



**ANDOVER HOUSING AUTHORITY
WALK-IN AND APPOINTMENT POLICY
Effective Date: 8/1/2026**

**Approved By: Board of Commissioners
Date: June 17, 2026**

I. PURPOSE

This policy establishes procedures for resident access to Andover Housing Authority (AHA) staff through walk-in visits and scheduled appointments. It is designed to ensure efficient operations, consistent service delivery, and equitable access in accordance with Massachusetts public housing regulations and EOHLC requirements.

II. AUTHORITY AND COMPLIANCE

This policy is adopted pursuant to:

- M.G.L. c.121B – Governing local housing authorities
- 760 CMR 4.00 –General Administration of Local Housing Authorities
- 760 CMR 5.00 – Eligibility and Selection Criteria
- 760 CMR 6.00 – Grievance Procedures

Applicable Regulatory Requirements:

AHA also complies with federal and state fair housing laws including:

- Fair Housing Act (42 U.S.C. §3601 et seq.)
- Section 504 of the Rehabilitation Act
- Americans with Disabilities Act (ADA)
- Massachusetts anti-discrimination law (M.G.L. c.151B)

Nothing in this policy shall limit a resident's rights under these laws or regulations.

III. POLICY STATEMENT

AHA operates primarily on an appointment-based system for non-urgent and time-intensive matters. Walk-ins are limited to brief or urgent matters.

IV. OFFICE HOURS

The AHA administrative office shall maintain the following public hours:

- Monday: 8:00 AM – 4:00 PM
- Tuesday: 8:00 AM – 4:00 PM
- Wednesday: 8:00 AM – 12:00 PM (Public); 12:00 PM – 4:00 PM (Appointments Only)
- Thursday: 8:00 AM – 4:00 PM
- Friday: 8:00 AM – 12:00 PM

These hours provide reasonable access in alignment with EOHLC expectations for accessible tenant services.

V. WALK-IN SERVICES

A. Permitted Walk-In Activities

Walk-ins are limited to brief matters such as dropping off paperwork, picking up forms, and general questions. Matters requiring review or extended time are not permitted as walk-ins.

VI. MATTERS REQUIRING APPOINTMENT

Recertifications, rent determinations, lease discussions, grievances, transfer requests, reasonable accommodations, and any detailed case matters require an appointment.

Residents presenting without appointments will be scheduled for the next available time.

VII. MAINTENANCE REQUESTS (WORK ORDERS)

All maintenance requests must be reported on the work order line: 617-591-1118. Walk-ins will not replace this process.

VIII. WEDNESDAY AFTERNOON OPERATIONS

The office is closed to walk-ins Wednesdays from 12 PM – 4 PM. Staff are available by appointment only.

IX. STAFF DISCRETION AND NON-DISCRIMINATION

Staff may determine whether a walk-in can be accommodated and may reschedule non-urgent matters as needed.

X. RESIDENT RIGHTS

Nothing in this policy limits grievance rights, access to reasonable accommodations, or emergency reporting.

XI. RESIDENT RESPONSIBILITIES

Residents must schedule appointments for complex issues and use the work order phone line system for maintenance.

XII. IMPLEMENTATION

This policy will be approved by the Board, posted publicly, and enforced consistently.

XIII. POLICY GOALS

Improve efficiency, reduce disruptions, and ensure compliance with EOHLC regulations.