

# FY20 Shelburne Housing Authority Annual Report



Highland Village is a community of 46 units of elderly housing.

### FY20 Stats:

- 560 Work Orders Completed
  - 14 New Residents Welcomed
- 

### Board of Commissioners

Susan Flaccus, Chair  
Rita Maccini, Vice Chair  
Roger Bowen Weld  
Kim Levitch  
Margaret Payne

---

Gina Govoni, Executive Director

### COVID Pandemic

FY 2020 proved to be a most unusual year. In March 2020, the COVID-19 pandemic changed all Public Housing operations. Site offices, main offices and community rooms were shut down to the public. Employees were required to work remotely, excluding property maintenance staff. Non-emergency work orders were required to be “deferred” and additional cleaning and disinfecting of all high touch surfaces in common areas were implemented. Notices regarding new protocols were distributed to Residents as information became available.

The most vulnerable population to the virus is seniors and people with disabilities. All protocols and procedures changed and Property Management worked diligently to adapt and implement new procedures for Highland Village. Although there had been COVID surges in Franklin County, Highland Village and HRA staff managed to stay virus free. This has proved to be a very difficult time for all. Residents have not been able to see family, friends or meet with various service providers. It has been a scary and lonely time for many during a time when services are needed most.

### Staffing

We stabilized property management staff during the year and added new members, Pam Parmakian, Director of Property and Asset Management and Michael Taylor, Property Manager. Hugh MacKay continued work on modernization projects and Mark Fortier continued Property Maintenance.

### Processing New Applicants

During the first part of year, DHCD required SHA to begin using a new applicant centralized waitlist known as “CHAMP”. CHAMP is comprised of all Public Housing Authority waitlists throughout the State. The screening of applicants would now include the merged lists throughout the State which resulted in processing hundreds of applicants in order to fill vacancies. Once the waitlists were “cleaned up” for the state, the process would go much more smoothly. During the beginning months of calendar year 2020, we processed over 250 applicants to fill 4 units. This proved to be a very timely task.

### Partnership with LifePath

Shelburne Housing Authority continued a partnership with LifePath to provide on-site services including information and

referral, assistance with accessing services and a meals program. After the COVID-19 shut down of community rooms and on site services, LifePath continued reaching out to Residents on a regular basis via telephone.

### **Capital Projects**

In FY 2020, just as we thought our kitchen bathroom project was behind us, the Town of Shelburne reallocated funds to the design work of the next phase of the project. CDBG funds have allowed us to work on the design plans for renovating the kitchens. Due to COVID restrictions on gatherings we have had one on line public comment meeting and are preparing the next on line meeting, as well as sending the design plans to residents for review. Once the design work is complete this project will be design ready should funding become available in future grants or formula funding.

We completed the parking lot line painting project which outlined fire lanes, added several new handicapped parking spots and there are new signs being installed as needed.

We had also been awarded health and safety funds for tree removal which most of the concern was in front of building A. We had readjusted the initial scope of work and rebid the project with anticipation of the safety project be complete by the end of October.

We continue to work on the building A entry way project to replace the rafters which have water damage and drainage concerns. Once we have established the scope of the repairs this project will be going out to welcome bids from contractors.

With COVID restrictions delaying projects and DHCD extending completion dates, we anticipate working on expediting a lighting project which should take priority as well as trim and siding repairs in the future, as well as completing the additional concrete walkways at emergency exits.

### **Governance**

The SHA Board bid farewell to Noah Grunberg after 10 years of service as a Commissioner. We are grateful for his service! The SHA Board welcomed Roger Bowen-Weld to the Board. Roger, also a resident, will bring a valued insight to the board. Welcome, Roger!

FY20 was a productive year for the SHA Board. Updates were made to the Grievance Policy and Procedures, the Non-Smoking Policy, the Rent Collection Policy, as well as the Pet Policy.

In FY20, the SHA Board voted in favor of exploring regionalization with FCRHRA, which has been delayed due to COVID. The exploration will include the governance model, and likely a new working relationship with the FCRHRA board. The goal of this project is twofold: first, we will define the values and contributions that the more traditional SHA board will bring to the FCRHRA board, and secondly, this will help to relieve administrative costs.