



May 23, 2019

RE: 111 Hildreth Street Elevator Outage

Dear Stakeholders,

I am writing to inform you that the Lowell Housing Authority experienced an elevator failure at 111 Hildreth Street. We have assembled a response team of resident service professionals that is actively working with our residents and property management team to put a service plan in place. Our main concern and duty are for the safety and comfort of our residents. We have met with our residents at this development to explain the situation, establish a forum for ongoing communication and to hear their specific needs and make accommodations. After holding these meetings, we are proud of our residents for the cooperation and resiliency they have shown. We are also having active conversations with our Fire Chief and Building Commissioner to ensure LHA is moving in the right direction to maintain a safe environment, and thank them for their time and support. I wanted to be certain we had our plan in place and had the most accurate information before delivering this update. After meeting with our elevator professionals today, we have found a financially feasible solution that will materially reduce the time of outage. We expect an initial repair timeline of 14 to 18 weeks. This is a drastic improvement from initial replacement estimates of 40 to 45 weeks. This is still a long inconvenience for our residents so our resident service plan will move forward. For your information, I have detailed aspects of the issue and our strategy below.

ELEVATOR CONDITION AND REPAIR TIMELINE

The Authority had an engineering study completed in March, 2019 to review all elevators and prioritize those recommended for replacement. This elevator at Hildreth Street is aged and was recommended for replacement within the next two to three years. This recent failure, and the cost of repair, forced the decision of repair or replacement. The Authority was considering both options and had a meeting with our elevator engineer and elevator maintenance vendor to further discuss the pros and cons of each option. Our decision is now to move ahead with the repair immediately and concurrently start our process for a complete replacement. This initial repair has a project timeline of 14 to 18 weeks. This is a drastic improvement from initial replacement timelines of 40 to 45 weeks. This elevator most recently passed state inspection on April 20, 2018 (see attachment 1) and the LHA ensures that all elevators are properly maintained and repairs are made when needed. In the March, 2019 elevator review, it was noted by the engineering firm, NV5, in section 2.4 that “preventative maintenance

Dr. Gary K. Wallace
Executive Director

Board of Commissioners
Vanna Howard, Chairperson
Philip L. Shea, Vice Chairperson
Joanie Bemes
Matthew Marr
Robert McMahon

A Foundation for Stability and Opportunity



tasking is conscientiously and productively being conducted". In this same study, the root cause of problem is identified as underground environmental effects on hydraulic cylinders (see attachment 2). This is a known problem within the elevator industry and requires modernization or replacement. The Authority takes care to maintain our assets, however due to age and environmental factors, failures do occur.

RESIDENT SERVICES

The safety and comfort of our residents is our major concern. The Authority has put together a service plan and met with residents this week to gather more information on their specific needs and accommodations.

Mobility: Our residents with mobility difficulties preventing use our stairwells will be transferred to accessible units within our public housing portfolio. Our property manager has been working with these residents and has identified suitable, available units. During that time, we will make every effort to assist these residents or provide temporary accommodations if necessary. Additionally, we are looking at the feasibility and allowability of a temporary stairlift installation in this building. If this temporary solution is allowable for commercial use and can be installed, the Authority will move forward.

Communication: Our executive and property management teams will be holding regular meetings with the residents of this building during the repair or replacement project. These meetings will be used to inform our residents of progress and next steps. More importantly, we will use these meetings to ensure our resident needs are being met and discover any new difficulties they may be having. We will have postings around the buildings and in stairwells that will provide emergency and support staff contact information and other postings that inform residents of available services.

Support Staff: The Lowell Housing Authority employs two (2) resident service coordinator positions. These coordinators are being relocated to a desk in the lobby of 111 Hildreth to assist our residents. Additionally, we are hiring up to six (6) additional, part-time positions to assist these coordinators with resident services. After normal business hours, we will have a combination of facilities staff and resident assistants to assist residents.

A Foundation for Stability and Opportunity



Services: The following services will be provided to our residents. This is a preliminary list and will likely expand as we continue to speak with our residents, housing providers and community partners.

- Assistance delivering goods, packages and personal items to unit
- Assistance with laundry delivery
- Providing rest areas on each stair landing
- Providing sitting and recreation areas on each floor of the building
- Providing entertainment and activities during outage
- Providing basic sundries to residents in need
- Providing wheeled carts and totes
- Assist in scheduling medical transports
- Assisting with coordination of outside services
- Providing access to and assisting with online ordering and delivery of food and household goods

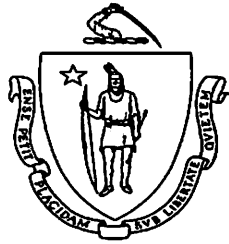
Resident Safety: We will be installing several safety related items during this outage. We will have a heavy staff presence in this building to monitor activity and any difficulties that residents may encounter. We have chairs and rest areas on each landing of our stairwells to allow residents a comfortable place to rest, if needed. Mobile security cameras will be installed in each stairwell. This technology is currently used in our buildings where permanent cameras do not exist. Our resident coordinators and aids will have this application on their device to live monitor any movement in the stairwells and respond to any emergency. We are also investigating the installation of emergency pull cord stations and other audible emergency alert solutions.

We are actively implementing this plan and will make any necessary adjustments or additions as needed. While we are happy to find a suitable and feasible repair solution that will drastically reduce elevator down time, we understand this inconvenience and difficulty. We will continue this cooperative effort and sincerely appreciate the support and eagerness of our community partners and government officials to work together. Should you have any questions, concerns or have any input on how we might improve our plan, we would appreciate the opportunity to speak with you. Please contact Adam Garvey, Assistant Executive Director, who is managing this project at 978-364-5313 or agarvey@lhma.org.

Sincerely,


Gary K. Wallace
Executive Director

A Foundation for Stability and Opportunity



The Commonwealth of Massachusetts
Division of Professional Licensure
Office of Public Safety and Inspections
1 Ashburton Place, Boston, MA 02108-1618

Certificate For Use of Elevator

Chapter 143 General Laws, as amended

Location: 111 HILDRETH STREET, LOWELL, Capacity (lbs): 2500
01850 Speed (fpm): 125

Issued On: April 20, 2018

State ID#: 160-P-74

Expires: March 31, 2019

Inspection #: INS-182470

Chapter 143 of the General Law, Section 65 states the
elevator inspection certificate shall be posted in a
conspicuous place in or near the cab or car of such elevator.

A handwritten signature in black ink, appearing to read "Charles Borstel", written over a horizontal line.

Charles Borstel
Commissioner

IN CASE OF ACCIDENT NOTIFY (508) 820-1444 AT ONCE.
REPORT UNSAFE CONDITIONS TO BUILDING MANAGER / OWNER

- The elevator pit contains one single pole toggle switch which controls the pit light.

Power

- The elevator machine room contains one 100A fused disconnect switch which is located at the entrance to the machine room.
- The elevator pit contains one 120V duplex service receptacle.

2.4 ELEVATOR OVERVIEW

Please be advised that Syska Hennessy Group, Inc., has concluded its review of the elevators under the jurisdiction of the Lowell Housing Authority.

In all instances and at all buildings preventive maintenance tasking is conscientiously and productively being conducted. The route technician assigned to the Lowell Housing Authority is fully knowledgeable about each elevator; the particular operational components, control 'idiosyncrasies', status of maintenance tasking, and scheduled areas to be targeted.

In general, Associated Elevator is performing its preventive maintenance tasking, repair and testing in accordance with industry standards.

The following general information is also provided on elevator equipment:

Current Events – Hydraulic Elevators

Over the past thirty years and more specifically the past eighteen years it has been confirmed that the underground environment presents several potential problems to hydraulic cylinders. Alkalines, sulphur, salt, electric current and other chemical agents contained in the soil and groundwater surrounding the cylinder may cause the cylinder to corrode. As the corrosive effects on underground cylinders have become known, elevator manufacturing companies have been developing various methods and devices designed to control cylinder corrosion. Cylinders have been enclosed by PVC (Polyvinyl Chloride). [Note: PVC is now a requirement under A17.1 national code for all new installations and/or replacement of existing equipment. The utilization of PVC potentially inhibits corrosion and deters rapid deterioration of the cylinder.

When Hydraulic elevators are modernized, it is highly recommended to consider replacement of all underground equipment and incorporation of a new jack and PVC liner since it is impossible to know with certainty the condition or remaining useful life of a hydraulic cylinder located beneath the ground.