



**Brookline Housing Authority**

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Brookline, MA 02446  
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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, manda 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。  
זהו הודעה חשובה. אנא תרגמו להרוגמה.  
Đây là một thông báo quan trọng.  
Vui lòng cho dịch ra.  
Este é um aviso importante.  
Por favor traduza o mesmo.

February 18, 2026

Brookline Housing Authority Residents,

I hope you are all managing to keep warm (and keep your sanity) during this long stretch of winter weather. As I near the end of my first year at Brookline Housing Authority, I'd like to thank all the BHA residents, staff, and commissioners for their support. We've accomplished a lot but there's always room to improve the service we provide to our residents and voucher holders. We have a full newsletter for you this month!

**Important Reminders:**

- Please remove your window Air Conditioners if you haven't already. This helps us provide comfortable temperatures in the bitter cold and reduces energy costs.
- 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 have been using this service a lot in the winter months and we send important information about severe weather, power outages, and other emergencies.
- 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.
- Please call maintenance at 617-277-1884 immediately with any pest issues. B&B Pest control every 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.
- Pay your rent by the 7th of each month to avoid a balance letter.  
See attached notice and below for updates on easier ways to get your rent to BHA.

**Online Bill Pay Through PHA Web!**

We are excited to announce a new, easier way for residents to pay rent! Starting with March rent you can choose to pay your rent online through the PHAweb online portal! This simple way to pay rent ensures your check goes from your account to BHA within a day, connects directly to your balance in PHAweb, and is free for residents paying from a bank account. You will have a charge of 3% of payment amount if using a debit or credit card, so we recommend that you avoid those methods of payment.

We've included in this mailing information on how to register for the online portal and to pay your rent online. You can also ask your property manager for help if you run into problems.

With this new feature, you can pay rent online, by mail, to your property manager, in drop boxes installed at Trustman and soon Egmont offices, or at the 90 Longwood office.

### **Winter Safety**

I'd first like to thank the maintenance team for their hard work digging out BHA developments from the nearly 2 feet of snow we got Sunday, January 25<sup>th</sup> into Monday, January 26<sup>th</sup>. They worked throughout the storm – many working over 24 hour shifts - to ensure emergency access and kept working to make sure all paths were clear following the storm. They also returned on Saturday, February 7<sup>th</sup> to deal with that smaller storm.

As we deal with the winter weather, please remember to keep windows closed when running the heat and remove any window air conditioner units. Thank you for your help in keeping our buildings comfortable, reducing energy costs, and limiting greenhouse gas emissions.

Please also remember to take care during active storms – maintenance works diligently to keep emergency access clear, but during active snowfall you travel the paths at your own risk. BHA is of course responsible for and will ensure clear paths at all sites within a couple hours of snowfall ending.

### **Staffing Updates**

I'm happy to announce several staffing updates that have brought or will bring new faces to many of our properties!

- Maintenance
  - Hector Lao started as a lead mechanic in December and is primarily working at Trustman.
  - Melvin Ortiz started as a lead mechanic in January and is mostly working at Egmont.
  - You can find pictures of all our maintenance staff here: <https://www.brooklinehousing.org/maintenance.aspx>
- Property Management
  - Kiki Berry started as Egmont property manager on February 2<sup>nd</sup>.

- Rosie Carabello will move from 50 Pleasant property manager to Assistant Director of Property management for public housing, based out of Trustman Apartments.
- Shalaine Shortall will move from leased housing department to become the new 50 Pleasant property manager in March.
- Sandra Santiago will be the property manager for the new 32 Marion building, leasing in April!
- Melissa Pagan will move from Walnut/High to take on 90 Longwood in March.
- We are hiring a federal public housing property manager.
- Leased Housing
- Jennifer Cancel and Nanami Kamekewa-Gonzalez were both promoted from admin assistant to leased housing manager!
- We also have two new Leased housing Managers- Jakora Staten and Cassandra Desir – starting next week.

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

### **Redevelopment and Modernization**

We have a lot of projects in construction, receiving funding, or seeking funding to improve conditions for our residents and in some cases create new affordable housing.

#### *Redevelopment:*

- **32 Marion:** This building, with 115 modern, sustainable one-bedroom apartments for seniors and non-elderly disabled is nearly complete. We plan to start moving in residents, starting with those who used to live at the Colonel Floyd Apartments or are moving from Walnut Street Townhouses, in April!
- **10 Walnut:** The state housing agency invited us to submit a full application for this project by March 19<sup>th</sup>. We are working hard on moving our architectural drawings along, planning for relocation, and getting support from local partners. This building, when funded, will replace 32 townhouses built in the 1960s with 96 modern apartments for families. This is the first phase of a planned two-part redevelopment of the Walnut/High apartments.

#### *Modernization*

- The Egmont/Trustman Windows, Hallways, and Doorway replacement project continues, with over 200 windows installed at more than 20 apartments at Trustman. They will continue with hallway work at both properties and continue replacing windows at Trustman over the next month before moving to Egmont. We appreciate everyone's patience during this long, complicated project that will make major improvements to Egmont and Trustman – after a lot of disruption.

- The High Street Vets fire alarm and elective stove projects continue, with the fire alarm project nearly done. We understand both projects have been disruptive, involving work in residents' apartments, but will improve safety for all residents.
- We will put a major sitework project at High Street Vets out to bid in March, hopefully to start construction in late Spring. This will improve all pathways, upgrade the landscaping, and replace the playgrounds among other items.
- The elevator modernization project for Kickham Apartments will start in May, with a contractor on board after bidding.
- We just chose a contractor to replace the roofs at all Egmont Buildings – that work will start in late Spring.

### **Resident Services**

BHA and our partners Hebrew Senior Life and Brookline Center hosted well-attended holiday parties at all of our developments. We distributed over 600 toys thanks to BCDC and a range of Town partners.

More recently we hosted Lunar New Year's parties at all of our senior buildings.

VITA tax preparation clinics will run Monday evenings at 22 High St., High St. Veterans, and Trustman through April 15. To sign up, participants can contact their service coordinator or reference flyers throughout the buildings. The clinics are run by the Allston Brighton Community Financial Management Program.

We have quarterly residents meetings at all sites coming up in March. Please look for flyers at your site for dates and times – we hope you can join to hear updates and share your feedback.

### **Housing Policy**

BHA just passed a strong budget that allows for an additional maintenance technician serving public housing and upgrading one of the public housing property management positions from part time to full time. We were able to do this despite rising costs and slow-growing funding.

Congress recently passed the 2026 funding for Housing & Urban Development. This included a more than 6% increase to Housing Choice Vouchers, but a 10% reduction to public housing operating subsidy. Walnut/High and Kickham Apartments are our only federal public housing properties.

The Governor just released the state's fiscal year 2027 budget. This included a \$2M (less than 2%) increase for state public housing operating subsidy. This is a difficult budget year for the state but there is still time for advocacy as the legislature will not send the final budget back to the Governor until the end of June.

Thank you,



Ben Stone  
Executive Director  
Brookline Housing Authority