



Brookline Housing Authority

90 Longwood Ave., Ste. 1  
Brookline, MA 02446  
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TTD 800 -545-1833 Ext.213

This is an important notice.  
Please have it translated.  
這是個重要通告，請予翻譯。  
Это важное уведомление.  
Просим перевести его.  
Esta es una notificación importante.  
Por favor, mande a traducirla.  
Sa a se yon avi enpòtan. Tanpri fè tradui l.  
これは重要な通知です。  
これを翻訳してもらってください。  
זוהי הודעה חשובה. אנא תדאגו לתרגמה.  
Đây là một thông báo quan trọng.  
Vui lòng cho dịch ra.  
Este é um aviso importante.  
Por favor traduza o mesmo.

May 26, 2026

Brookline Housing Authority Residents,

It's been a busy three months, as always, at the BHA. I'd like to start by saluting our outgoing chair, Mike Jacobs, for his service and dedication to the BHA. Mike Jacobs served on the board for 25 years, including the last several as a chair. He brought decades of affordable housing experience to the role and guided the BHA with the best interest of the authority and its residents in mind. Under his leadership the BHA has become a leader among HAs, offering robust resident services and rehabilitating or developing hundreds of affordable apartments.

We also welcome a new board member, with Jonathan Klein joining the board this May. He has decades of experience representing affordable housing developers, serves on Brookline's Housing Advisory Board, and until recently served on the board of the Brookline for Everyone housing advocacy group.

### **Important Reminders:**

- *EverBridge:* BHA sends out emergency notifications and other updates through the Everbridge messaging system. If you receive a message from Everbridge through email, text, or phone call, it is NOT a scam. If you have not received an alert, please check with your property manager to make sure we have the right phone number for you. We send important information about severe weather, power outages, and other emergencies, as well as updates on modernization projects or resident meetings & events. The messages come from **89361**.
- *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.
- *Pest Control:* Please call maintenance at 617-277-1884 immediately with any pest issues. B&B Pest control comes on site every Wednesday to treat units based on called-in work orders, and they also conduct inspections of all apartments twice a year. If you have a persistent pest issue – KEEP CALLING! That ensures we keep treating the infestation and the issue stays on our radar for further measures. Property Managers accompany pest control.
- *Rent Payment:* 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 haven't had any new staff since the last newsletter, but do have some open positions!

- Maintenance
  - We are currently hiring a maintenance mechanic due to the additional workload with 32 Marion.
  - We welcomed back carpenter Dave Piazza recently after a long layoff due to injury.
  - You can find pictures of all our maintenance staff here: <https://www.brooklinehousing.org/maintenance.aspx>
- Property Management
  - Shalaine Shortall started as 50 Pleasant property manager in March.
  - Sandra Santiago is now the property manager for the new 32 Marion building.
  - Melissa Pagan is now the 90 Longwood property manager.
  - We are hiring a federal public housing property manager.
- Resident Services
  - We are hiring for a Program Specialist to assist with outreach and events.

Congrats to all on the promotions and new roles! We will make sure to have adequate coverage at each site during the transition.

### **New Policies and Resident Handbook**

BHA recently completed a comprehensive Resident Handbook. 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 reach out to your property manager. We welcome ideas to improve and add to this resource!

<https://www.brooklinehousing.org/documents/policies/residentHandbook.pdf>

The BHA adopted two new policies at the April Board Meeting. These policies apply to our family housing and will be rolled out this summer. There is more information in the notice attached to this ED Newsletter. These policies will help keep our properties safe and ensure fair access to outdoor space for all residents.

### **Air Conditioner Policy (Adopted April 14<sup>th</sup>)**

- Window mounted air-conditioners must be securely installed and insulated.
- BHA will note improper installation at annual inspection, and will ask residents to fix them; without action, maintenance may do so for a back charge.

### **Outdoor Spaces Policies (Adopted April 14<sup>th</sup>)**

- Reminds residents that pathways must remain clear and that residents cannot leave personal items outside when not using them.
- Notes that motorbikes or other vehicles must follow the parking policy; please register them with property manager and park them in assigned space
- Regulates use of grills – charcoal grills are not allowed due to safety risk.

## **Redevelopment and Modernization**

We have a huge update as 32 Marion welcomed its first residents on May 8<sup>th</sup>! This new-construction building, with 115 modern, sustainable one-bedroom apartments for seniors and non-elderly disabled is the largest affordable housing development in Brookline in almost 50 years. This project replaced the Colonel Floyd apartments, built in 1962, while adding 55 apartments to the 60 originally on-site. We are very proud of this building and excited to welcome new residents, whether returning from the old Colonel Floyd Apartments, transferring from Walnut Street, or joining from the waitlist.

BHA submitted our application to the state for 10 Walnut on March 19<sup>th</sup>. The state will inform us if we are funded in July. We will start construction in 2027 if funded. This building, will replace 32 townhouses built in the 1960s with 96 modern apartments for families. We have moved all residents of the 1 bedroom townhouses to 32 Marion, and are working with the residents of the family townhouses to find alternate housing by this fall. We plan to demolish the vacant buildings this winter to prepare for construction.

This is the first phase of a planned two-part redevelopment of the Walnut/High apartments.

### *Modernization*

We have a lot of construction work going on 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. You can find more information at <https://www.brooklinehousing.org/modernization.aspx>

- The Egmont/Trustman Windows, Hallways, and Doorway replacement project continues, with over window installation mostly complete at Trustman and underway at Egmont. Door installation will start at Egmont in the next month, and hallway and entryway work continues at both sites.
- The contractor has mobilized and started bringing in materials and preparing to start work on this project to replace all the roofs at Egmont. There will be some parking impacts during construction.
- The High Street Vets fire alarm and electric stove projects continue. The fire alarm project is nearly done with final acceptance testing and will finish up with removal of old system and patching and painting in the next month. The stove project has finished installing most electrical distribution panels and will do continued electrical work in apartments to prepare for stove replacement.
- We selected a contractor, Tasco Construction Inc., for the High Street Vets site improvement project. They will start work later this summer on work including repair or replacement of parking lot pavement, repair or replacement of walkways, new handrails and fencing, improved landscaping, new bike racks and furniture, and replacement of the playground on the upper lawn.
- The elevator modernization project for Kickham Apartments has started.

**Resident Services**

BHA partners with Hebrew SeniorLife and the Brookline Center for Community Mental Health to provide service coordination. Service coordinators can help assist 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.

In June, the Brookline Public Health Department will once again offer free Brookline Bounty coupons to the Brookline Farmer’s market. Check your resident services newsletter or postings to find the sign up date for your property.

Thank you,

A handwritten signature in blue ink that reads "Ben Stone". The signature is fluid and cursive, with a long horizontal stroke extending from the end of the name.

Ben Stone  
Executive Director  
Brookline Housing Authority