



90 Longwood Ave. Ste. 1
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Brookline Housing Authority

October 7, 2026

Brookline Housing Authority Residents,

I hope you are enjoying the turn to fall weather and got through the Nor' Easter two weeks ago safe and dry. We apologize to any residents affected by leaks during the storm.

We have several updates from around the Brookline Housing Authority (BHA), highlighted by the funding announcement for 10 Walnut. This project will be the first phase of the redevelopment of Walnut/High St, and replace 32 townhouses built in 1962 with 96 modern, sustainable apartments for families at the entrance to Brookline

Important Reminders:

- ✓ **EverBridge Notifications:** BHA sends out emergency notifications and important updates such as resident meetings, modernization project updates, and other reminders through the Everbridge messaging system. If you receive a message from Everbridge through email, text, or phone call, it is NOT a scam. The text messages come from **89361**. If you have not received an alert, please check with your property manager to make sure we have the right phone number for you.
- ✓ **Work Orders:** Call in any issues with your apartment promptly to the maintenance line at [617-277-1884](tel:617-277-1884). We create and track work orders as they are called in, and early requests help us plan and deal with concerns proactively. You can also email maintenance@brooklinehousing.org.
- ✓ **Pest Control:** Please call maintenance at 617-277-1884 at once with any pest issues. B&B Pest control comes on site every Wednesday to treat units and also conducts inspections of all apartments twice a year. If you have ongoing pest issues - KEEP CALLING! Property Managers accompany pest control and leave door tags with treatment conducted and next steps. See [Pest Control Overview](#) attached and on our website for more information
- ✓ **Rent Payment:** Rent is due on the 1st of each month. Pay your rent by the 7th of each month to avoid a balance letter. You can pay by check at your property manager's office, by mail, or drop off at 90 Longwood, by direct check from your bank, or the most convenient option, online bill pay through the PHAweb Tenant Portal. See [How to Pay Rent Notice](#) on our website.

Staffing Updates

We have had several staffing changes since May. Congrats to the new hires and promotions on their new roles!

- Maintenance & Modernization
 - Shane Toomey started as laborer on August 31st.

- Raymond Jarvis was promoted to Lead Mechanic, and is assigned to 32 Marion.
- We are [hiring for an additional Lead Mechanic](#), and hope to have someone on board soon!
- You can find pictures of all our maintenance staff here:
<https://www.brooklinehousing.org/maintenance.aspx> .
- Property Management
 - Grisel Laboy started as Property Manager at 32 Marion on August 24th.
 - Sandra Santiago is once again the property manager for 90 Longwood.
 - Melissa Pagan is now federal public housing property manager covering both Walnut/High Street and 190 Harvard Street.
- Redevelopment
 - Annemarie Parsons joined us as Redevelopment Associate on September 14th.
 - We are also [hiring for a Redevelopment Project Manager](#) to help us as we move forward with increasingly complex projects.

Resident Handbook

BHA recently completed a comprehensive [Resident Handbook](#) Handbook and just posted further updates this fall. This collects and summarizes in one place, policies, procedures, and resources for our residents. We are providing it in paper form to residents on move-in, but it is available on our website at the link below. If you need a paper copy, please contact your property manager. We will also have versions translated into Spanish and Chinese shortly. We welcome ideas to improve and add to this resource!

You can find it on the front page of www.brooklinehousing.org

Property Management and Fall Reminders

We are changing the annual recertification schedule at our family sites. Instead of doing ALL property recertifications in the same month, we will now recertify incomes and rents in the month the household first leased. This will spread the work throughout the year and allow the property managers to spend more time with residents on their recertification. If you're affected, you'll receive specific notices with your new recertification date.

We've gotten some cool fall weather, and the heating season has begun. If you have a window-mounted air-conditioner, please consider removing it by November 1st or ensure that it's properly insulated. This helps keep your apartment comfortable and reduces utility costs and greenhouse gas emissions. See [Air Conditioner Policy \(Adopted April 14th\)](#) for more details.

For your safety and your neighbors, please do not remove smoke detectors from your unit – call maintenance if they are beeping or malfunctioning. Smoke detectors are expensive and [there is a charge](#) for replacing them/

Redevelopment

Since May, we have nearly-fully leased up our 32 Marion building, welcoming 115 households to this passive-house building for seniors and people with disabilities.

The state included 10 Walnut, the first phase of the redevelopment of the Walnut/High Federal Public Housing site, in the [affordable housing funding awards](#) announced in September. With this funding in hand, BHA will push ahead with plans to demolish the townhouses on Walnut Street in 2027 to create 96 units of passive-house family housing. When the building is completed after about two years of construction, 22 High Street residents can move into the new building.

Modernization

We have a lot of construction work at our public housing sites. This work will improve conditions in these developments, but we understand how disruptive construction can be. We appreciate everyone's patience during construction as we improve the properties. You can find more information at <https://www.brooklinehousing.org/modernization.aspx>

- Egmont/Trustman
 - The Windows, Hallways, and Doorway project is nearly complete, with nearly all new windows and apartment doors installed.
 - The Egmont roof project is also nearly complete – contractors are finishing replacement of the sixth and final roof.
- High Street Vets
 - Electrical Project – The contractor is progressing with trenching for electrical conduit lines and should start installing the new electric stoves later this fall.
 - Fire Alarm project – Unfortunately, due to error in design, the contractor will have to return to install heat detectors in each apartment. We apologize for the added disruption.
 - Site work project – This project is progressing well with a lot of activity on the site replacing walkways, stairs, resurfacing parking lots, and replacing the upper playground. We hope to be done with the project aside from landscaping before
- Kickham Apartments
 - The elevator replacement project is in progress and expected to be done by spring.
 - BHA maintenance is rehabilitating vacant units. Current residents will transfer into these units with new flooring, painting, kitchens, and bathrooms.

Upcoming projects include new unit doors at High Street Veterans, and later in 2027 or 2028 new roofs at Trustman and High Street Vets and new windows at High Street Vets. The state also announced funding for a [Creative Placemaking project](#) to revitalize the community spaces at High Street Veterans. More on that soon!

Resident Services and Meetings

Thanks to all who attended quarterly meetings at all our sites (32 Marion being scheduled) throughout September. It was great to see the involvement and hear feedback from our residents. Please look for invitations to the property holiday celebrations in December.

BHA partners with Hebrew SeniorLife and the Brookline Center for Community Mental Health to provide service coordination. Service coordinators can help with applying for and accessing benefits and resources. These services are available to all residents – please see postings at your property to connect with your assigned coordinator.

Recent resident services highlights include:

- Two new service coordinates for our family sites – Naomi Johns serving 22 High St and High Street Veterans, and Naomi Jules serving Trustman & Egmont.
- A successful summer wellness challenge featuring over 30 participants.
- Summer cookouts at each of our senior sites; and
- Six new graduates from our Self Sufficiency Program!

Thank you for all you do to make Brookline Housing AUTHority a great place to live. Have a safe and fun fall season!

Thank you,



Ben Stone
Executive Director, Brookline Housing Authority

Important notice. Translation available in property manager's office by request.

Aviso importante. Traducción disponible en oficina del administrador, por solicitud.

重要通知。物业经理办公室可应要求提供翻译。

Важное уведомление. Перевод в офисе управляющего по запросу.

Avi enpòtan. Tradiksyon disponib nan biwo administratè a sou demann.