


BILLERICA

HOUSING AUTHORITY

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TO: Board of Commissioners 
FROM: Robert M. Correnti
DATE: Sept 30, 2019
RE: **OCTOBER 2019 EXECUTIVE DIRECTOR'S REPORT**

A. ADMINISTRATIVE ACTIONS:

1. **Smoking:** none
2. **Overdue Rent:** none
3. **Other:** none

A. MONTHLY TENANT MEETINGS:

1. **September 10th, 2019 Meeting:**
 - i. (0) zero attended from Talbot
 - ii. (20) twenty attended from 13 River
 - iii. (23) twenty three attended from 16 River
 - iv. Approx 26% attendance (above average)

B. 16 RIVER CRACK FILL/SEALCOATING/MARKINGS:

1. Project completed

C. AFFORDABLE HOUSING:

1. Still seeking properties in Town with no success to date. Open to any leads from the Board.

D. 13 RIVER PAVING PROJECT:

1. Project continues-will update at the meeting.

E. 16 RIVER STREET CONTRACT RENEWAL:

1. Process is moving along. Submitted to HUD. HUD requested more documents.

F. OPERATING HOURS:

1. As per memo of 9/11/19, operating hours will be changed effective 10/7/19. This will provide some additional late afternoon hours to serve residents as well as Friday "open time" for staff to address personal business.

- G. PMR (Performance Management Review):** All went well. DHCD recognized that our Office Staff is knowledgeable, caring, and committed to providing excellent service to BHA residents. Additionally, all three Maintenance personnel were recognized and commended, by DHCD. for their knowledge, skills and efforts. It is clearly evident at all properties. Lastly, they cited a survey of resident responses that gave us very high positive responses.
- H. RESIDENT ISSUE WITH PARKER HOSE:** A 13 River resident had a complaint regarding Parker House's Handicap parking space. Parker House was using this space for their van (which did not have a Handicap placard or plate). The resident complained to the Manager at the Parker House and brought the Chair of the Billerica Commission on Disability with them to complain. Billerica Police were notified. I will update the Board at the meeting. The Parker House tenant (VinFen) follows proper protocol and deals with the ED. We likewise follow the same protocol and deal with their on-site Manager. They have always sought to be a good tenant and have worked with us, in a positive collegial manner, on any issues. I am working to minimize any fall-out from this incident.
- I. BHA Benefits:** With Jean Kneeland's retirement, we lost Delta Dental coverage as we did not have sufficient members as Delta requires. We have since been able to obtain coverage with AFLAC for Dental and Vision Plans. The BHA will cover 85% of the costs for each.