a BHA instrumentality. A Development can include Mixed-Finance Developments and those with RAD (Rental Assistance Demonstration) or other subsidy conversions.

**Development Manager:** A property manager of a Development.

**DHCD:** Massachusetts Department of Housing and Community Development.

**Federal Development:** A Development receiving federal operating subsidies.

**HUD:** U.S. Department of Housing and Urban Development.

**Independent Third Party Observer:** Disinterested individuals, firms, or established organizations with relevant experience in overseeing elections or community organizing, and that may include but are not limited to election boards, commissions, community groups, nonprofit organizations, and others who are not residents at the Development.

**Leased Housing:** The BHA department that administers tenant and project based vouchers.

**LTO:** Local Tenant Organization. Also known as Tenant Task Forces.

**LTO Board:** The Board of Directors of the LTO.

**LTO Member:** (a) Any designated head of household or (b) a member of a household who is at least 18 years of age or older and whose name is on the lease of a unit in the Development(s) that the LTO represents, and (c) including temporary relocatees. Although temporary relocatees may belong to more than one LTO at a time (their original development and the development where they have temporarily relocated), they can only serve on one LTO Board at a time.

**Mixed-Finance Development:** A former BHA Development that has been redeveloped and is publicly subsidized in whole or in part. A Mixed-Finance Development may be owned by a BHA Instrumentality or by another owner entity not related to the BHA.

**Policy:** The Resident Participation Policy contained herein.

**Public Housing:** Housing units receiving operating subsidies and subject to federal and/or State public housing regulations.

**Quorum:** The minimum number of LTO Board members required to be present at a LTO Board meeting in order to make decisions.

**RAB:** Resident Advisory Board, a Citywide board composed of elected residents from various Developments and Leased Housing participants to advise the BHA on the development of the BHA Annual and Five-Year Plans and other matters.

**State Development:** A Development receiving state operating subsidies.

**Residents:** The persons legally residing in Developments as well as legal residents who are temporarily relocated from a Development but have the right to continue to participate in issues affecting the Development. Also referred to as “tenants.”

**Tenant Participation Funds (TPF):** Federal and state funds administered pursuant to the federal and State regulations and BHA policy.

## ***THE GENERAL ROLES OF THE LTO AND THE BHA***

### **3. The Role of the LTO**

3.1 The LTO shall seek to improve the quality of life and resident satisfaction for everyone living in their Developments. All LTO activities must be free from harassment and discrimination on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity or expression, age, genetic information, ancestry, marital

status, veteran status or being a member of the U.S. armed forces, familial status, source of income, and disability.

3.2 LTO activities (including formation of boards, elections, events, and programs) shall include good faith efforts to achieve reasonable and inclusive representation in the Development that it represents. Such representation shall include the non-discriminatory categories stated above, as well as the geographic areas of the Development, and different subsidy streams and housing programs.

3.3 The LTO shall provide translation and interpretation services regarding the LTO's own activities, meetings, and programs. If the LTO needs assistance with translation or interpretation, the LTO may request assistance from the Development Manager, BHA Resident Capacity Program (RCP), or such other department as may be designated by the BHA in the future to perform these functions. Such request is recommended at least 14 days prior to the date set for the initial notice. The BHA shall attempt to provide such assistance, subject to the BHA having available funding and capacity, but the LTO shall have primary responsibility for such translation and interpretation services.

3.4 The LTO may actively participate in the management of BHA Developments. In particular, LTOs may advise the BHA on the following matters: redevelopment, modernization, security, maintenance, resident screening and selection policies, community services, recreation, the budgetary process, and the adoption or amendment of rules affecting the rights, status, duties, or welfare of residents.

3.5 The LTO shall safeguard LTO Members' personally identifiable information and records whether this information is stored on paper or electronically. LTOs shall only collect information about LTO Members that is relevant and necessary to LTO business, such as contact information. If LTOs desire to share personally identifiable information with third parties, LTOs shall notify LTO Members as to what information is needed, why it is needed, and that sharing information is optional, and shall share such personally identifiable information only with the consent of the person whose information is being shared. Notwithstanding the foregoing, the names of LTO Board members and candidates and Election Committee members may be shared with LTO Members and other BHA tenant organizations such as other LTOs, the RAB, and the Monitoring Committee.

#### **4. The Role of the BHA**

4.1 The BHA shall have ultimate responsibility for management operations, yet it shall encourage and facilitate strong resident participation in its operations through the LTOs, the RAB, and the BHA Monitoring Committee.

4.2 The BHA shall recognize a duly elected LTO as the sole representative of the Development it represents, and shall support its resident participation activities in accordance with the federal and state regulations and this Policy and other BHA protocols.

4.3 The BHA shall encourage residents in their organizing activities. The BHA shall not seek to evict or take reprisal against residents for organizing, joining, or participating in the activities of an LTO.

4.4 If a Development has no recognized LTO, the BHA may consult with interested residents in the Development.

4.5 At Mixed-Finance Developments, the owners and not the BHA shall be primarily responsible for resident participation and perform the functions of the BHA described in this Policy. The BHA shall retain oversight over the resident participation through an agreement among the BHA, the owner, and the LTO at the Mixed-Finance Development.

## ***FORMATION AND RECOGNITION OF THE LTO***

### **5. Formation of the LTO**

5.1 If a Development has no recognized LTO, and the residents in the Development wish to establish an LTO, they shall prepare a petition to the BHA signed by at least 25 or 10% (but no fewer than 10 LTO Members) of potential LTO Members of the Development.

5.2 Upon receipt of the petition, the BHA shall provide guidance and assistance for the election of the LTO Board pursuant to the procedures in **Sections 9-12**. The potential LTO Members may also seek guidance and advice from other qualified agencies.

5.3 The LTO shall be organized by a duly-elected LTO Board and shall be operated as a separate association or entity. Nothing shall preclude the LTO from exercising its rights as an independent organization.

5.4 The LTO shall open its own bank account at a FDIC or comparable state-insured financial institution or the BHA may suggest alternative methods of maintaining the LTO's funds. The LTO shall not use the BHA's tax identification and exemption number or other corporate or tax identifying names, numbers, or characteristics.

5.5 The LTO shall maintain its own fiscal records. The LTO shall comply with requests for information by the BHA and cooperate with the BHA in the BHA's oversight of an LTO's finances involving any BHA funds.

5.6 The LTO may collaborate with outside organizations, provided that such relationships are complementary to the LTO in its duty to represent the residents, and provided that such outside organizations do not become the governing entity of the LTO.

## **6. Formation of the LTO Board**

6.1 LTO Members shall democratically elect the LTO Board in accordance with **Sections 9-12**.

6.2 Any LTO Member who meets the requirements described in the By-laws and is in compliance with their lease may seek office and serve on the LTO Board. The BHA may provide further guidance from time to time regarding the definition of “compliance with the lease.”

6.3 The LTO Board shall, at a minimum, consist of five elected LTO Board members.

6.4 The LTO shall have, at a minimum, the following officers: President or Chair, Treasurer, and Secretary. The LTO may also have additional officers, as needed, including Vice President or Vice-Chair and alternates. These officers shall be LTO Board members. The basic duties of these officers shall be as follows:

- The President or Chair shall exercise general management of the LTO;
- The Treasurer shall exercise general management of all financial affairs of the LTO;
- The Secretary shall maintain all LTO records, including minutes and votes;
- An LTO officer shall not act contrary to a position taken by a LTO Board vote.

6.5 The LTO Board shall adopt an annual budget after discussion with LTO Members at meetings held for this purpose. The LTO Board shall provide an annual statement of income and expenditures from all funding sources to be provided to LTO Members upon request.

## **7. LTO Board Meetings**

7.1 The LTO Board shall hold frequent LTO Board meetings (recommended monthly). Meetings, including virtual meetings, shall be held at times and places that are reasonably convenient and wheelchair accessible, if available at the Development. The LTO Board shall provide interpretation services as needed pursuant to Section 3.3 of this Policy.

7.2 LTO Board meetings, including virtual meetings, shall be held with reasonable advance notice to LTO Members in accordance with the By-laws.

7.3 LTO Board meetings shall be open to all LTO Members, and they shall have reasonable opportunity to participate. The LTO Board may invite employees or agents of the BHA or BHA instrumentality (or the employees or agents of the owner or manager of Mixed-Finance Developments), and third parties, such as relocation consultants, those providing legal services to the LTO, and collaborating entities as the LTO Board and the BHA may agree upon. The LTO Board may decide to close the

meeting or go into executive session to discuss confidential matters, including but not limited to discipline or dismissal of an LTO Board member, security, and litigation.

7.4 The LTO Board Secretary shall take minutes throughout the meeting, including any and all activity in in-person and virtual portions of the meeting, and submit minutes, agendas, vote tallies, and other material to the BHA Resident Capacity Program if related to the Annual Compliance and Ongoing Recognition provisions in **Section 14.9**.

## **8. Alternative Meeting Formats**

8.1 During times of pandemic or public health emergency, an LTO shall not be required to change its By-laws to follow the provisions set out in this **Section 8**. An LTO may continue to follow such provisions after the pandemic is over, though it may need to go through a formal By-law amendment process. The BHA may issue guidance regarding this process.

8.2 LTO Board members and LTO Members may participate in meetings and votes by means of telephone, video call, or other similar communications equipment by means of which all persons participating in the meeting can communicate effectively with each other at the same time. Participation by such means shall constitute presence in person at a meeting. Those participating electronically shall have the same rights and opportunities to participate as those attending in person, and shall be counted for the purposes of quorum as well as voting.

8.3 Upon request, if the LTO Board has the capacity to do so, meetings shall be held virtually or in a hybrid (in person/virtual) format allowing access to LTO members unable to attend in person. Requests for virtual meetings shall be made three days in advance of the scheduled meeting.

8.4 LTO Boards may explore options to make virtual attendance a possibility for LTO Members, including by using TPF, laundry, grant, or other funds or outside assistance for video or conferencing account membership, equipment such as speakers, microphones, or webcams, or other reasonable purchases. LTO Boards shall remain responsible for including such items in their budget and providing documentation regarding purchases in accordance with this Policy.

8.5 LTO Boards shall explore utilizing a video conferencing service to host meetings or community events, either entirely online or a mix of in-person and online. LTO Boards should familiarize themselves with the options and features of a video conferencing service account, including for security and internet safety, and shall explore making meetings password protected.

8.6 Participants shall have the opportunity to use their own devices to connect to meetings; there shall be no charge required to attend a meeting. Participants shall be asked to provide information about their identity so there can be an accurate record of attendance. Meetings may also be set up so that participants must register in order to provide identity information.



8.7 If meetings are held on a video service, it is recommended that the LTO Board select the option to record the meeting only after clearly notifying all participants that it will be recorded. This allows for a clear record of the meeting as well as the option to share it with LTO Members or BHA employees who were not able to attend at the time of the meeting, and the recording link or file shall be made available to LTO Members or the BHA upon request. If the LTO Board enters closed or executive session, they may pause the recording to protect sensitive information. Any recordings provided to the BHA shall be considered public records. Notwithstanding the foregoing, if an LTO Board member or LTO Member who is present objects to a recording, the LTO Board will decide by majority vote of those LTO Board members present whether to record the meeting and those who object will be given the opportunity to leave the meeting. LTO Members and other invited participants may not record a meeting without the consent of other participants, and may not represent the meeting through edited or non-contextual recordings.

8.8 During times of pandemic or public health emergency, in-person elections, campaigning, voting, events, and meetings shall follow current public health guidelines on social distancing, masking, or other measures.

8.9 In order to determine which procedures are adopted at a given Development, the Resident Capacity Program will work with LTO Boards to create a checklist from which residents can choose specific procedures. The Resident Capacity Program will also coordinate with LTO Boards and Development Managers to disseminate/communicate the procedures to residents at a given Development.

## **9. Pre-Election Procedures**

9.1 The LTO shall hold elections of the LTO Board at least once every three years, subject to such waivers as BHA, HUD, and/or DHCD may establish. Election procedures shall impose no unnecessary restrictions on candidates desiring to run for office, and shall allow LTO Members an opportunity to vote after reasonable notice of the time and place of the election.

9.2 The LTO Board election procedures shall include qualifications to run for office, frequency of elections, and procedures for recall. The procedures shall also include other requirements, including but not limited to nomination procedures, number of available LTO Board positions, and time frames. The LTO may also adopt staggered terms and term limits, if desired, subject to the requirement of elections at least every three years.

9.3 Prior to each regular or recall election, the LTO (or a group of potential LTO Members if no LTO exists) shall, in collaboration with the BHA, establish and select an Election Committee (recommended minimum of three members) comprised of LTO Members who are not candidates and/or volunteers who are not residents at the Development, and shall seek inclusion based on the Development it represents. The Election Committee shall implement and conduct all LTO election activities as well as ensure the LTO's compliance with all election requirements. The LTO shall not have

elections if no Election Committee is established. Election Committee members may sign nomination papers and may vote in an election, but shall not endorse or assist in campaigning for any candidate.

9.4 Prior to commencing elections, the Election Committee shall inform the BHA and may seek assistance from the Development Manager, BHA Resident Capacity Program, or such other department as may be designated by BHA in the future to perform these functions. The Election Committee shall use templates and forms if provided by the BHA for notices and other election materials.

9.5 The Election Committee or the LTO Board may choose an Independent Third Party Observer to observe elections and provide advice as needed. The BHA may offer assistance to the Election Committee in choosing an Independent Third Party Observer.

9.6 If any materials used for elections, outreach, voting, and related matters are posted or accessible online, they shall also be made accessible to persons without internet access in public conspicuous locations, or mailed or delivered to their door.

## **10. Nominations Procedures**

10.1 At least thirty (30) days in advance of the nomination deadline, the Election Committee shall deliver initial notice of the election to each occupied unit in the Development. In addition, the Election Committee shall post such notices in every Development hallway, Development management office, and LTO office.

10.1.1 The initial notice shall include the open positions (a LTO Board position or a particular officer position), a description of the election procedures, eligibility requirements for candidates, and dates of the nomination deadline and the election, and shall have nomination forms attached. The initial notice shall provide clear instructions regarding the attached or electronic nomination forms, including who is an eligible candidate, how the nomination forms are to be completed, and where and when they are to be filed.

10.1.2 To ensure that the initial notice solicits the broadest possible attention of LTO Members and encourages their participation in the electoral process, the Election Committee shall translate such initial notice from English into the most appropriate languages for the Development's population. The Election Committee may request assistance from the BHA in accordance with **Section 3.3**.

10.2 The recommended number of LTO Members whose signature is required in support of a nomination to the LTO Board is the lower of 25 LTO Members or 10% (but no fewer than 10 LTO Members) of the LTO Members at the Development, or such other number that the LTO states in its By-laws.

10.3 Nomination forms shall be available to LTO Members at both the LTO office and the Development management office, or provide clear instructions on how to find and complete nomination forms, if online or in another location. LTO Members may sign more than one nomination form but must sign with their own signatures either physically or electronically. Nomination signatures may be collected in alternative ways such as hanging up nomination forms in a public location or creating an online nominating form, instead of or in addition to going door to door for signatures.

10.4 After the nomination deadline, the BHA shall have five working days to review and certify to the Election Committee that the signatures of the LTO Members on the nomination papers for each candidate represent names of legal occupants of the Development (or temporary relocatees). The BHA shall not certify that the signatures are authentic. If a sufficient number of LTO Member signatures are not certified, the candidate shall be disqualified from the election.

10.5 The BHA shall also certify that the candidates are themselves LTO Members and eligible to run for the LTO Board pursuant to **Section 6.2**.

10.6 The LTO shall maintain the certified nomination papers in its files until a new LTO Board is recognized by the BHA.

## **11. Election Procedures**

11.1 After the signatures on the nomination papers have been certified, the Election Committee shall notify LTO Members of the nominations via notices with each candidate's name, and identifying the position for which the candidate has been nominated (a LTO Board position or a particular officer position, unless the LTO's By-laws state that the LTO Board elects the officers). The Election Committee shall post such notices in the Development management office, the LTO office, and other usual posting locations and methods, such as through the use of online platforms, at least thirty (30) days prior to the election.

11.2 The Election Committee shall conduct a range of outreach activities to encourage LTO Member participation in the election, such as holding candidates' nights forums, distributing informational materials about the candidates, and posting notices to remind LTO Members at least one week before the election.

11.3 Candidates for the LTO Board may post and advertise their candidacy in the Development management office, the LTO office, community room, or other conspicuous posting locations.

11.4 Polling stations shall be located in an area of adequate size to provide voters a sufficient level of privacy to mark ballots. The Election Committee shall provide a secured ballot box at each voting station.

11.5 The Election Committee shall verify each voter's eligibility to vote. The Development Manager shall supply a list of voting-eligible LTO Members and their addresses for this purpose.

11.6 If the By-laws permit it, the LTO Board may allow for adjustments to typical voting procedures, including but not limited to having multiple days during which the polls are open, allowing for absentee or other forms of voting, such as mail-in, electronic, or telephonic voting, so long as the Election Committee and Independent Third Party Observer can confidently ensure the security and confidentiality of the vote and develop a mechanism for verifying that each LTO Member only casts one ballot. For example, this might involve having the deadline for mail-in ballots made one week or more before in-person voting begins to allow the Independent Third Party Observer and/or the Election Committee to verify which LTO Members already voted so that they may not vote again in person.

11.7 No candidate for election shall be allowed in the voting station other than to cast their own ballot. No candidate or their supporters shall conduct any campaign activities within twenty (20) feet of the polling station.

11.8 Partial results shall not be shared with anyone not employed by the Independent Third Party Observer or the Election Committee. No results will be shared with candidates and LTO Members until the complete and final count of every ballot cast is tabulated.

11.9 The Election Committee shall provide notice to LTO Members of election results within three (3) calendar days, subject to confirmation of these results by the BHA. Notice shall be deemed sufficient by visibly posting the results, including the number of votes cast for each candidate, at both the LTO and Development management offices, or in community room or other conspicuous public locations.

11.10 If the LTO By-laws state that the LTO Board elects the officers, the LTO Board shall meet within three (3) weeks of the election in order to select its officers.

11.11 After an election, the Independent Third Party Observer and/or Election Committee shall provide the BHA with the election results including the number of votes cast for each candidate and a letter attesting to the fairness of the election within ten (10) working days on such form and attachments as the BHA directs.

## **12. Recall Process**

12.1 Any LTO Member may initiate a petition for a recall pursuant to the LTO's By-laws and this Policy. The LTO shall conduct a recall process to remove one or more LTO Board members upon petition signed by at least 25 LTO Members or 10% (but no fewer than 10 LTO Members, but must match By-laws) of the LTO Members at the Development.

12.2 A recall petition shall have a clearly stated reason with non-confidential information for the recall typed at the top of each page of the petition.

12.3 A recall petition shall be submitted to the LTO Board and simultaneously to the BHA, which shall review and certify that the signatures on the recall petition represent names of legal occupants of the Development, but not that the signatures are authentic. Upon receipt of the BHA's certification of signatures on the recall petition, the LTO Board shall establish and select an Election Committee in order to conduct a fair and transparent recall process allowing all eligible LTO Members to vote on the recall. The Election Committee or the LTO Board may choose an Independent Third Party Observer to observe the recall process. The LTO Board member(s) facing recall shall not be involved in the recall election. The LTO shall have sixty (60) days to complete the recall process. Failure to act on the recall within the required timeframe will result in the LTO's non-compliance with this Policy.

12.4 Recall elections shall not be held more than once a year for any LTO Board member or Officer in order for the LTO Board to maintain a quorum as required by the LTOs By-laws.

12.5 Resulting vacancies in the LTO Board shall be filled pursuant to the LTO's By-laws.

### **13. By-laws of LTO**

13.1 The LTO shall adopt By-laws in accordance with this Policy. The LTO may use the assistance of legal services organizations or other legal assistance to draft its By-laws. The By-laws shall include the following provisions:

13.1.1 An LTO Member shall include those residents who are included in the definition of "LTO Member" herein. There shall be no membership fee.

13.1.2 The LTO shall hold Development-wide meetings at least twice per year with the residents of the entire Development to ensure that residents have input and are aware and actively involved in Development decisions and activities. Meetings, including virtual meetings, shall be held with reasonable advance notice at times and places that are reasonably convenient and wheelchair accessible, if available at the Development. The LTO Board shall provide or request from the BHA interpretative services as needed, if funds are available, and residents shall have reasonable opportunity to participate and make their views known. The LTO Board may invite BHA staff members and other non-LTO Members to attend.

13.1.3 The By-laws may be approved or amended only by a majority vote of the LTO Members present or participating virtually at a Development-wide meeting at which there is a quorum as defined in the By-laws and for which there was reasonable advance written notice, including prominent posting at the Development of the time, date, and purpose of the meeting.

13.1.4 The LTO Board shall make the By-laws available to LTO Members upon request.

13.1.5 The By-laws shall define the number of LTO Board members required for a quorum of the LTO Board and the number of LTO Members required for a quorum at community meetings.

13.1.6 The By-laws shall contain procedures for the formation and election of the LTO Board, the removal of an LTO Board member, recall process, and the filling of vacancies on the LTO Board (which may include additional elections or appointments by the LTO Board until the next election) in accordance with this Policy.

13.1.7 The By-laws shall contain procedures for regular and recall elections in accordance with this Policy. Such procedures described in the By-laws may include the number of signatures of LTO Members required for nominations.

13.1.8 The By-laws shall comply with all other applicable laws and policies.

13.2 The LTO Board shall adopt a dispute resolution process for internal LTO disputes or follow the process set out in Section 27 of this Policy.

#### **14. BHA Recognition of LTO**

14.1 In seeking BHA recognition, an LTO shall complete and submit to the BHA a Recognition Package in a form required by the BHA. The current form is attached hereto as Exhibit A and may be changed by the BHA as needed.

14.2 The LTO's Recognition Package, including the LTO's By-laws, shall demonstrate the following:

- The LTO represents the residents living in the Development in matters affecting the rights, status, duties or other common interests of such residents, and it maintains a cooperative working relationship with the BHA.
- The LTO does not impose unreasonable restrictions on participation by the residents it represents.
- The LTO has adopted By-laws and election procedures in accordance with this Policy and applicable laws and regulations.
- The LTO has held elections in accordance with this Policy.

14.3 Within 30 days of the BHA's receipt of the LTO's Recognition Package, the BHA shall review the LTO's Recognition Package and determine whether to grant recognition to the LTO complying with this Policy. If the BHA grants recognition to the LTO, the BHA and the LTO shall enter into a recognition agreement, minimally a counter-signed recognition letter.

14.4 Denial of Recognition. If the BHA determines that the LTO has not complied with all requirements in this Policy, including the failure to comply with election procedures, the BHA shall deny recognition of the LTO. The BHA shall notify the persons who submitted the Recognition Package in writing within 30 days of the BHA's receipt of the recognition package. The notice shall specify the reasons for non-compliance, and shall give the LTO 30 days from the date of mailing of the notice of non-compliance to achieve compliance. If the LTO provides no or an unsatisfactory response, the BHA shall deny recognition or grant conditional recognition (as described below), and send written notice to the persons who submitted the Recognition Package. The BHA shall post notices in public places, including but not limited to the Development management

office and/or on-line, to inform the residents of the BHA's action with respect to recognition. After denial of recognition, the LTO may restart the recognition process or follow the Dispute Resolution Process described below in [Section 27](#).

14.5 Conditional Recognition. Upon written request by an unrecognized LTO or pursuant to the BHA's initiative, the BHA may at its sole discretion grant conditional recognition for such period as it deems acceptable. The request from the unrecognized LTO shall set forth a plan and timeline to achieve compliance. The BHA may adopt or modify this plan or timeline as part of the conditional recognition.

14.6 The BHA shall recognize only one LTO per Development. In no event shall the BHA recognize a competing LTO once an LTO has been recognized.

14.7 If two or more associations at a Development are seeking recognition as the LTO, the BHA shall encourage the competing associations to cooperate. If the associations cannot agree, the BHA shall recognize the association that the BHA determines will best represent the residents, considering the relevant circumstances, including the following:

- The number of residents participating in the association's elections;
- The number of residents participating in the association's meetings;
- The association's efforts to encourage resident participation;
- The association's governance procedures;
- The association's compliance with the recognition requirements;
- The association's history of recognition efforts.

14.8 The BHA shall mail its written determination to the competing associations, recognizing one as the LTO and denying recognition to the other association(s), with an explanation. The BHA shall post notices in public places, including but not limited to the Development management office, to inform the residents of the BHA's action with respect to recognition.

14.9 Annual Compliance and Ongoing Recognition. LTOs shall demonstrate annual compliance with ongoing recognition requirements by attending BHA-required trainings and submitting the BHA-required documents to the BHA within 30 days of fiscal year-end, including but not limited to the following:

- Any amendments to the LTO By-laws or corporate documents, and documentation demonstrating the process used for such amendments.
- Financial Reports with respect to BHA-provided funds, in a form that the BHA requires. The BHA may upon request, review the records and receipts for expenditures at any time during the year. LTO Board members shall sign and receive copies of such reports.
- The names and addresses of all LTO Board members and the date(s) of their election or appointment to the LTO Board, and what offices they hold on the LTO Board.

- The dates and records of all LTO Board meetings and Development-wide meetings held within the past twelve months, such as sign-in sheets, information on attendance, agendas, minutes, votes, etc.
- Such other records or information as the BHA may require.

#### 14.10 Revoking Recognition.

14.10.1 The BHA may revoke recognition of an LTO at any time in the event of any of the following are not complied with in accordance with this Policy and other state or federal requirements:

- The LTO's material failure to follow its By-laws, this Policy (including annual compliance and ongoing recognition requirements), or applicable laws;
- The LTO's failure to use funding, space, or supplies provided by the BHA;
- The LTO's failure to hold regular meetings open to residents;
- The LTO's failure to hold elections;
- The LTO's failure to communicate openly and transparently with the BHA and LTO members including but not limited to financial accounting;
- The LTO's participation in activities that the BHA has found to be motivated by bias on the basis of the categories stated in **Section 3.1**.
- The LTO's failure to reimburse the BHA for improperly spent funds.
- The LTO's failure to cure any violation by an LTO Board member of the BHA's Anti-Harassment Policy.

14.10.2 The BHA shall first provide a warning to the LTO that it is considering revoking recognition of the LTO. The warning shall provide reasons for revocation and measures for the LTO to take to cure its deficiency. If the LTO does not cure the deficiency within 45 days of the mailing of such warning, the BHA may revoke recognition of the LTO, but the BHA in its sole discretion may extend this time period. The LTO may request a meeting with the BHA prior to revocation (may be virtual meeting). If the BHA revokes recognition of the LTO, the BHA shall notify the LTO Board in writing, and shall post notices in public places and/or on-line, including but not limited to the Development management office, to inform the residents of the BHA's revocation of recognition. In case of an LTO in a State Development, the BHA may request DHCD to revoke recognition of the LTO.

14.10.3 In the event the LTO fails to comply with BHA, State, or federal requirements, or the BHA revokes recognition of the LTO, the BHA may withhold funds from the LTO and/or require the LTO to return funds already disbursed in accordance with **Section 19.2**.

14.10.4 The LTO may appeal a revocation of recognition through the Dispute Resolution Process in **Section 27**.



## **BHA ASSISTANCE TO LTO**

### **15. Meetings with BHA**

15.1 In an effort to promote communication between the BHA and the LTO, the Development Manager or designee shall meet with the LTO Board quarterly, or more frequently at the request of the LTO Board or if circumstances require it. If there is no recognized LTO, then the Development Manager or designee shall meet with residents interested in forming an LTO as well as with other interested residents.

15.2 The BHA Administrator or designee and the LTO Board shall meet regularly (recommended every two years, or more frequently if needed) in such time, place, and manner as the BHA Administrator deems appropriate. Such meetings shall include LTOs of Mixed-Finance Developments. Such meetings may be held jointly with other LTOs, and shall be open only to LTO Board Members, BHA staff, and others by invitation of BHA staff or an LTO Board Member.

15.3 The BHA shall give notice by hand, first class mail, email, or telephone to the LTO Board President or Chair of the date, time, and place of such meetings with the BHA Administrator or designee at least ten working days in advance and the LTO Board President or Chair will share such notice with the other LTO Board Members. Either the BHA or the LTO Board Chair or their designees may propose an agenda item for a meeting by giving notice to the other at least two days in advance of the meeting. The BHA or the LTO Board may cancel the meeting with advance notice to the other.

15.4 Meetings with the BHA shall be held in places that are wheelchair accessible if available at the Development and/or on-line as a virtual meeting. The BHA shall provide translation and interpretative services in accordance with **Section 3.3**.

15.5 Meetings may be held virtually in accordance with the procedures in Section 8.

### **16. Providing Information and Training to LTO**

16.1 The BHA shall provide appropriate guidance and information to residents to assist them in establishing and maintaining a recognized LTO.

16.2 The BHA shall provide training to LTO Board members and other interested residents in the Development regarding the following matters:

- LTO Board roles and responsibilities;
- Compliance with By-laws;
- Election requirements and procedures;
- Financial management and budgeting;
- Community organization and leadership training;
- Organizational development and capacity building for LTOs.

16.3 Upon request by an LTO Board or other interested residents in the Development, the BHA shall provide information regarding the following matters:

- Development and implementation of current and proposed BHA, HUD, and DHCD policies and programs;
- Public housing, Section 8 or other housing policies, programs, rights, and responsibilities;
- The BHA's capital and operating budgetary process;
- The BHA's Annual Plan;
- The BHA's civil rights policies and procedures.

16.4 To the extent possible, the BHA may utilize local training resources to provide the training and information listed above, as well as for other relevant areas such as the following:

- diversity-related team-building;
- business entrepreneurial training, planning, and job skills.

16.5 The BHA shall collaborate with LTOs and support resident initiatives to obtain better access to educational and employment opportunities for families in BHA Developments, as funding availability permits.

## **17. Use of BHA Property**

17.1 Upon request by an LTO Board, the BHA shall provide the LTO with wheelchair-accessible office and resident activity space, as available, free of charge, preferably within the Development it represents. If no community or rental space is available for offices, the BHA shall consider a request to approve a vacant unit for this non-dwelling use on a case-by-case basis. The BHA shall provide space to the LTO without significant cost or inconvenience to the BHA, so long as such space is not reasonably necessary for the BHA's other needs. The BHA shall solely determine the feasibility and appropriate size of the space after consultation with the LTO and in relationship to comparable LTO spaces.

17.2 The LTO shall use BHA-provided space only for permitted resident participation activities. The LTO does not have the authority on its own to permit other individuals or groups to use BHA-provided space, regardless of whether or not there is a charge or no charge for the space. Nevertheless, the LTO may request the BHA Development Manager to approve the use of BHA-provided space for use by an outside group or individual in accordance with the BHA's Community Space Policy and with other laws and BHA policies on such use.

17.3 The LTO shall maintain its BHA-provided space in a clean and safe condition. The BHA shall not provide any cleaning inside the space that is dedicated for exclusive use by the LTO.

17.4 The BHA and the LTO shall enter into an agreement regarding such space.

17.5 If the BHA and the LTO are unable to reach agreement regarding such space, they may follow the Dispute Resolution Process in **Section 27** of this Policy.

17.6 The BHA shall pay the monthly invoice for a single line of local telephone service. Such telephone service shall be used only for local calls concerning representation of the residents.

17.7 The BHA recognizes the right of residents to distribute and post resident-related literature and information to other residents on BHA property. The BHA shall grant LTO Board members, or if no LTO, then residents interested in forming an LTO, access to Developments to distribute or post resident-related literature, flyers, and other written communications or to make in-person contact with residents, in such places and manner as determined by the Development Manager. The LTO Board shall ensure that distribution of flyers and other materials does not result in litter or other maintenance issues. No non-LTO Members or groups shall distribute or post literature without the permission of the Development Manager.

## **18. Inspection of Documents**

Upon request by an LTO Member, at least 10 days in advance, the BHA shall permit the LTO Member during regular working hours to inspect written policies, procedures, rules, regulations, leases, and forms in use by the BHA, except for records that are not public records, including but not limited to records containing personal data. Upon request for inspection, the BHA shall notify the LTO Member of the physical or online location of documents or arrange for other means of access (email, website, etc.). The BHA will allow such inspection at no charge to the LTO Member. If requested, the BHA shall provide one set of copies of the requested documents at no charge, so long as the number of documents is reasonable and they were not copied for the LTO Member within the past year.

## **19. Funding Resident Participation Activities**

19.1 The BHA administers various funds, subject to federal and State regulations and appropriations, including, but not limited to, the following:

- Federal Tenant Participation Funds (TPF)
- State Tenant Participation Funds (TPF)
- Laundry Funds (non-TPF)
- Grants or donations raised by the LTO (non-TPF)

The BHA and the LTO shall enter into an agreement(s) regarding such TPF and Laundry Funds.

19.2 In the event the LTO fails to comply with BHA, State, or federal requirements or the terms of an MOA between the BHA and the LTO, or the BHA revokes recognition of the LTO, the BHA may withhold funds from the LTO and may require the LTO to return

funds already disbursed. The BHA may also determine other steps to take, including but not limited to revoking recognition or notifying the HUD Inspector-General.

19.3 The BHA shall determine whether and how much revenue to share with LTOs from laundry or other sources.

19.4 The LTO Board shall use the TPF only for allowable uses pursuant to applicable regulations. The LTO Board may use non-TPF for other reasonable purposes to benefit the LTO.

19.5 The LTO Board shall use their own LTO funds (TPF or non-TPF) to pay for LTO elections, including for stipends to pay Election Committee members for their service. Other non-TPF may be used for elections if available.

19.6 The LTO Board may use LTO funds to pay a stipend to LTO Members for providing services, such as childcare during LTO Board or other LTO meetings, flyering, and interpretation. The LTO Board will engage in an equitable process regarding opportunities to receive stipends.

19.7 If permitted by the LTO's By-laws, the LTO Board may use LTO funds to pay a stipend to LTO Board members for their volunteer board service, including but not limited to assigned work completed, meetings attended, committee participation, and other board activities. In order to allow such stipends to LTO Board members, the LTO by majority vote shall authorize such stipends annually as part of the LTO budget process, but shall not authorize retroactive stipends.

19.8 The LTO Board shall submit a proposal to the BHA to pay such stipends to LTO Board members. The BHA will review that the amount of stipends paid is reasonable in relation to the total amount of the LTO's funds and the services provided. The LTO Board will establish a tracking and accounting process for the payment and use of the LTO funds for stipends. In any event, stipends may not exceed \$200 per month.

19.9 In the event there is no recognized LTO at a Development, the BHA may determine how to fund resident participation activities at the Development, including the formation of an LTO. Interested residents of the Development may submit proposals for the BHA's review.

19.10 In the event of a dispute regarding resident participation funding in a Federal Development, the parties may follow the Dispute Resolution Process in [Section 27](#).

### ***LTO PARTICIPATION IN BHA OPERATIONS***

## **20. BHA Policy Development and Changes**

20.1 The BHA shall submit as part of the BHA Annual Plan process any proposed BHA policy or significant amendment or modification of a policy (as defined in the Annual

Plan) that affects residents of Federal and State Developments. The BHA shall provide notice of such proposed policy or changes to the LTO Boards of all affected Developments and other legally required parties. In addition, the BHA shall also provide notice of proposed Development-specific policies or changes that are not part of the Annual Plan process to the LTO Board of the affected Development.

20.2 An LTO Board or individual residents shall have 45 days to submit written comments regarding the BHA Annual Plan or a proposed Development-specific policy or change. In some cases, proposed policies or policy changes may have different comment periods, such as an amendment or an emergency situation. If several Developments are affected, the LTO Boards of these Developments may submit joint comments.

20.3 Before or after submitting written comments, the LTO Board or individual residents may request a meeting (may be a virtual meeting) with BHA representatives to discuss proposed policies or policy changes or written comments thereon. The BHA shall schedule such meeting promptly. If the Annual Plan or an applicable law or regulation requires a hearing, or if the BHA schedules an optional hearing, such hearing shall take the place of the meeting described above.

20.4 The BHA shall issue its final policy decision to the LTO Board, including a response to pertinent LTO Board comments.

20.5 Where there is no recognized LTO for a Development, the Development Manager shall distribute these proposed policies and policy changes to residents of the Development in a manner determined by the Development Manager. At a minimum, the Development Manager shall post a notice of proposed policies and policy changes at the Development management office during normal working hours, in locations readily accessible to residents, and provide such other notice as is legally required.

## **21. Human Resources**

21.1 BHA Posting of Job Notices. The BHA shall post all job notices on its website, in its central office, in its community spaces or development offices, and/or via its automatic communication services (e.g., listservs or emails). If BHA is using a listserv, information should be shared with residents regarding how to join the listserv.

### **21.2 LTO Participation in Hiring**

22.2.1 Within 14 days of the BHA's posting a job notice, the LTO Board shall send written notice to the BHA's Director of Human Resources of the LTO Board's interest in participating in the selection of a position whose primary purpose is direct dealings with residents at the LTO Board's development. Lack of submission of written notice shall indicate acquiescence in the hiring process. If the LTO Board sends notice of interest in participating in the hiring process, the LTO Board may participate as described in the following sections.

21.2.2 The LTO Board may submit a list of residents for consideration by the BHA for the available position. Such list shall consist of residents whom the LTO Board has interviewed and found qualified for the available position. The LTO Board shall rank the qualified residents on the list in order of qualifications.

21.2.3 If the LTO Board has expressed interest in participating in the selection process, the BHA shall forward to the LTO Board the names and resumes of all finalists for the position of an employee whose primary purpose is to have direct dealings with residents.

21.2.4 During its participation in the selection process, the LTO Board may interview the finalists at a time and place determined by the BHA, and submit its recommendation for the employee position in writing within three days of such interviews. Alternatively, the BHA may allow a member of the LTO Board to participate in the BHA's interview. The BHA may use its discretion whether to interview or hire candidates whose names were submitted by the LTO Board.

21.3 Giving Resident Preferences in Hiring. Where appropriate, and except where internal promotion policies apply, the BHA shall give preferences to residents who are equally qualified as other applicants for permanent positions at the BHA.

21.4 BHA Final Authority in Hiring. In all cases, the BHA shall have final decision-making authority over the selection of all employees. Human resources decisions shall not violate collective bargaining agreements and equal employment laws and practices.

## **22. BHA Contracts**

22.1 In all requests for proposals, requests for bids, specifications, and similar procurement documents for new construction and modernization work, as well as other BHA contracts, the BHA shall require that all contractors comply with resident employment requirements, including using their best efforts to train and employ residents in accordance with, and to the greatest extent possible consistent with, applicable laws, rules, and regulations adopted thereunder.

22.2 The BHA may solicit input from LTO Boards in selecting contractors for private management, resident services, relocation, and other services directly in contact with residents and in reviewing the conduct of such contractors and whether contracts should be renewed/extended.

## **23. Conflicts of Interest**

LTO Board members shall not serve in a policy-making or supervisory position as contractors or employees of the BHA, or the BHA's private management agents, except that LTO Board members may serve as members of the Monitoring Committee. They

shall also comply with other applicable laws, State and federal regulations, policies, and By-laws regarding conflicts of interest.

## **24. Modernization**

### **24.1 Capital Planning**

24.1.1 In each Development, a Capital Construction Project Manager, the Development Manager, and the LTO Board (or interested residents if there is no LTO) shall meet (may be virtual meeting) annually to assess and prioritize physical capital needs at the specific Development. Such annual meeting may occur by region at the BHA's discretion, but LTO Boards may request their own individual meeting. The BHA shall then review each Development's needs in developing the BHA's authority-wide Capital Plan (as defined in the Annual Plan) and priorities. Following development of its Capital Plan, the BHA shall hold an authority-wide advance meeting (may be virtual meeting) for LTOs to review needs and priorities regarding capital planning and to explain the components of the Capital Plan. Such meeting may be accomplished by inviting LTO Boards to the RAB meeting. Thereafter, the BHA shall send notice to the LTO Boards at least 45 days in advance of the public hearing on the BHA Capital Plan. During this 45-day notice period, the LTOs, the RAB, and any other interested parties may submit written comments to the BHA. The BHA shall prepare a written response addressing any comments, and submit it to HUD.

24.1.2 Should the BHA make a significant change to its Capital Plan, the BHA shall undergo a public process to amend the Capital Plan, including notice to the LTO Boards of affected Developments.

### **24.2 Implementation**

24.2.1 During a modernization project, the BHA shall invite typically one, but up to two, representative(s) of an LTO Board to attend interviews of finalists for designer selection. The BHA shall notify the LTO Board of the award of designer contracts.

24.2.2 The BHA shall consult with the LTO Board (or interested residents if there is no LTO) in the planning and design of modernization projects.

24.2.3 The BHA shall notify the LTO Board of the award of construction contracts and all proposed construction schedules.

24.2.4 The BHA shall invite up to two representatives of an LTO Board to attend and participate in pre-construction and job meetings (may be virtual meetings).

24.2.5 Tenant coordinators are required for certain jobs to expedite construction activities affecting residents. In such cases, the hiring entity (the BHA, or a BHA-procured contractor) selecting tenant coordinators may seek assistance from the LTO Board in outreach efforts. An LTO Board member or a member of their household may receive compensation as a tenant coordinator

if they do not participate in the tenant coordinator selection process and have no other conflict of interest.

For State developments, if required by DHCD, the BHA shall seek input from the LTO to make and select from a list of applicants for the position of tenant coordinator. In the event of any dispute regarding the selection of a tenant coordinator at a State development from such a list, the parties may follow the Dispute Resolution Process in [Section 27](#).

## **25. Development Operating Budgets**

The BHA shall meet with the LTO Board regarding the Development's operating budget at the same time as the capital planning meetings, or at such other times as are more practicable for the BHA.

## **26. Redevelopment through Subsidy Conversions, Dispositions, and Demolitions**

26.1 Subsidy Conversions. In recent years, BHA has increasingly pursued strategies to preserve and redevelop public housing communities through subsidy conversions from conventional public housing to project-based voucher subsidy programs like HUD's RAD (Rental Assistance Demonstration) and Section 8 programs. The new subsidy programs provide the same level of deep affordability as conventional public housing, with resident households continuing to pay rent as a percentage of household income. Furthermore, the new programs provide a higher level of public funding to the converted sites in the form of higher subsidy payments. The higher subsidy allows the BHA to finance much needed renovations and, in some cases, redevelopment involving demolition and replacement of public housing units through new construction.

In undertaking subsidy conversions, the BHA is careful to ensure that the rights and protections of conventional public housing are preserved. If the new subsidy program (e.g., Section 8 Project Based Voucher subsidy) does not automatically provide the same level of tenant rights and protections, then the BHA implements those same rights and protections through contractual agreements and land restrictions.

In connection with each subsidy conversion, there needs to be a property disposition to an entity other than the BHA. The new owner entity can be a newly established instrumentality of the BHA (meaning an organization that is fully controlled by the BHA). The new owner entity can also be an unrelated entity. In either case, BHA retains ownership of the underlying land and critical control of the Development through a ground lease with the new entity. The ground lease, associated land restrictions, and other agreed-upon documents are the mechanism through which BHA memorializes the most crucial tenant protections.

26.2 Dispositions and Demolitions. In some cases, the BHA engages in redevelopments of certain Developments through a demolition/disposition process. This might involve demolition with new construction or major rehabilitation. The BHA may choose to designate developers for transformative redevelopments where the designated developers can provide more resources and access to financing. In such



cases, the BHA retains ownership of the underlying land and critical control of the Development through a ground lease with a new entity affiliated with the designated developer. The ground lease, associated land restrictions, and other agreed-upon documents are the mechanism through which the BHA memorializes the most crucial tenant protections.

**26.3 Public Process.** In planning for a potential subsidy conversion, disposition, or demolition, the BHA follows a transparent public process that prioritizes at every stage the existing and future of the Development. The BHA will begin the process by consulting the LTO Board and, with the approval of the LTO Board, the BHA will then consult with the broader resident community at the Development. Consultation means that the BHA will fully explain to residents what is contemplated and why, and the BHA will invite an active dialog with residents to identify and answer important questions. The goal is to reach a shared vision among residents and between residents and the BHA.

Following consultation with Development residents—and as plans for a subsidy conversion, disposition, or demolition advance—the BHA will further consult with the RAB. The BHA will ask LTO Board members and other site residents to be part of the consultation with the RAB. Furthermore, in advance of any subsidy conversion, disposition or demolition, if required by Chapter 88 of the Acts of 1989 as amended, BHA will formally consult with the BHA Monitoring Committee and will not proceed without an affirmative vote of the BHA Monitoring Committee approving the disposition.

**26.4 Applications to HUD or DHCD.** With respect to disposition or demolition of federal Developments, the BHA will strictly follow HUD regulations at 24 CFR 970.13. With respect to state Developments (where the HUD process does not apply) the BHA will follow comparable steps with DHCD. The application for demolition or disposition to HUD or DHCD shall contain a description of the BHA's consultation with the LTO Board, site residents, RAB, and the BHA Monitoring Committee along with copies of written comments and the BHA's responses. The BHA shall notify the LTO Board of the outcome of the application for demolition or disposition.

**26.5 During and After Redevelopment.** The BHA will continue to work closely with the LTO Board and other residents to implement the planned subsidy conversion, disposition, or demolition. Particular attention will be paid to relocation; residents' rights to remain at (or—when temporary relocation is required—residents' right to return to) the Development; and the continued rights and protections enjoyed by residents under the public housing programs. After subsidy conversion, demolition, or disposition, the LTO shall continue to operate pursuant to this Resident Participation Policy to the extent applicable and pursuant to any agreements among the LTO, the BHA, and the new owner of the Development. LTO Board Members and LTO Members shall continue to participate even if temporarily relocated.

## 27. Dispute Resolution Process

27.1 If a dispute arises between the BHA and the LTO regarding a matter under this Policy, including but not limited to denial of recognition (Section 14.10.1), revocation of recognition (Section 14.10.4), resident participation funding (Section 19), or selection of tenant coordinators (Section 24.2.5), the parties shall endeavor in good faith to resolve the dispute through a meeting(s) between LTO Board representatives and the BHA's Chief of Media and Engagement or other designee of the Administrator.

If the dispute is not resolved at this level, the LTO Board shall write to the Administrator of the BHA describing in detail the nature of the dispute. The Administrator's decision shall be final except with respect to the matters stated below.

27.2 With respect to federal Developments, an appeal of any adverse decision by the BHA relating to the failure to satisfy election procedures may be submitted to a jointly selected third-party mediator or arbitrator at the local level. If costs are incurred by using a third-party arbitrator, then such costs should be paid from the resident participation funds.

27.3 With respect to federal Developments, any dispute regarding funding decisions related to HUD criteria (i.e., what activities are eligible for Resident Participation Funding, or HUD criteria used to determine the funding level) that is not resolved after reasonable efforts to exhaust the above internal BHA mechanisms shall be referred to the HUD Field Office for New England. If no resolution is achieved within 90 days from date of the Field Office intervention, the Field Office shall refer the matter to HUD Headquarters for final resolution in accordance with the federal regulations.

27.4 With respect to a State Development, a decision by the BHA regarding recognition may be reviewed to DHCD pursuant to State regulations.

27.5 With respect to internal disputes of the LTO, the LTO may follow either their By-laws, or if their By-laws do not contain a dispute resolution process for internal disputes, then the following process: the LTO members shall provide notice of the dispute to the designated BHA representative. The BHA will schedule a meeting with the LTO members and provide a recommended resolution. Where the recommended resolution requires LTO Board vote, the LTO shall call, within thirty days (30) of the recommendation, a Board meeting with quorum and/or in accordance with LTO meeting bylaws. If the dispute remains unresolved following BHA's recommendation and the LTO Board meeting, the LTO shall call a community meeting within 30 days for a vote on final resolution. Final resolution shall be recorded in the meeting minutes. At any time during the dispute resolution process, the LTO may seek the advice of any other qualified agency as a resource.

## ***OTHER MECHANISMS FOR RESIDENT PARTICIPATION***

In addition to the LTOs, both BHA residents and voucher holders may engage in resident participation activities through two other formal mechanisms.

### **28. BHA Monitoring Committee**

28.1 The BHA Monitoring Committee is governed by Chapter 88 of the Acts of 1989, as amended. The nine members are appointed by the Mayor of Boston to periodically review matters relating to the management and performance of the BHA, and to report them to the Mayor. Five members shall be residents in BHA public housing developments and at least one shall be a BHA Section 8 participant.

28.2 The BHA shall notify LTOs of the opportunity to submit names of potential candidates for the resident members of the Monitoring Committee.

28.3 The Monitoring Committee reviews the annual federal and state operating budget; the principal annual modernization applications; and all property dispositions and demolitions that would reduce the total number of housing units owned by the housing authority that have not been approved by the Massachusetts Superior Court in the case of Armando Perez v. BHA prior to the enactment of Chapter 88 of the Acts of 1989.

### **29. Resident Advisory Board**

29.1 The RAB consists of Residents of various Developments and Leased Housing participants who assist the BHA and make recommendations regarding development of the Annual Plans.

29.2 RAB members shall be elected pursuant to RAB By-laws.

29.3 Through regular meetings (may be virtual meetings), the BHA and the RAB shall review BHA policies, practices, and program goals, including the Five-Year and Annual Plans submitted to HUD and DHCD. The RAB shall make comments and recommendations regarding such Plans. The BHA shall submit the RAB's comments and recommendations with any Plans the BHA submits to HUD and DHCD.

### **30. Resident Empowerment Coalition**

The Resident Empowerment Coalition (REC) is designed to strengthen resident engagement through educating and mobilizing residents to support organizing. The main goal of REC is to engage residents in BHA programs, policymaking, and community development opportunities. All residents are welcome to join and participate in REC meetings.

## Exhibit A

### Recognition Package List

- The LTO By-laws and/or corporate documents.
- An acknowledgment of receipt of this Policy, in a form determined by the BHA, and a Memorandum of Understanding between the BHA and the LTO, indicating that the LTO agrees to the terms of this Policy or other BHA protocols.
- Copies of the LTO's election plan, completed nomination forms, and the names and addresses of the members of the Election Committee.
- The date of the most recent LTO Board election and the number of votes cast for each candidate.
- The names and addresses of all LTO Board members and the date(s) of their election to the LTO Board, and what offices they hold on the LTO Board.
- A certificate by the Election Committee or independent third parties if used that the election was conducted in accordance with this Policy.
- A description of LTO activity, if any, including, but not limited to, efforts achieving reasonable representation and participation of residents reflecting diversity in race, ethnicity, age, disability, and geographic areas in the development, and in BHA developments with multiple financing or subsidy streams, good faith efforts to achieve reasonable representation of residents representing each housing program.
- Copies of outreach and informational materials in all languages used.
- The dates of all LTO Board and Development-wide meetings held within the past twelve months, if any.
- Financial and other records or information that the BHA requests, if any.