

# *CHFA* Capital Needs Assessment and Replacement Reserve Analysis

Prepared for:

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and

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## Colonial Village

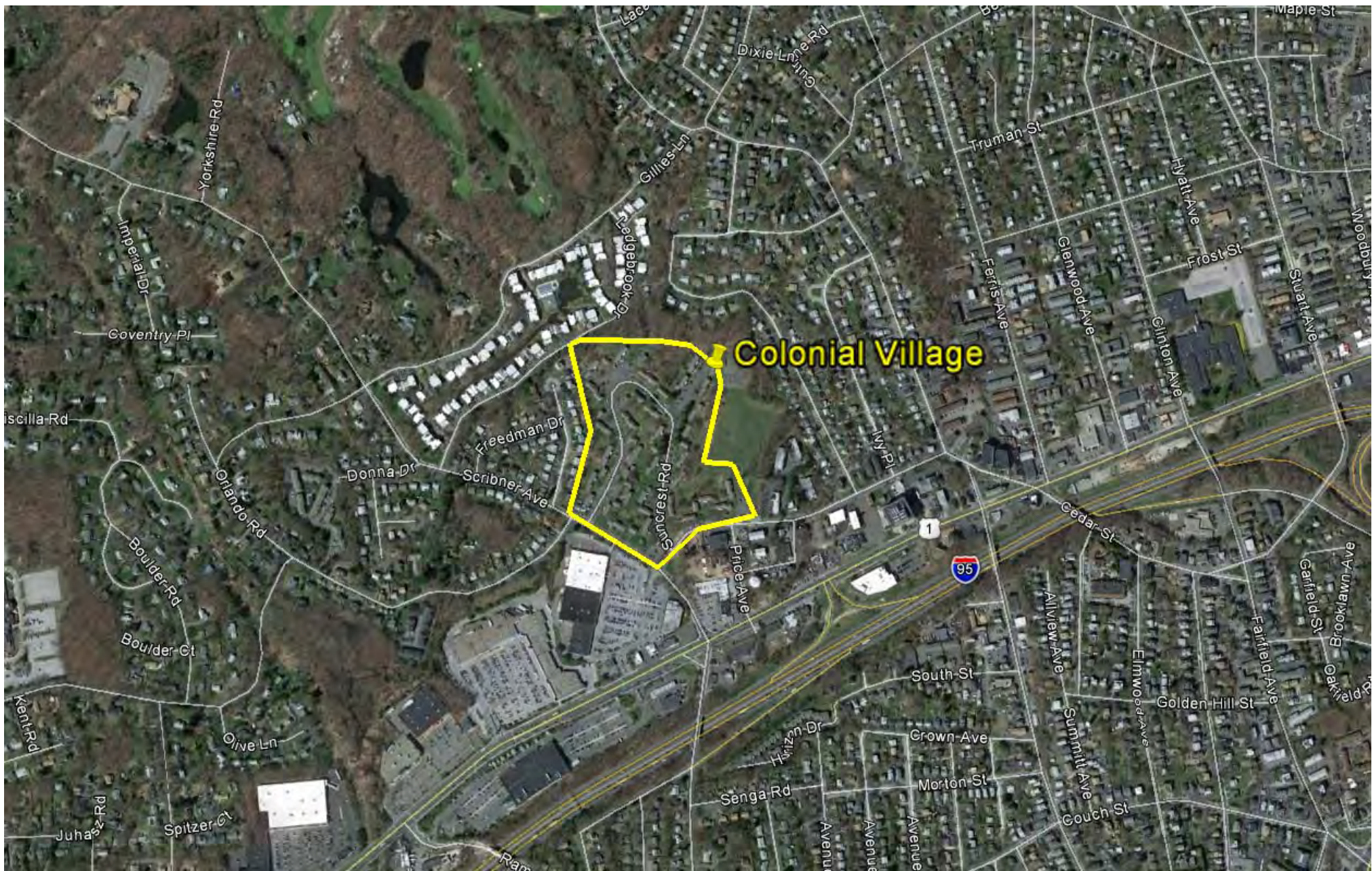
CHFA #85136D

Norwalk Housing Authority  
Norwalk, CT

August 9, 2013

*Final Report*

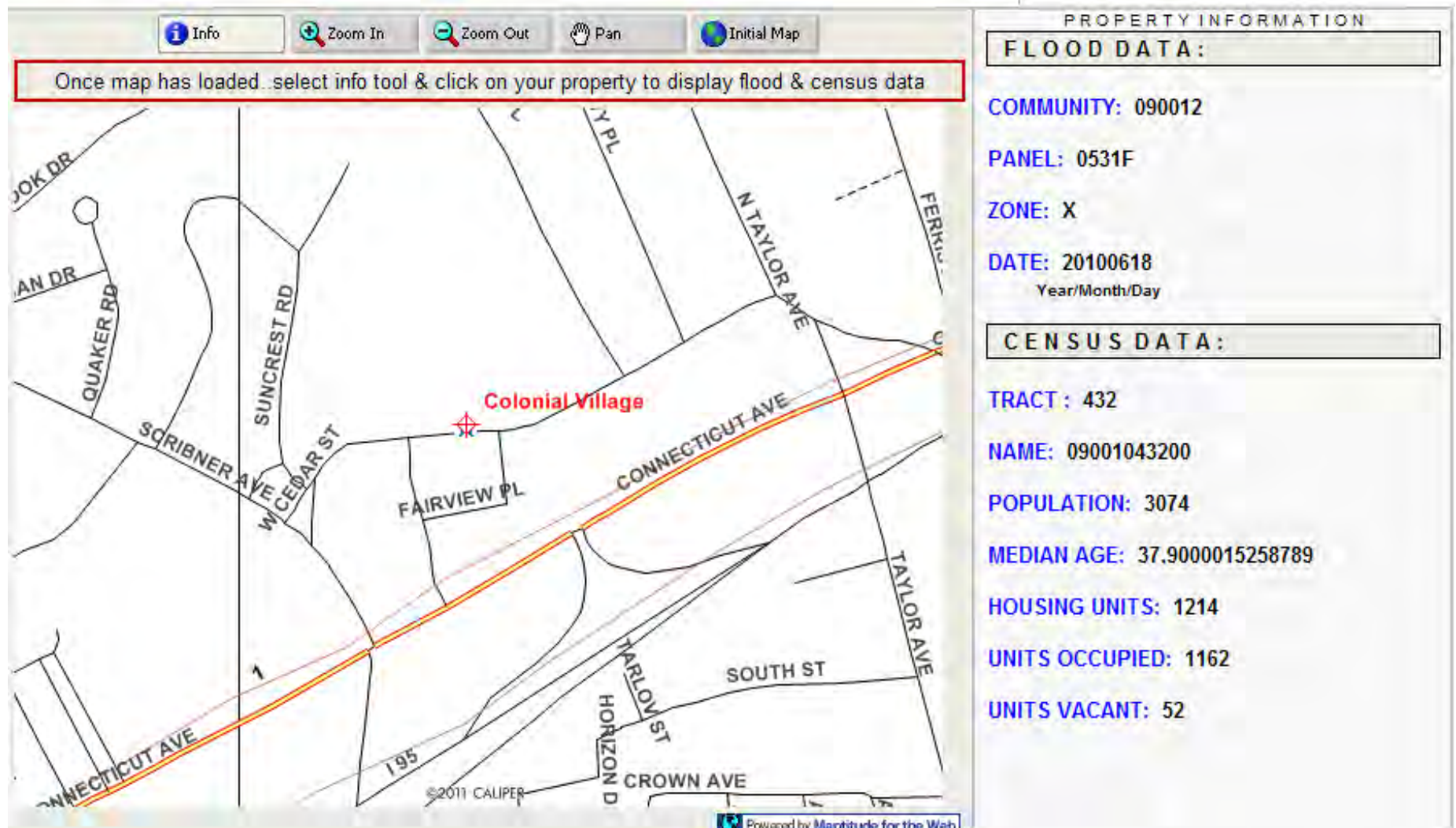




## Colonial Village

164 West Cedar Street  
Norwalk, CT 06854





## Colonial Village

164 West Cedar Street  
Norwalk, CT 06854

Zone X = Outside the 500-year floodplain and  
Outside the 1% and 0.2% annual chance floodplains

## Executive Summary

### Colonial Village

Norwalk, CT

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**Colonial Village** is a residential development for families that is comprised of forty-six residential buildings and a freestanding community/computer lab building. The development includes 104 two-, and 48 three-bedroom units. Original construction of the development is understood to date to 1951 and varying renovation scopes of work have been completed since that time.

Overall the development is in fair condition. As shown on the attached capital needs worksheets, the development faces significant capital needs in the near term. Based on these projections, the development is seen as meeting its future capital needs through the continuation of its current funding circumstances. That being said, it should be noted that this assessment does not take into account any use of these financial resources that may be utilized in conjunction with the construction of a new community/multi-purpose building that is reportedly in the process of being permitted at the present time.

Key findings identified as part of this assessment include the following:

- Asphalt-paved parking area surfaces are in generally good condition; crackfilling, sealcoating, and striping is shown in Year 1.
- Asphalt-paved pedestrian walkways vary in age and condition; sectional repair/replacement allowances are shown in all years.
- Building exteriors are primarily vinyl sided – three-bedroom and ranch-type units feature brick veneer. The vinyl siding varies in condition with dirt, loose seams and past repairs noted at various locations; full replacement is shown in Year 3; modest allowances for selective repair/re-pointing of the brick veneer are shown in Years 3 and 18.
- Unit entry and storm doors and window assemblies are in fair condition but approaching the end of their expected useful service lives; replacement is shown in Year 3, concurrent with the replacement of the vinyl siding.

- Service doors are of varying ages and condition; the older doors are shown being replaced in Year 1 based on observed conditions.
- Worn/damaged three-tab shingles are typical on the residential buildings; replacement costs, including a premium for decking replacement, are shown in Year 1.
- Finishes at the computer lab/multi-purpose building are in good overall condition; no near-term needs are anticipated.
- Older heating and domestic hot water systems serve the maintenance shop and community/multi-purpose building; upgrade of these systems is shown in Year 1.
- Original wood strip flooring is typical in unit living areas; vinyl tile and/or sheetgoods are typical in unit bathrooms and kitchens. Allowances for refinishing of the wood flooring and replacement of vinyl floor coverings are shown from Year 1 forward.
- Unit bathroom vanities and sinks are in generally good condition; future replacement is shown in Years 5-12. Toilet, bathtub surround, mixing valve, accessory, and exhaust fan replacement allowances are shown from Year 1 forward.
- Wood cabinetry in unit kitchens is similar to the vanities; future replacement is shown on a concurrent schedule. Ranges and refrigerators are owned by residents – no costs for their future repair and/or replacement are included in the assessment.
- New wall-mounted boilers and indirect-fired domestic hot water tanks were installed at all units in approximately 2007 – no problems related to these systems were observed or reported. Future allowances for boiler replacement are shown starting in Year 15; domestic hot water tank replacement allowances are shown from Year 3 forward.
- There are no common areas at the development that require handicap accessibility improvements/modifications. The development's unit mix includes twelve, single-level, two-bedroom units that are partially handicap accessible. Additional modifications needed at these units include re-framing of interior doors to meet minimum width requirements, expansion of bathrooms to meet floor area requirements, installation of compliant bathroom fixtures, and installation of compliant kitchen cabinetry that includes knee clearance at a thirty-inch wide work surface and under the sink. The townhouse-style of the remaining units with all bedrooms and bathrooms at the second floor level is seen as being prohibitive to modifications/improvements; no costs have been shown.

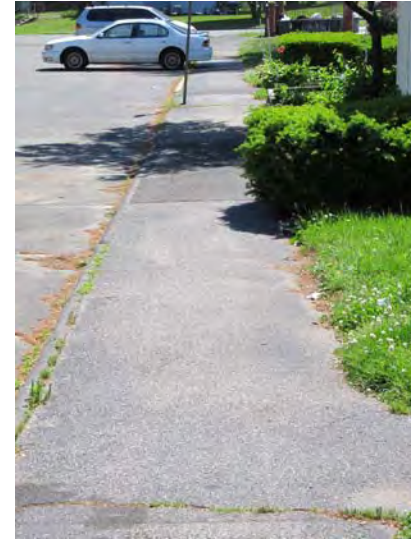
Additional Notes:

1. The Physical Assessment of the property was conducted on June 4<sup>th</sup>, 2013. Additional information was provided to ON-SITE INSIGHT by site staff and others. OSI was represented on this assignment by Bruce Hutchinson. We would like to thank the Norwalk Housing Authority management staff for their assistance.
2. Cost estimates used in this assessment are based on data from *RS Means Facilities and Construction Cost Data*. These cost estimates have been applied uniformly across the entire study portfolio to help ensure consistency of future projections. Actual owner and/or site pricing could vary significantly.
3. Unless required by fire, safety, or accessibility codes, items are typically shown being replaced in kind and do not include any planned upgrades or potential upgrade opportunities.
4. Regular updates of this plan are recommended to ensure careful monitoring of major building systems and to adjust the program to accommodate unanticipated circumstances surrounding the buildings, operations, and/or occupants.
5. This report is delivered subject to the conditions on Appendix A, *Statement of Delivery*.





Asphalt paving in need of crackfilling, sealcoating, and striping in the near-term



Asphalt-paved sidewalks vary in age and condition



One of three tot-lot areas – Contemporary styled equipment is in generally good condition



Typical building architecture as seen at front elevation of a building containing two-bedroom units



Building architecture as seen at rear elevation of a building containing two-bedroom units



Buildings (building modules) that house three-bedroom units feature brick veneer exterior wall surfaces



Twelve, two-bedroom, flat/ranch style units are located throughout the development



Building architecture as seen at front elevation of community/computer lab building





Significant dirt/organic growth widespread on vinyl sided exterior wall surfaces



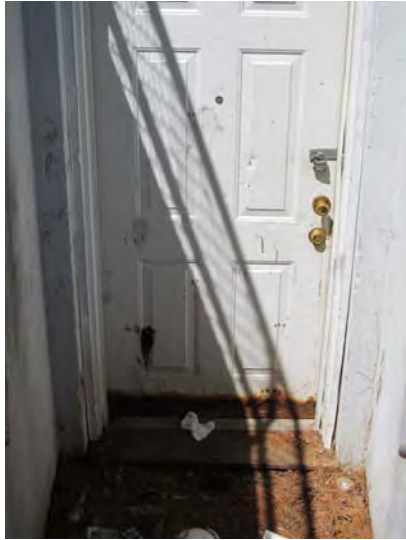
Loose vinyl siding seams noted at several locations



Past repair efforts also noted at vinyl siding at some locations



Typical unit entry and storm door



Older service doors exhibit varying levels of wear, impact damage, and rust



Typical 'doghouse' at residential building housing mechanical equipment – 'Doghouse' construction completed as part of unit mechanical system upgrades in recent years



Windows are serviceable but approaching the end of their expected useful service lives



Roof coverings are in need of replacement in the near-term





Interior view of computer lab



Addition in ~2000 at community building included a new art/multi-purpose room



Boiler at maintenance shop is operable but has surpassed its expected useful service life



Boiler and domestic hot water generation equipment serving maintenance garage were upgraded in recent years



Typical finishes in unit living areas



Typical finishes and fixtures in unit bathrooms



Isolated kitchens include newer cabinetry; most cabinetry is older – Note ranges and refrigerators are owned/maintained by residents



Each unit has a recently installed wall-mounted boiler and a freestanding, indirect-fired, domestic hot water tank



Comprehensive Capital Needs Assessment Schedule

Summary

Owner Sponsor Name:	Norwalk Housing Authority
Project Name:	Colonial Village
Project City / Town:	Norwalk

Current Year:	2013
Budget Effective Date:	January 1, 2013
Report Date:	June 28, 2013

Number of Units:	200
Total Square Feet:	191,988
Default Inflation Rate:	3.0%

Beginning Replacement Reserve Balance:	\$7,410,521
Annual Replacement Reserve Contribution:	\$1,524,850
Additional Misc. Contribution:	

	Component	Total Planned Expenditures by Year																						
		Emergency	Deferred	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Revitalization
				2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	
1	Site Improvements	0	0	90,174	5,150	5,305	5,464	5,628	19,156	5,971	6,150	82,340	6,524	186,908	6,922	7,129	7,343	7,563	25,745	8,024	8,265	8,513	8,768	0
2	Building Exterior	0	0	3,090	0	2,356,427	0	0	0	0	0	0	3,131	0	0	0	0	50,021	51,522	53,068	74,972	56,299	23,479	0
3	Roofing	0	0	700,056	0	90,039	0	0	0	0	0	0	0	0	0	0	18,355	0	0	0	0	0	0	0
4	Lobby - Mail Area	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Community Room	0	0	0	0	0	0	0	6,706	0	0	3,679	0	0	0	0	0	0	9,012	0	0	0	0	0
6	Common Hallways	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Common Stairways	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	Common Laundry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9	Common Area Restrooms	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Building Boilers	0	0	6,700	0	0	0	0	0	0	1,599	0	0	0	3,599	0	0	0	0	0	0	0	2,280	0
11	Building Mechanical	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12	Building Electrical	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
13	Building Elevator	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Building Structural	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	Unit Living	0	44,100	20,017	20,618	21,236	21,873	22,530	23,206	23,902	24,619	25,357	26,118	26,902	27,709	28,540	29,396	30,278	31,186	32,122	33,086	34,078	35,101	0
16	Unit Kitchens	0	38,472	12,701	13,083	13,475	13,879	99,093	102,065	105,127	108,281	111,530	114,875	118,322	121,871	18,109	18,653	19,212	19,788	20,382	20,994	21,623	22,272	0
17	Unit Bathrooms	0	180,000	30,480	31,394	32,336	33,306	55,068	56,720	58,422	60,175	61,980	63,839	65,754	67,727	43,457	44,761	46,104	47,487	48,911	50,379	51,890	53,447	0
18	Unit Electrical	0	0	15,656	16,126	16,609	17,108	17,621	18,150	18,694	19,255	19,833	20,428	21,040	21,672	22,322	22,991	23,681	24,392	25,123	25,877	26,653	27,453	0
19	Unit Mechanical	0	0	0	0	27,583	28,411	29,263	30,141	31,045	31,977	32,936	33,924	34,942	35,990	37,070	38,182	242,014	249,275	256,753	264,456	272,389	45,591	0
20	Annual Planned Expenditures	0	262,572	878,875	86,371	2,563,011	120,042	229,203	256,145	243,161	252,055	337,655	268,840	453,868	285,489	156,627	179,682	418,874	458,407	444,384	478,027	471,447	218,391	0
21	Annual Provision (indexed at 3%)			1,524,850	1,570,596	1,617,714	1,666,245	1,716,233	1,767,720	1,820,751	1,875,374	1,931,635	1,989,584	2,049,271	2,110,750	2,174,072	2,239,294	2,306,473	2,375,667	2,446,937	2,520,345	2,595,956	2,673,834	
22	Outside Capital																							
23	Cumulative Reserve Balance	7,410,521	7,147,949	7,793,924	9,278,149	8,332,852	9,879,056	11,366,086	12,877,661	14,455,250	16,078,569	17,672,550	19,393,293	20,988,697	22,813,957	24,831,402	26,891,014	28,778,613	30,695,874	32,698,427	34,740,746	36,865,255	39,320,698	

## Site Improvements

Owner Sponsor Name:	Norwalk Housing Authority
Project Name:	Colonial Village
Project City / Town:	Norwalk

Current Year:	2013
Budget Effective Date:	January 1, 2013
Report Date:	June 28, 2013

Number of Units:	200
Total Square Feet:	191,988
Default Inflation Rate:	3.0%

[illegible]



## Building Exterior

Number of Units:	200
Total Square Feet:	191,988
Default Inflation Rate:	3.0%

Colonial Village - FINAL SS 8/9/2013

## Roofing

Number of Units:	200
Total Square Feet:	191,988
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## Lobby / Mail Area

Owner Sponsor Name:	Norwalk Housing Authority
Project Name:	Colonial Village
Project City / Town:	Norwalk

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## Community Room

Number of Units:	200
Total Square Feet:	191,988
Default Inflation Rate:	3.0%

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## Common Hallways

Number of Units:	200
Total Square Feet:	191,988
Default Inflation Rate:	3.0%

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## Common Stairways

Number of Units:	200
Total Square Feet:	191,988
Default Inflation Rate:	3.0%

Colonial Village - FINAL SS 8/9/2013



## Common Laundry

Number of Units:	200
Total Square Feet:	191,988
Default Inflation Rate:	3.0%

Colonial Village - FINAL SS 8/9/2013

## Common Area Restrooms

Number of Units:	200
Total Square Feet:	191,988
Default Inflation Rate:	3.0%

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## Building Boilers

Owner Sponsor Name:	Norwalk Housing Authority
Project Name:	Colonial Village
Project City / Town:	Norwalk

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Report Date:	June 28, 2013

Number of Units:	200
Total Square Feet:	191,988
Default Inflation Rate:	3.0%

[illegible]



## Building Mechanical

Number of Units:	200
Total Square Feet:	191,988
Default Inflation Rate:	3.0%

Colonial Village - FINAL SS 8/9/2013

## Building Electrical

Number of Units:	200
Total Square Feet:	191,988
Default Inflation Rate:	3.0%

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## Building Elevator

Number of Units:	200
Total Square Feet:	191,988
Default Inflation Rate:	3.0%

Colonial Village - FINAL SS 8/9/2013



## Building Structural

Number of Units:	200
Total Square Feet:	191,988
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Colonial Village - FINAL SS 8/9/2013

Comprehensive Capital Needs Assessment Schedule

Unit Living

Owner Sponsor Name:	Norwalk Housing Authority
Project Name:	Colonial Village
Project City / Town:	Norwalk

Current Year:	2013
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Report Date:	June 28, 2013

Number of Units:	200
Total Square Feet:	191,988
Default Inflation Rate:	3.0%

	Component	Current Total Replacement Cost	Expected Annual Rate of Inflation	Current Age	Total Expected Useful Life	Initial Replacement Year	Planned Expenditures by Year																								Revitalization
							Code	Emergency	Code	Deferred	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	
											2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	
1	Interior Doors	6,321		1	1	2013					6,321	6,510	6,706	6,907	7,114	7,328	7,547	7,774	8,007	8,247	8,495	8,749	9,012	9,282	9,561	9,848	10,143	10,447	10,761	11,084	
2	Walls					2013					0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
3	Ceilings					2013					0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
4	Interior Stairs					2013					0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
5	Floors	13,697		1	1	2013					13,697	14,107	14,531	14,967	15,416	15,878	16,354	16,845	17,350	17,871	18,407	18,959	19,528	20,114	20,717	21,339	21,979	22,638	23,317	24,017	
6	AC Sleeve					2013					0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
7	Electrical Outlets					2013					0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
8	Lighting Fixtures					2013					0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
9	Other					2013					0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
10	Other					2013					0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
11	Other					2013					0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
12	Other					2013					0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
13	Other					2013					0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
14	Other					2013					0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
15	Other					2013					0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
16	Other					2013					0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
17	Accessibility Improvements	44,100		ADD	20	2013		4		44,100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
18																															
19																															
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21																															
22																															
23																															
24																															
25																															
26																															
27	Annual Planned Expenditures							0		44,100	20,017	20,618	21,236	21,873	22,530	23,206	23,902	24,619	25,357	26,118	26,902	27,709	28,540	29,396	30,278	31,186	32,122	33,086	34,078	35,101	0
28	Cumulative Reserve Balance							7,410,521		7,147,949	7,793,924	9,278,149	8,332,852	9,879,056	11,366,086	12,877,661	14,455,250	16,078,569	17,672,550	19,393,293	20,988,697	22,813,957	24,831,402	26,891,014	28,778,613	30,695,874	32,698,427	34,740,746	36,865,255	39,320,698	

## Unit Bathrooms

Number of Units:	200
Total Square Feet:	191,988
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Comprehensive Capital Needs Assessment Schedule

Unit Kitchens

Owner Sponsor Name:	Norwalk Housing Authority
Project Name:	Colonial Village
Project City / Town:	Norwalk

Current Year:	2013
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	Component	Current Total Replacement Cost	Expected Annual Rate of Inflation	Current Age	Total Expected Useful Life	Initial Replacement Year	Planned Expenditures by Year																												
							Code	Emergency	Code	Deferred	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Revitalization				
											2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032					
1	Walls					2013				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
2	Ceilings					2013				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
3	Floors	8,587		1	1	2013				8,587	8,845	9,110	9,384	9,665	9,955	10,254	10,561	10,878	11,204	11,541	11,887	12,243	12,611	12,989	13,379	13,780	14,193	14,619	15,058						
4	Cabinets					2013				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
5	Countertops	4,114		1	1	2013				4,114	4,238	4,365	4,496	4,631	4,770	4,913	5,060	5,212	5,368	5,529	5,695	5,866	6,042	6,223	6,410	6,602	6,800	7,004	7,214						
6	Sink					2013				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
7	Kitchen Exhaust Fan					2013				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
8	GFI Outlet					2013				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
9	Vent Hood					2013				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
10	Refrigerators					2013				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
11	Stove					2013				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
12	Range					2013				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
13	Dishwasher					2013				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
14	Disposal					2013				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
15	Other					2013				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
16	Other					2013				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
17	Other					2013				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
18	Cabinets	549,900		<20	20	2017				0	0	0	0	77,365	79,686	82,076	84,538	87,075	89,687	92,377	95,149	0	0	0	0	0	0	0	0						
19	Vent Hood	52,828		<20	20	2017				0	0	0	0	7,432	7,655	7,885	8,121	8,365	8,616	8,875	9,141	0	0	0	0	0	0	0	0						
20	Accessibility Improvements	38,472		ADD	20	2013		4	38,472	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
21																																			
22																																			
23																																			
24																																			
25																																			
26																																			
27	Annual Planned Expenditures							0		38,472	12,701	13,083	13,475	13,879	99,093	102,065	105,127	108,281	111,530	114,875	118,322	121,871	18,109	18,653	19,212	19,788	20,382	20,994	21,623	22,272	0				
28	Cumulative Reserve Balance							7,410,521		7,147,949	7,793,924	9,278,149	8,332,852	9,879,056	11,366,086	12,877,661	14,455,250	16,078,569	17,672,550	19,393,293	20,988,697	22,813,957	24,831,402	26,891,014	28,778,613	30,695,874	32,698,427	34,740,746	36,865,255	39,320,698					

## Unit Electrical

Number of Units:	200
Total Square Feet:	191,988
Default Inflation Rate:	3.0%

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## Unit Mechanical

Number of Units:	200
Total Square Feet:	191,988
Default Inflation Rate:	3.0%

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## **Appendix A: Statement of Delivery**

Our Capital Needs Assessment (the "CNA" or the "Report") on the subject property is delivered subject to the following terms and conditions:

1. This report and analysis are based upon observations for the visible and apparent condition of the building and its major components on the date of the fieldwork. Although care has been taken in the performance of this assessment, ON-SITE INSIGHT, Inc. (and/or its representatives) makes no representations regarding latent or concealed defects that may exist and no warranty or guarantee is expressed or implied. This report is made only in the best exercise of our ability and judgment.
2. We have undertaken no formal evaluation of environmental concerns, including but not limited to asbestos containing materials (ACMs), lead-based paint, chlorofluorocarbons (CFCs), polychlorinated biphenyls (PCBs), and mildew/mold.
3. Conclusions in this report are based on estimates of the age and normal working life of various items of equipment and/or statistical comparisons. Actual conditions can alter the useful life of any item. When an item needs immediate replacement depends on many factors, including previous use/misuse, irregularity of servicing, faulty manufacture, unfavorable conditions, Acts of God and unforeseen circumstances. Certain components that may be working when we made our inspection might deteriorate or break in the future without notice.
4. To prepare this report, we used historic data on capital activities and costs, blueprints (when available), and current prices for capital actions. We have not independently verified this information, have assumed that it is reliable, but assume no responsibility for its accuracy.
5. Unless otherwise noted in the report, we assume that all building components meet code requirements in force when the property was built.
6. If accessibility issues are referenced in the report, the site elements, common areas, and dwelling units at the development were examined for compliance with the requirements of the Uniform Federal Accessibility Standards (UFAS), and for Massachusetts properties, the Massachusetts Architectural Accessibility Board (AAB). The methodology employed in undertaking this examination is adapted from a Technical Assistance Guide (TAG-88-11) titled "Supplemental Information About the Section 504 Transition Plan Requirements" published by the Coordination and Review section of the U.S. Department of Justice Civil Rights Division, and the AAB Rules and Regulations, 521 CMR effective July 10, 1987. The Guide also incorporates the requirements of UFAS, published April 1, 1988 by the General Services Administration, the Department of Defense, the Department of Housing and Urban Development, and the U.S. Postal Service. Changes in legislation and/or regulations may make some observations moot.
7. Response Actions and estimated costs of responses were developed by ON-SITE INSIGHT, Inc. If additional structural work is necessary, costs for some Response Actions may exceed estimates. Whenever the Response Action is to remove, reposition, or modify walls, a competent structural engineer should be retained before any work is done, because such investigation may disclose that a Response Action is either more costly than estimated, or is not possible.
8. Conclusions reached in this report assume current and continuing responsible ownership and competent property management.
9. Regular updates of this plan are recommended to ensure careful monitoring of major building systems and to adjust the program to accommodate unanticipated circumstances surrounding the buildings, operations, and/or occupants.