

**Arlington Housing Authority
State Annual Plan Public Hearing**

Minutes

June 18, 2024, at 6:45 PM

Call to Order

The virtual meeting was called to order at 7:13 by Mr. Talanian

Roll Call

Present: Nicholas Mitropoulos,
Gaar Talanian, Jo Anne Preston
and Fiorella Badilla

Absent: Brian Connor

Also Present: John Nagle, Executive Director,
John Greco, Attorney

Notice to Town Clerk

Notice of this meeting was delivered electronically on June 13, 2025 and posted by the Arlington Town Clerk in accordance with the provisions of the Open Meeting Law.

State Annual Plan Hearing

Ms. Preston wanted to know if we have enough money.

Christopher Partridge, Director of Maintenance and Modernization, gave his Annual Report:

Key Achievements

1. **Preventive Maintenance Success:** Our routine and preventative maintenance systems continue to improve efficiency within the department. Our dedicated maintenance team responds to calls 24/7 to ensure the infrastructure is preserved along with resident comfort and safety.
2. **Cost Savings Initiatives:** Utilizing LEAN programs to implement cost saving opportunities for energy throughout the portfolio. These capital programs are projected to decrease utility expenses compared to FY2024. (Ref Drake Village HVAC.)

3. **Improved Response Times:** Achieved improved response times to maintenance work orders, enhancing overall resident satisfaction.
4. **Workplace Safety Training: Following** OSHA and Mass Department of Labor and Standard guidelines. AHA continues to build on these necessary safety protocols.
5. **Improved Communication:** We work in close collaboration with the AHA operations team. We are able to maintain an excellent communication dynamic with residents, keeping them informed about important projects and initiatives throughout the developments.

Challenges Faced

1. **Resource Constraints:** Social service aid. As social service and mental health demands expand, AHA is committed to examining and exploring creative methods to assist residents and staff in these areas.
2. **Aging Infrastructure:** Increased frequency of repairs due to aging infrastructure IS PART OF OUR Maintenance forecast annually.

Recommendations for Improvement

1. **Partnerships:** Combining resources through shared partnerships with other municipalities and LHA's.
2. **Training and Development:** Enhance staff training programs to keep pace with evolving maintenance techniques and technologies.
3. **Infrastructure Upgrades:** Advocate for capital investments in upgrading critical infrastructure to reduce maintenance costs and improve reliability.

Conclusion

The AHA Maintenance team reports on another successful campaign. A combination of dedication and strategy gives today's residents of the Arlington Housing Authority confidence in our mission.

Ms. Preston said it was an excellent report.

Mr. Partridge responded to a question related to pest management by indicating that we use our contracted Pest Control Management company. Also, that we track the calls that are made and use the reports from the pest management company to help address it.

Mr. Shepherd, Director of Operations, gave his report.

He said that we have three new employees, Bianca Levarity, Resident Services Coordinator, Felicita Perdomo Cruz, Tenant Selector and Raji Ayinla, FSS Coordinator.

Mr. Shepherd said that Mr. Ayinla has stepped up and that he gave a great report for the FSS program. Also, Ms. Levarity is our Resident Services Coordinator and Ms. Perdomo Cruz is our Tenant Selector, and they have been doing a great job.

He indicated that Ms. Perdomo Cruz is working hard to fill the 17 units that are currently vacant. Mr. Shepherd provided additional context concerning the number of vacancies including that there was a spike in the number of units that have become vacant over the past few months for a number of reasons. Mr. Shepherd is working to get below a 2% vacancy rate by the end of the month.

Mr. Shepherd indicated that all property managers have been doing a great job.

He indicated that Resident Services have done a lot of great work including the roll out of the summer camp/program scholarships, porch fest at Cusack Terrace, and bringing in new programs like Cradles to Crayons.

Mr. Shepherd indicated that since January the AHA has received over \$30,000 in Rental Assistance for tenants that have fallen behind. This is largely due to the work being done by our Resident Services Coordinators, Ms. Horgan and Ms. Levarity.

Ms. Preston said that was a terrific report. She wanted to know how many are on the wait list.

Mr. Shepherd said provided Ms. Preston the number of applicants on the wait list for the family, elderly, and non-elderly handicapped waitlists.

Mr. Shepherd indicated that he is working to cross train staff to help process vacancies and other functions more efficiently.

Ms. Badilla asked what about confidentiality.

Mr. Nagle said we have staff sign documentation related to requirements concerning confidentiality and that staff also take classes concerning it.

Public Comments

NONE

Approval of 2026 Annual Plan

Upon a motion made by Ms. Badilla and seconded Ms. Preston it was unanimously voted in favor to Approve the 2026 Annual Plan.

	<u>Yes</u>	<u>No</u>
Nicholas Mitropoulos	X	
Gaar Talanian	X	
Jo Anne Preston	X	
Fiorella Badilla	X	

Motion to Adjourn

Upon a motion made by Ms. Badilla and seconded by Ms. Preston it was unanimously voted in favor to Adjourn the State Annual Public Hearing.

	<u>Yes</u>	<u>No</u>
Nicholas Mitropoulos	X	
Gaar Talanian	X	
Jo Anne Preston	X	
Fiorella Badilla	X	