

## SHA Annual Property Management Management Report for FY 2017

SHA		Routine Work Orders	Move Outs	Urgent Work Orders	Average Completion Time in days per workorder
Total unit months, FY 2016	564				
Total unit months leased, FY 2016	552				
<b>Lease Percentage through 9/30/2016</b>	<b>97.87%</b>				
Total work orders	123	120	10	10	
Closed	118	115		10	
<b>Work order completion percentage for 2016</b>	<b>95.93%</b>	<b>95.80%</b>		<b>100%</b>	12 Days
<b>Tenant Accounts Receivables</b>		<b>0-30 days</b>	<b>31-60 days</b>	<b>61-90 days</b>	<b>Percentage of Total potential rent uncollected</b>
Total 2016 Potential Rent	\$ 161,628				
2016 Rents collected	\$ 159,155				
<b>Total Outstanding</b>	<b>\$ (2,472)</b>	<b>\$ (1,539)</b>	<b>\$ (749)</b>	<b>\$ (184)</b>	<b>-1.53%</b>

### FY 2017 Annual Overview PROPERTY MANAGEMENT

**Rents:** Collection of rents has been above average this year running at 98.47%, the top performing tier in public housing.

**Vacancy and Waiting List:** SHA had eight vacancies in FY 2016. We continue to have issues filling units in the split level style housing with long walking distance to back units. This is the basis for our long vacancy time this year. We also have several transfer requests waiting for ground level units. As of September 30, there were 29 households on the waiting list for Highland Village, which implies an average waiting time of two years. Actual waiting time varies according to priorities, which include current residence (priority for Shelburne), veteran status, and emergencies status as defined by state regulations.

**Financials:** Rent collected exceed total potential rent as a result of some tenants paying October rent in September. Year-end financials and a balance sheet will be available in November.

### CAPITAL IMPROVEMENTS

SHA received additional Community Development Block Grant funds from the Town of Shelburne for capital projects at Highland Village in 2017 / 18. As such Highland Village will undergo a kitchen and bathroom renovation encompassing all 46 units during FY 2018. FY 2017 saw the planning stages of the project leaving the actual project itself for FY 2018.

### GENERAL

Maintenance staff continues to provide best in class service in terms of upkeep and curb appeal making Highland Village one of the premier public housing sites in Western Massachusetts.

Life Path continues to offer resident services. The meals program and other services have benefited the tenants ability to maintain independent living at Highland Village.