



OBSERVER CORPS REPORT

MARBLEHEAD HOUSING AUTHORITY – April 21, 2026

LWVM Observer – Cathy Marie Michael

All board members, Executive Director, ED and 2 Maintenance men present

Public Comment

Tenant 1 Roads School

- I have not received a ROBO call 3 months in a row for this meeting.
- One tenant in the audience did receive a call, but it came in at noon today for this 4pm meeting
- What I said last month was not reflected correctly in the minutes

Tenant 2, Farrell Court

- Dangerous hill walking up to the community room, people fall, including myself. I had surgery due to falling on this hill
- Response - Signage will be installed warning people not to walk that way. Maintenance will add plantings so it no longer looks like a pathway.

Tenant 3, Farrell Ct

- Smoking is still a problem. It is illegal, yet month after month the smokers remain with no boundaries set upon them. Including one smoker who was reported May 2024, but he is still there and still smoking.
- Response - Bill asked that she put her comment in writing. She said she has, many times, but never received a response
- Tenant 2 agreed that smoking is still happening

Executive Director Report

- We received an 80k grant for a Designer to create shade areas at 3 of our developments, Green St, Farrell Ct and another. Met with residents and received good feedback.
- Spur volunteers are repairing planters and other outdoor work. They will return this summer to paint murals.
- April 13 was Advocacy Day at the State House. Laura, the MHA's Residency Coordinator spoke on their role and importance.
- 250th celebration in the planning for June will be funded by EOHLC.
- Plant swap at Roads School
- Maintenance - 232 Work orders
- Gary, the main maintenance man who attends these Board meetings has been promoted to Director of Operations and the man moving into his position was present at the meeting today.
- Future Forward Program starting this fall on zoom. The program helps people set goals; how to repair credit, planning for retirement, etc.

Commissioner Items

Kristin

It's important that we follow up on public comments from the prior month. She brought up several items from last month that have not been responded to, items such as smoking and noisy tenants.

Smoking - There have been many complaints about smoking yet not much happens. Can we get support from organizations to help people stop smoking?

Cathy Sheehan, Executive Director's response - We have to follow strict steps, it's a very long process to evict someone.

Terri response - We do offer help to stop smoking; we can also move the person who is complaining.

Dog poop and urination - many complaints

Cathy Sheehan - We can't enforce this. We live in a community with a lot of dogs

Terri - Let's set office hours for 2 Board members to meet with and listen to what tenants would like to say.

- It was decided that this Monday, April 27, 4pm at Farrell Ct., Terri and Kristin will meet with residents. It was not decided how residents would be informed.
- The month of May the listening session would be a meeting with families, perhaps at Star of the Sea where coloring books and such could be set up for the children

Bill Kuker- I have a lot of disagreement with the Broughton Road project.

- Jen responded we do not yet have a final agreement with Winn. We are now waiting for them to get back to us then the Board will meet in Executive Session because it includes a contract.
- Cathy Sheehan responded some terms have already been agreed upon.