

BOSTON HOUSING AUTHORITY

Performance Management Review (PMR) Report

Fiscal Year End 3/31/2025

*For a detailed report of the Performance Management Review (PMR), please contact the Local Housing Authority

Executive Office of Housing and Livable Communities (EOHLC) PMR Desk Audit Ratings Summary Official Published PMR Record For a detailed report of the Performance Management Review (PMR), please contact the Local Housing Authority	
Housing Authority	BOSTON HOUSING AUTHORITY
Fiscal Year Ending	Mar 2025
Housing Management Specialist	Melanie Loveland-Hale
Facilities Management Specialist	Wilzor Exantus

Criteria	Score/Rating			
	Management			
Occupancy Rate	c.667	c.705	c.200	Cumulative
	Operational Guidance	No Findings	No Findings	No Findings
Tenant Accounts Receivable (TAR)	c.667	c.705	c.200	Cumulative
	Corrective Action	Corrective Action	Corrective Action	Corrective Action
Board Member Training	No Findings			
Certifications and Reporting Submissions	No Findings			
Annual Plan	No Findings			
	Financial			
Adjusted Net Income	No Findings			
Operating Reserves	No Findings			

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC) Staff Certification & Training Rating	
LHA Name	BOSTON HOUSING AUTHORITY
FYE	Mar 2025
HMS Name	Melanie Loveland-Hale
FMS Name	Wilzor Exantus
Criteria	Rating
Staff Certification and Training	No Findings

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC) CFA Submission	
LHA Name	BOSTON HOUSING AUTHORITY
FYE	Mar 2025
HMS Name	Melanie Loveland-Hale
FMS Name	Wilzor Exantus

CFA Submission

Rating: No Findings

Recommendations: 1. No Recommendations

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)

PMR Desk Audit Recommendations Report

LHA Name	BOSTON HOUSING AUTHORITY
FYE	Mar 2025
HMS Name	Melanie Loveland-Hale
FMS Name	Wilzor Exantus

Occupancy

Rating All: No Findings

Rating 667: Operational Guidance

Rating 705: No Findings

Rating 200: No Findings

1. No Recommendations

Tenant Accounts Receivable (TAR)

Rating All: Corrective Action

Rating 667: Corrective Action

Rating 705: Corrective Action

Rating 200: Corrective Action

1. Adhere to your rent collection policy and lease, i.e. sending notices, reminder letters, 14-day notice to quit, 30-day notice etc. Send notices to tenants early and frequently.
2. Create written repayment agreements, either in house or court ordered, and ensure they are adhered to.
3. Evaluate vacated balances to better understand what is collectible and what is unlikely to be collected and could be written off. Don't allow tenant balances to build-up before doing lease enforcement. Review aged receivables report regularly.
4. Set reasonable thresholds for commencing legal action.
5. HMS and LHA discussed the housing authority's efforts to collect rents and enter into repayment agreements; HMS recommends LHA continue its efforts.

Board Member Training

Rating: No Findings

1. No Recommendations

Certifications and Reporting Submissions

Rating: No Findings

1. No Recommendations

Annual Plan Submission

Rating: No Findings

1. No Recommendations

Adjusted Net Income/Revenue

Rating: No Findings

Revenue

1. No Recommendations

Expense

Salaries

1. No Recommendations

Legal

1. No Recommendations

Utilities

1. No Recommendations

Maintenance

1. No Recommendations

Other

1. No Recommendations

Operating Reserve

Rating: No Findings

1. No Recommendations

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)**CHAMP Close Out Report****Official Published PMR Record**

LHA Name	BOSTON HOUSING AUTHORITY
FYE	Mar 2025
HMS Name	Melanie Loveland-Hale
FMS Name	Wilzor Exantus

CHAMP Criteria 1a

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 1b

Rating: Corrective Action

Recommendations: 1. Prioritize the intake of CHAMP Paper Applications to ensure that all CHAMP Paper Applications are date and timestamped.
2. Ensure that the date and timestamp are located in an area of the application that does not obscure the stamp.

CHAMP Criteria 1c

Rating: No Findings

Recommendations: 1. Prioritize CHAMP Paper Application data entry to ensure that your LHA reduces the number of CHAMP Paper Applications entered more than 30 days from receipt. No more than 2% of CHAMP Paper Applications can be entered more than 30 days after date/timestamp.

CHAMP Criteria 2a

Rating: Corrective Action

Recommendations: 1. Ensure that all vacancies are recorded in the EOHLC Housing Apps Vacancy Reporting System within 30 days of the vacancy date.
2. Establish reoccurring calendars reminders to help ensure vacancy data is entered into the EOHLC Housing Apps Vacancy Reporting System within 30 days.

CHAMP Criteria 2b

Rating: Operational Guidance

Recommendations: 1. Ensure that all offers of housing were made using CHAMP for all units occupied in the Fiscal Year (Excluding Admin Transfers).
2. Ensure that all unit offer data is correctly entered into the EOHLC Housing Apps Vacancy Reporting System (Including Application ID, List Pull ID, Applicant Priority/Preference, and

Lease Start date)

3. Ensure that occupancy data entered into HAFIS references the CHAMP occupancy data.

CHAMP Criteria 3a

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 3b

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 3c

Rating: No Findings

Recommendations: 1. No Recommendations

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)

PMR Physical Condition Report

For any questions on your FMS PMR Ratings, please contact your FMS.

LHA Name	BOSTON HOUSING AUTHORITY
FYE	Mar 2025
HMS Name	Melanie Loveland-Hale
FMS Name	Wilzor Exantus

Criteria 1: 100% of units inspected during FYE under review

Rating: No Findings

Recommendations:

1. Ensure that work orders are created, tracked, and completed for all deficiencies identified during unit inspection
2. Ensure that work orders are created, tracked, and completed for all Health and Safety deficiencies
3. Ensure that all work orders are completed in the appropriate timeframe or appropriately added to the DM/CIP
4. Ensure that all work orders for all Health and Safety deficiencies are completed in the appropriate timeframe
5. Note: Inspection Checklist number 3.13 Ventilation Fail, Water Faucet runs continuously. No work order was created.
6. Ensure that all deficiencies found at the time of unit inspection are included in Inspection Reports including tenant violations

Criteria 2: Unit inspection Reports create, track, and report Work Orders for inspection repairs, and Work Orders are completed within 30 days or added to DM/CIP

Rating: Corrective Action

Recommendations:

1. Ensure that work orders are created, tracked, and completed for all deficiencies identified during unit inspection
2. Ensure that work orders are created, tracked, and completed for all Health and Safety deficiencies
3. Ensure that all work orders are completed in the appropriate timeframe or appropriately added to the DM/CIP
4. Ensure that all work orders for all Health and Safety deficiencies are completed in the appropriate timeframe
5. Note: Inspection Checklist number 3.13 Ventilation Fail, Water Faucet runs continuously. No work order was created.
6. Ensure that all deficiencies found at the time of unit inspection are included in Inspection Reports including tenant violations

Criteria 3: Unit Inspection Reports accurately reflect necessary repairs

Rating: No Findings

Recommendations: 1. No Recommendations

Criteria 4: Work Orders created for every vacancy and completed within 30 days (or waiver requested)

Rating: No Findings

Recommendations: 1. No Recommendations

Criteria 5: Vacancy Turnover Work Orders accurately reflect necessary repairs

Rating: No Rating

Recommendations: 1. No Recommendations

Criteria 6: LHA Preventive Maintenance Plan accurately reflects all necessary work to maximize life of LHA components

Rating: No Findings

Recommendations: 1. No Recommendations

Criteria 7: All emergency work orders are created, tracked, reported and completed within 48 hours

Rating: No Findings

Recommendations: 1. Ensure that all Emergency Work Orders are created, tracked, and reported per EOHLC guidance
2. Ensure that all Emergency Work Orders are completed within 48 hours
3. LHA should create a list of emergency items and distribute to all staff, tenants and answering service if have one. Produce emergency work orders for any work that is on your emergency list and initiate work within 24 to 48 hours. See Handout J

Criteria 8: All requested work orders are created, tracked, reported and completed within 14 days or added to DM/CIP

Rating: No Findings

Recommendations: 1. No Recommendations

Health & Safety Deficiencies

Inspection reports were provided to the LHA at the time of the EOHLC site visit. Health and safety deficiencies were identified during the PMR Inspection. These items must be completed or initiated within 48 hours. Following completion of these health and safety deficiencies, the Executive Director must login to the FMS software application and certify, by electronic signature, that all health and safety deficiencies have been completed. Please contact your assigned FMS for further assistance.