



(Friday) March 13, 2015

Honorable Selectboard;

Please accept this as an abridged accounting of recent activities of the Town Administrator on your behalf and related to various projects and initiatives.

MIAA Rewards; As a result of our evaluation of the Town “flat roofs” it was decided we would remove snow from a section of the Town Hall roof and a section of the Olde Fire House Museum. The cost of removal was \$1,025 a performed on February 14th. The purpose was to lower load rates as a cautionary measure.

This project was undertaken at the behest of our property and casualty insurance provider (MIAA) to guard against more expensive damage. We will receive a 2% savings off our FY 16 premium (\$2,200 approximate savings) for taking the precautionary step of shoveling the roof.

We have had some additional damage in the Police Station (the place is not aging well, 21 this year). You may remember there was some work done on the Bridge Street in October to stop the effects of ice damming. The good news it worked in that area, but we had an area, like so many others which never dammed before this year.

This will be another claim which will trigger a “deductible”, as you can see we have separated out the “deductibles” in a line item for the FY 16 budget. The number of claims this year will likely cause us to run short in the P&C line item, so I thought by separating the premium and the deductible it may allow us to track the costs annually more fluidly.

Building Department; The Assistant Town Administrator Jennifer Wolowicz and I conducted a fairly comprehensive, if not time consuming review of work flow process and overall policies in the Building Department. The result is we have established an array of standard practices which are consistent with “best practices”, state and federal law. As an additional step I have contacted the Town Administrator in Belchertown and asked if we could have Julie Gentile shadow their staff person who coordinates the permitting process related to building, including wiring and plumbing.

Admittedly, I should have addressed this issue sooner, in defense my focus was in stabilizing the external service and enforcement requirements associated with the Building Commissioner’s position. There continues to be some need to make progress in that particular area, I do need to focus more time on expanding the managerial capacity in and over the department. I feel strongly having specific policies will make significant progress towards having long-term functionality to the department. I have attached the policies and procedures for your consideration. They will also be posted on the department’s

webpage. These policies have been reviewed and re-written by legal counsel and have been given to the union.

Berkshire Hills Academy Housing; The Executive Director of Berkshire Hills Music Academy (BHMA), Michelle Theroux, Planning Director Richard Harris and I met to conceptually discuss the idea of some scattered site housing and possibly some mixed skill level on the BHMA campus on March 10th. This conversation was very interesting and may have some real value to the clients served and to SoHa as a whole.

The types and levels of service to the BHMA clients varies greatly, but all units would be counted to South Hadley's Subsidized Housing Index (SHI) The SHI is the count for affordable units which all communities are required to be working towards a 10% of housing inventory to be deemed "affordable". Although this idea needs a great deal of work to mature to a full blown plan, it does have merit.

BHMA would be looking to South Hadley to in some way partner, so it was an opportune time to discuss the fairness of a payment in lieu of taxes of a PILOT. The Director was non-committal on how and if BHMA would be willing to consider such an agreement, but was very cognizant of the cost of the municipal services provided to her clients. I feel we need to press in the future to make sure we are making non-profits, especially those who use many services the contribution the taxpayer makes to their missions, no matter how needed.

FY 16 Budget; The final draft and all the accompanying documents related to the budget including a revenue estimate is presently on our website under Town Administrator. The recent news from the Governor's Office is on its face encouraging, for now we are not changing our revenue side projections.

It is important to note while the "aid" numbers are up so are the Cherry Sheet assessments. This is where the answer to what we are getting becomes very complicated. So for now we will not make any changes to the projections. This, as you know, is only House One (Governor's Budget), I am certain the House and Senate will make some changes under the Golden Dome.

Town Accountant and I will be getting back together soon to discuss the five years trends and how they are applicable to departments and the overall budget. The schools are participating in this exercise as well. I am excited, but cautious in respect to this type of crystal ball projections, especially in the out years. I ask that you be patient as you have been.

On another financial issue, Scanlon Associates were in-house all week and will be here much of next week for the annual audit. It is a useful time to ask questions about how the municipality can improve process and generally what should we be paying attention to as the auditing world changes. There have been no major issues thus far.

McCabe Associates; I was recently asked to have an informal meeting with Kathy McCabe and her associate John Shevlin to discuss the progress of the South Hadley Redevelopment Plan. Ms. McCabe was very positive about the RA, its member's engagement, knowledge, diverse ideas and the support the process has received from community organizations.

The "plan" is very lucky to have such an intuitive and knowledgeable person working on behalf of South Hadley. Her approach to methodically and patiently seeking all opinions on this complex plan speaks to

her intelligence and experience. All parties realize this is process and to do it right it cannot be rushed, has mature on the vive so to speak.

I greatly appreciated her reaching out to me and look forward to more discussions as to how we can move forward to develop the best plan possible.

Congratulations! To Frank DeToma on being the Lion's Club Irishman of the Year. He will receive a warm welcome as he travels down the route on March 22. It is well deserved.

I would like to thank you for all the support and opportunities you provide me with as South Hadley Town Administrator.

Respectfully submitted,

Michael J. Sullivan

Town Administrator, South Hadley

Inspectional Services Internal Policy and Procedures

Enacted March 13, 2014

- ❖ The Building Department has three divisions plumbing (including gas), wiring (including electrical) and building. The department is directed and managed by the Building Commissioner.
- ❖ All inspectors are required to attend weekly project meetings as called by the Building Commissioner or Town Administrator.
- ❖ All completed applications submitted to an inspector regarding a building project in the town will be submitted directly to Building Department Clerk by the respective inspector within five working days following submission. An exception to this timing requirement must be noted, in writing, and must be for good cause (which may include an instance where the inspector was absent from work).
- ❖ All applications will be assigned a log-in number with a designation code for the appropriate division and/or action.
- ❖ All application fees will be processed (recorded and submitted) during the week in which the fee was received with the log-in number printed in the memo line or otherwise clearly displayed on the check. All fees submitted will be secured immediately in a lock box or locked file. Because the log-in information must be recorded on “the check”, no cash may be accepted.
- ❖ No permit will be considered or issued, if an additional permit from another division may be required. The Building Commissioner has systemic authority on whether a permit is required for all divisions.

- ❖ Unless permitted by law, no inspector shall accept outside work within the Town of South Hadley. This legal provision covers and includes any firm or corporation which an individual may have a financial interest.
- ❖ All projects known to any inspector where the existence of a permit or application for a permit is not obvious, is unclear, or is in question, must be brought up at the Building Department weekly meetings to enable the town to provide consistent enforcement of regulations and procedures.
- ❖ All inspectors must keep a log of all work performed, including their schedule. The log is intended for the purpose of establishing consistent enforcement by the town should any applicant or individual ever challenge or question the manner in which the Building Department is performing its required services. The inspector logs must indicate the location where work was performed, the nature of the work performed, and the hours associated with the work performed.
- ❖ Logs of work performed must be made contemporaneously and submitted to the Building Commissioner each week.
- ❖ All town employees are also required to record their hours worked for purposes of wage and hour law compliance.
- ❖ The time sheets or submittals must be signed off by the Building Commissioner or his/her designee. Administration has authority to sign off of time as well.
- ❖ All other procedures, policies, ordinances, laws, local rules, regulations, relevant to the Building Department and the role of the Inspector must be followed.