Keene Housing

Keene Housing
Board of Commissioners Meeting
August 19, 2015

North and Gilsum Community Picnic

Meeting Location:
Harper Acres Mill Building
168 Castle Street
Keene, NH 03431

Keene Housing

BOARD OF COMMISSIONERS ANNUAL MEETING
WEDNESDAY, AUGUST 19, 2015
12:00 P.M.
HARPER ACRES MILL BUILDING
168 CASTLE STREET, KEENE, NH

AGENDA

I. Call to Order

II. Roll Call

III. Approval of the July 22, 2015 Keene Housing Board Meeting Minutes

IV. Executive Director's Report

V. Management Report

VI. Finance Report

VII. Old Business

VIII. New Business

IX. Public Comment

X. Non-Public Session
Convene to Non-Public Session to discuss:
A personnel matter pursuant to RSA 91-A:3, II (a); and
The acquisition, sale, or lease of land pursuant to RSA 91-A:3, II (d).

XI. Adjournment

Minutes of the Keene Housing Board of Commissioners Meeting
Wednesday, July 22, 2015

Vice Chairperson Mack called the Keene Housing Board of Commissioners meeting to order at 12:05 p.m. Ms. Wright called the roll and declared a quorum present.

Commissioners in attendance:
- J.B. Mack, Vice Chairperson
- Tom Moses, Commissioner
- Jennifer Marsh, Commissioner
- Pam Slack, Commissioner

Absent:
- Lee Robator, Chairperson
- Joshua Meehan, Secretary

Also in attendance:
- Amy Wright, Director of Administration
- Linda Griffin, Director of Finance
- April Buzby, Planning and Policy Analyst
- Ron Worden, Otis Atwell

MINUTES:

Vice Chairperson Mack called for discussion or approval of the June 19, 2015 Board of Commissioners meeting minutes. Vice Chairperson Mack noted Chairperson Robator was absent from the June meeting and the minutes should reflect that Vice Chairperson Mack called for discussion or approval of the May 21, 2015 meeting minutes, not Chairperson Robator. In addition, he recommended the word "current" be changed to "currently".

Commissioner Slack made a motion to approve the minutes with the corrections. Commissioner Moses seconded the motion, which upon being put to vote, the minutes passed unanimously.

EXECUTIVE DIRECTOR'S REPORT:

In Secretary Meehan's absence, Ms. Griffin gave the Executive Director's report. Ms. Griffin stated Secretary Meehan is attending a HUD negotiation meeting for the 10 year Moving to Work (MTW) extension. Negotiations continue and, due to the timing of this meeting, there is no update.

Ms. Griffin stated Riverbend is past its 15 year Low Income Housing Tax Credit (LIHTC) compliance period and Keene Housing is working on an exit strategy. Joe Cloutier has withdrawn as General Partner and Boston Capital agreed to exit. Keene Housing is negotiating the cost of Boston Capital's exit which should be minimal. Boston Capital is owed an investor fee which has been accruing on the property books plus a transfer tax. Until the terms are finalized, the boiler replacement project is on hold.

Ms. Griffin updated the Commissioners regarding several capital improvement projects. The construction of the North and Gilsum sheds and patios is underway. Commissioner Marsh asked if there were plans to repurpose the fencing and concrete blocks to Habitat for Humanity or another charitable organization. Ms. Griffin stated she would follow up with Sandy Clark, Director of Facilities and Assets. The overhang project at Stone Arch Village Family is scheduled to begin in a few weeks. The asphalt work at multiple site locations is scheduled to begin in August. The Agency received 1 bid for the landscaping project at Harper Acres and Meadow Road which resulted in Stevens & Associates completing a reasonableness review. The landscaping work is scheduled to begin in September 2015. The upgrade to the sprinkler protection system at the Water Street Shelter will begin in August 2015. Southwestern Community Services is contributing $15,000 toward the

replacement of old fire alarms and the installation of a new sprinkler system. The Roxbury Street roof repair is on hold until 2016 due to the limited availability of contractors.

MANGEMENT REPORT:

Vice Chairperson Mack inquired about the low vacancy and turnover grading of Brookbend East and West and Forest View. Ms. Griffin stated there have been a number of evictions resulting from lease violations at Brookbend East and West. Ms. Buzby stated there has been a demographic shift and it is becoming more and more difficult to fill 3 bedroom units. Forest View has a number of 3 bedroom units. Vice Chairperson Mack asked for a summary of Keene Housing's housing portfolio to be distributed at the next monthly Board of Commissioners meeting.

Commissioner Moses asked if Keene Housing is collecting data on its veteran population. Ms. Buzby stated the Agency is beginning to collect data but it is difficult to inform policy when many homeless veterans often do not have required documentation. Commissioner Slack stated Southwestern Community Services has a great program in place and they may be a good resource.

FINANCE REPORT:

Ms. Griffin reviewed the consolidated financial operations and variances to budget for Keene Housing owned and managed properties. Keene Housing has not yet requested the release of Housing Assistance Payment (HAP) funds which will be used for capital improvements and resident services. Ms. Griffin stated expenses are currently under budget and she believes this is due to timing. Legal expenses increased significantly due to an increase in eviction cases.

OLD BUSINESS:

No topics were presented.

NEW BUSINESS:

Ms. Griffin introduced Ron Worden, Senior Manager of Otis Atwell. Mr. Worden explained Otis Atwell audits the financial statements of Keene Housing and its affiliate partnerships. He presented a summary of Keene Housing's audited 2014 financial statements. The Agency has a very strong balance sheet and the financial statements are presented in accordance with generally accepted accounting principles. Keene Housing had no internal control or compliance findings as a result of the audit testing.

Resolution No. 528 – Approval of Employee Handbook Revision

The Keene Housing Board of Commissioners approves adoption of the revision to the Employee Handbook to include payment for travel to trainings pursuant to the July 2, 2015 Memorandum from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director. Commissioner Moses moved the motion to approve the resolution. Commissioner Slack seconded the motion, which upon being put to vote, was passed unanimously.

Resolution No. 529 – Approval of Executive Director Travel

The Keene Housing Board of Commissioners authorizes the Executive Director to travel to Washington D.C. for the 2015 Public Housing Authorities Directors Association (PHADA) Legislative Conference, which runs from September 13, 2015 – September 15, 2015, pursuant to the June 22, 2015 Memorandum from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director. Commissioner Slack moved the motion to approve the resolution. Commissioner Marsh seconded the motion, which upon being put to vote, was passed unanimously.

Resolution No. 530 – Approval of Document Management System

The Keene Housing Board of Commissioners authorizes the Executive Director to maintain an electronic document management system as the sole repository for original documents and the destruction of the physical files pursuant to the July 10, 2015 memorandum from Linda Griffin, Finance Director to Joshua Meehan, Executive Director. Commissioner Slack moved the motion to approve the resolution. Commissioner Moses seconded the motion, which upon being put to vote, was passed unanimously.

PUBLIC COMMENT:

No members of the public were in attendance.

NON-PUBLIC SESSION:

No motion was made to move to Non-Public Session.

Due to time constraints, Commissioner Slack and Vice Chairperson Mack recommended discussion regarding the Employee and Resident Satisfaction Surveys be tabled until the August Board of Commissioners meeting.

Commissioner Moses made a motion to adjourn the meeting. Commissioner Marsh seconded the motion, which upon being put to vote, was passed unanimously. There being no further business, Vice Chairperson Mack adjourned the Board meeting at 1:20 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

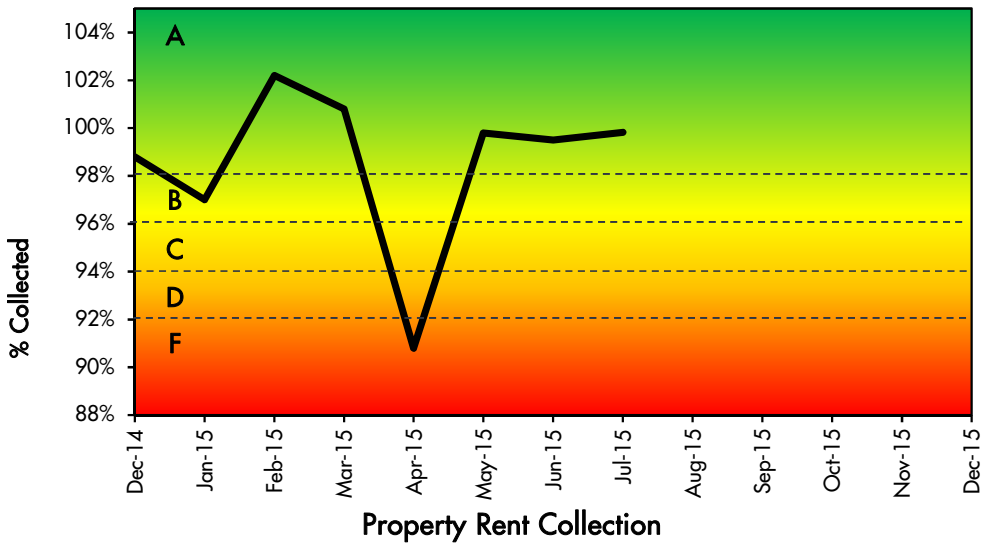
8/3/15
Date

Keene Housing

MANAGEMENT REPORT
JULY 2015

Residential Property Rent Collection Report
July 2015

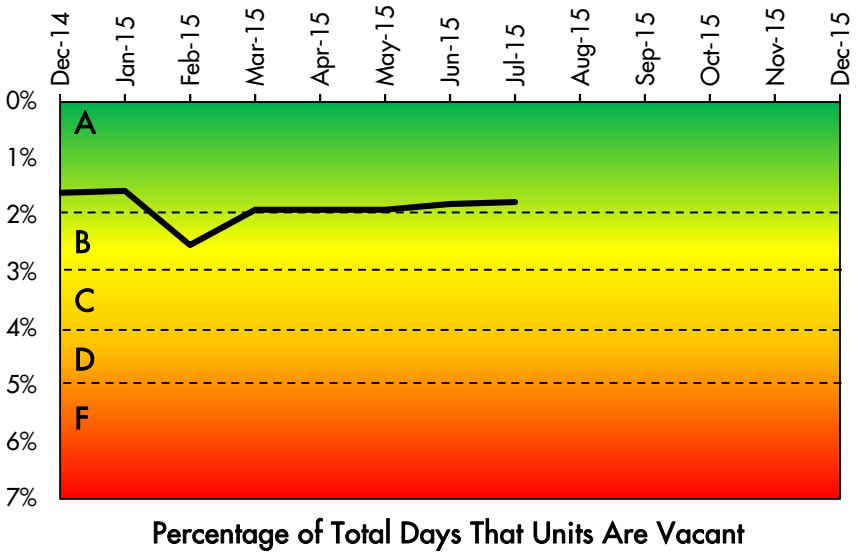
Community	Month Billed	Month Collected	% Collected	Monthly Grade	YTD Billed	YTD Collected	% YTD Collected	YTD Grade
Ash Brook Apartments	$10,050	$10,050	100.0%	A	$68,675	$68,675	100.0%	A
Bennett Block	$4,152	$3,984	96.0%	C	$30,000	$29,841	99.5%	A
Brookbend East	$13,442	$14,014	104.3%	A	$85,681	$85,834	100.2%	A
Brookbend West	$10,243	$10,431	101.8%	A	$67,468	$67,858	100.6%	A
Central Square Terrace	$26,677	$26,461	99.2%	A	$186,712	$182,591	97.8%	B
Cottage Street	$1,202	$1,072	89.2%	F	$8,450	$8,365	99.0%	A
Evergreen Knoll LP	$12,926	$12,037	93.1%	D	$74,625	$74,698	100.1%	A
Forest View	$18,458	$18,192	98.6%	A	$123,139	$123,869	100.6%	A
Harper Acres	$40,772	$40,665	99.7%	A	$274,191	$274,615	100.2%	A
Meadow Road Apartments	$5,732	$6,232	108.7%	A	$43,523	$44,659	102.6%	A
North and Gilsum	$16,615	$16,376	98.6%	A	$113,881	$113,106	99.3%	A
Riverbend Apartments	$10,078	$10,928	108.4%	A	$71,249	$71,157	99.9%	A
Scattered Sites	$8,161	$8,085	99.1%	A	$54,976	$55,113	100.2%	A
Stone Arch Village Family	$8,394	$8,465	100.9%	A	$55,801	$55,724	99.9%	A
Stone Arch Village Senior	$12,107	$12,101	100.0%	A	$84,605	$84,626	100.0%	A
Totals	**$199,009**	**$199,093**	**100.0%**	**A**	**$1,274,301**	**$1,272,057**	**99.8%**	**A**



Monthly Vacancy Report

July 2015

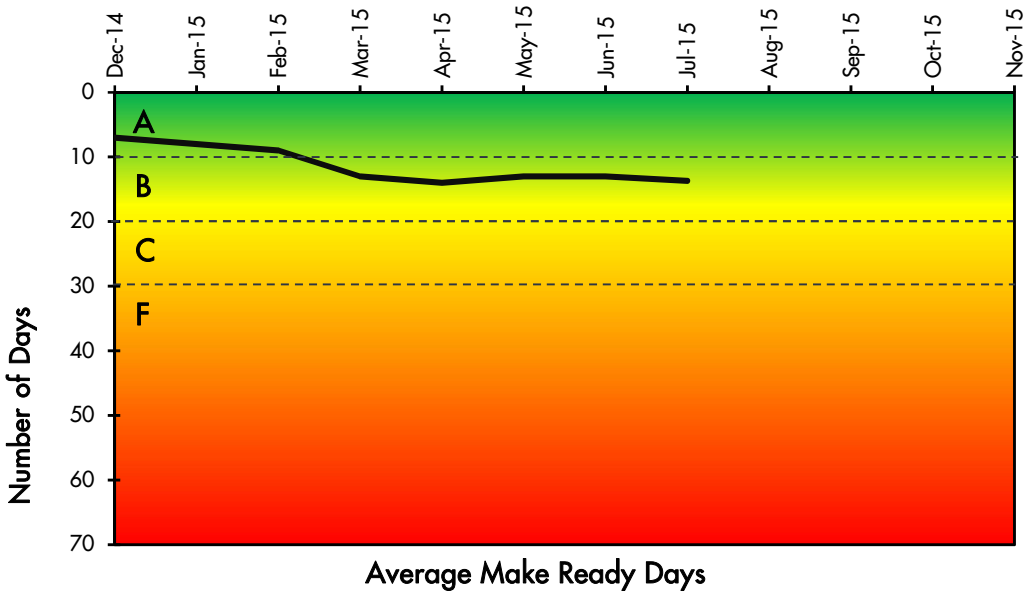
Community	Units Available	Available Days	Vacant Days	Monthly Vacancy Percentage	Monthly Grade	YTD Vacancy Percentage	YTD Grade
Ash Brook Apartments	24	744	0	0.0%	A	0.6%	A
Bennett Block	14	434	9	2.1%	B	0.8%	A
Brookbend East	40	1240	98	7.9%	F	6.0%	F
Brookbend West	35	1085	34	3.1%	C	3.8%	C
Central Square Terrace	90	2790	60	2.2%	B	0.9%	A
Cottage Street	3	93	0	0.0%	A	0.0%	A
Evergreen Knoll LP	32	992	0	0.0%	A	0.8%	A
Forest View	38	1178	0	0.0%	A	4.4%	D
Harper Acres	112	3472	35	1.0%	A	1.2%	A
Meadow Road	18	558	0	0.0%	A	1.8%	A
North and Gilsum	29	899	0	0.0%	A	1.1%	A
Riverbend Apartments	24	744	0	0.0%	A	0.6%	A
Scattered Sites	18	558	0	0.0%	A	1.3%	A
Stone Arch Village Family	24	744	16	2.2%	B	0.9%	A
Stone Arch Village Senior	33	1023	0	0.0%	A	0.6%	A
Report Totals:	**534**	**16,554**	**252**	**1.5%**	**A**	**1.8%**	**A**



Percentage of Total Days That Units Are Vacant

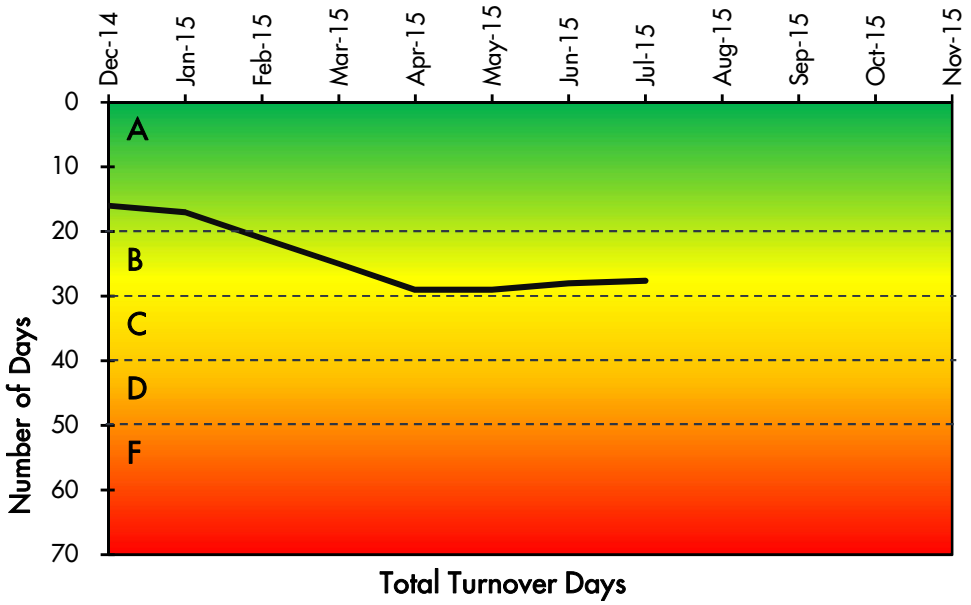
Unit Make Ready Days
July 2015

Community	Number of Units Turned	Avg. Make Ready Days for Month	Monthly Grade	YTD Number of Units Turned	YTD Avg. Make Ready Days	YTD Grade
Ash Brook Apartments	1	0	A	1	18	B
Bennett Block	-	-	None	2	9	A
Brookbend East	3	21	C	13	15	B
Brookbend West	3	10	A	6	16	B
Central Square Terrace	2	0	A	5	10	A
Cottage Street	-	-	None	-	-	None
Evergreen Knoll LP	2	1	A	3	8	A
Forest View	3	8	A	7	22	C
Harper Acres	3	11	B	10	14	B
Meadow Road	2	24	C	2	10	A
North and Gilsum	1	0	A	3	7	A
Riverbend Apartments	-	-	None	2	16	B
Scattered Sites	1	23	C	1	36	F
Stone Arch Village Family	-	-	None	3	11	B
Stone Arch Village Senior	-	-	None	1	1	A
Report Totals:	**21**	**10**	**A**	**59**	**14**	**B**



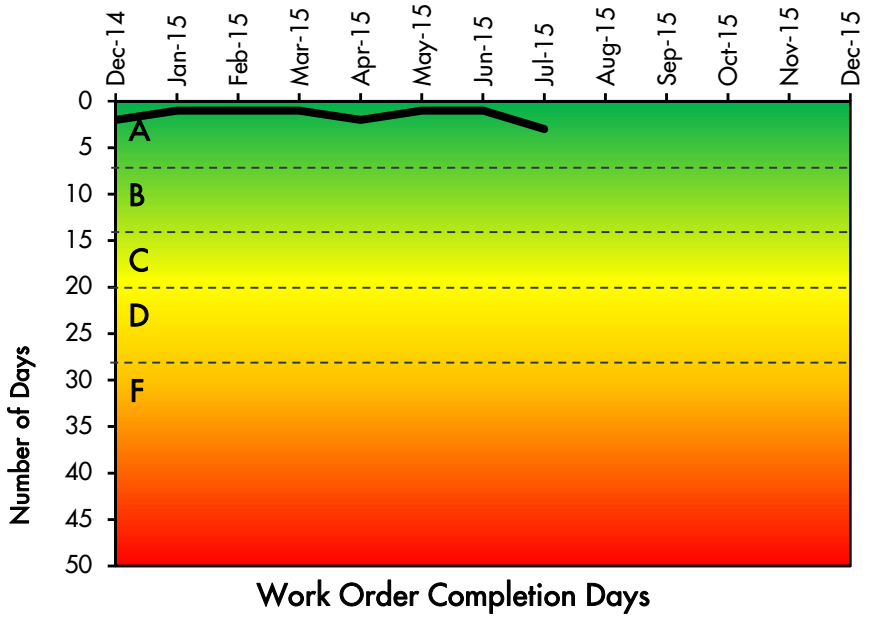
Unit Turnover
July 2015

Community	Avg. Total Turn-around Days For Month	Monthly Grade	YTD Number of Units Turned	YTD Avg. Total Turnaround Days	YTD Grade
Ash Brook Apartments	1	A	1	28	B
Bennett Block	-	None	2	12	A
Brookbend East	21	B	13	41	D
Brookbend West	13	A	6	32	C
Central Square Terrace	16	A	5	21	B
Cottage Street	-	None	-	-	None
Evergreen Knoll LP	2	A	3	20	A
Forest View	28	B	7	53	F
Harper Acres	19	A	10	28	B
Meadow Road	28	B	2	34	C
North and Gilsum	6	A	3	24	B
Riverbend Apartments	-	None	2	16	A
Scattered Sites	23	B	1	48	D
Stone Arch Village Family	-	None	3	15	A
Stone Arch Village Senior	-	None	1	15	A
Report Totals:	**16**	**A**	**59**	**28**	**B**



Residential Property Non-Emergency Work Order Completion Days
July 2015

Community	Number of Work Orders	Avg Days to Complete	Monthly Grade
139 Roxbury Street	1	0	A
Ash Brook Apartments	8	0	A
Bennett Block	11	0	A
Brookbend East	20	5	A
Brookbend West	26	1	A
Central Square Terrace	60	1	A
Cottage Street	1	0	A
Emerald Street House	2	0	A
Evergreen Knoll LP	51	3	A
Forest View	18	2	A
Harper Acres	62	2	A
Keene Housing Main Office	4	9	B
Meadow Road	5	1	A
North and Gilsum	20	2	A
Riverbend Apartments	16	0	A
Scattered Sites	12	9	B
Stone Arch Village Family	36	6	A
Stone Arch Village Senior	22	4	A
Report Totals:	**375**	**3**	**A**



Residential Property Emergency Work Order Completion Days
July 2015

Community	Number of Work Orders	Average Days To Complete	Monthly Grade
139 Roxbury Street	-	-	None
Ash Brook Apartments	-	-	None
Bennett Block	-	-	None
Brookbend East	-	-	None
Brookbend West	-	-	None
Central Square Terrace	-	-	None
Cottage Street	-	-	None
Emerald Street House	-	-	None
Evergreen Knoll LP	-	-	None
Forest View	-	-	None
Harper Acres	-	-	None
Keene Housing Main Office	-	-	None
Meadow Road	-	-	None
North and Gilsum	-	-	None
Riverbend Apartments	-	-	None
Scattered Sites	-	-	None
Stone Arch Village Family	-	-	None
Stone Arch Village Senior	-	-	None
Report Totals:	0	0	None

Keene Housing

FINANCE REPORT
JULY 2015

Programs and Services FY 2015 HAP & Leasing Utilization Schedule

Moving to Work (MTW)

Month	HAP Budget Authority	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$381,120	$334,758	88%	621	$539	106%	587	$96	$46,362
February	$382,409	$332,622	87%	616	$540	105%	587	$266	$49,787
March	$382,409	$327,373	86%	616	$531	105%	587	$739	$55,036
April	$390,474	$330,856	85%	615	$538	105%	587	$451	$59,618
May	$390,474	$326,015	83%	613	$532	104%	587	$992	$64,459
June	$390,473	$323,436	83%	613	$528	104%	587	$1,568	$67,037
July	$390,473	$324,608	83%	605	$537	103%	587	$200	$65,865
August									$0
September									$0
October									$0
November									$0
December									$0
Total	$2,707,832	$2,299,668	85%	4299	$535	105%	4109	$4,311	$408,164

MTW without Transitional Housing Assistance Shelter Program (THASP)

Month	HAP Budget Authority	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$381,120	$326,533	86%	559	$584	95%	587	$96	$54,587
February	$382,409	$324,707	85%	556	$584	95%	587	$266	$57,702
March	$382,409	$318,883	83%	552	$578	94%	587	$739	$63,526
April	$390,474	$322,706	83%	544	$593	93%	587	$451	$67,768
May	$390,474	$317,683	81%	549	$579	94%	587	$992	$72,791
June	$390,473	$315,873	81%	553	$571	94%	587	$1,568	$74,600
July	$390,473	$317,273	81%	542	$585	92%	587	$200	$73,200
August									$0
September									$0
October									$0
November									$0
December									$0
Total	$2,707,832	$2,243,658	83%	3855	$582	94%	4109	$4,311	$464,174

Non-Elderly Disabled (NEDs)

Month	HAP Budget Authority	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$53,430	$53,314	100%	100	$533	100%	100	$0	$116
February	$53,430	$53,362	100%	100	$534	100%	100	$0	$68
March	$53,430	$53,832	101%	101	$533	101%	100	$0	($402)
April	$54,745	$54,034	99%	99	$546	99%	100	$0	$711
May	$54,745	$52,938	97%	99	$535	99%	100	$0	$1,807
June	$54,746	$53,319	97%	99	$539	99%	100	$0	$1,427
July	$54,746	$52,911	97%	98	$540	98%	100	$0	$1,835
August									
September									
October									
November									
December									
Total	$379,272	$373,710	99%	696	$537	99%	700	$0	$5,562

Mainstream

Month	HAP Budget Authority	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$27,309	$29,317	107%	50	$586	100%	50	$0	($2,008)
February	$27,309	$29,296	107%	50	$586	100%	50	$0	($1,987)
March	$27,309	$29,038	106%	49	$593	98%	50	$0	($1,729)
April	$27,790	$27,821	100%	47	$592	94%	50	$0	($31)
May	$27,790	$27,793	100%	47	$591	94%	50	$0	($3)
June	$27,790	$28,481	102%	49	$581	98%	50	$0	($691)
July	$27,790	$27,407	99%	49	$559	98%	50	$0	$383
August									
September									
October									
November									
December									
Total	$193,087	$199,153	103%	341	$584	97%	350	$0	($6,066)

Target is 100% Utilization or Leased for NEDs and Mainstream. We have more flexibility with MTW.

2014 Summary			
Program	UMA	UML	% UML
MTW	7044	7265	103%
NED	1200	1186	99%
MS	600	574	96%

Financial Report – July, 2015

Prepared by: Linda Griffin, Finance Director

This report provides a summary on the consolidated financial operations and variances to budget for Keene Housing and managed properties.

NET INCOME (before depreciation) is currently at $750k which is a net increase of $263 from the budget of $487k.

OPERATING REVENUES are $8,390k, a net increase of $187k as compared to the budget of $8,203k. The most significant changes are related to:

VARIANCES for Revenue categories Incr/(Decr) compared to Budget		
113,844	Rent Revenue	Change in tenant rent – related to subsidy changes.
(247,018)	HAP funding	The estimated 2015 MTW funding is estimated to have $684k available for Non-HAP initiatives. These funds remain as HUD held and revenue is showing less than budget. There is also a balance HUD held from 2014 approved funding of $340k that can also be used to fund the MTW approved initiatives for 2015 (resident services $170k or capital improvements $850).
32,212	Other Income	Other Income is related to a grant Roxbury St Shelter received from KDHC for $10k, Bennet Block $8k, misc.
(23,478)	Grants	Grants funds expected to be received for CDBG, CHT, FSS. The FSS funds are in arrears $16k as the new HUD procedures require funds to be spent then reimbursed. CDBG admin revenue is under budget by $5k and may be permanent. CHT admin revenue is under budget by $3k and may be timing.
(743)	Management Fees	Management fees on budget.
172,350	Incentive fees	Partnership fees, paid to Keene Housing or MAHC from surplus cash for 2014 on LIHTC properties managed. Paid are: SAV-Senior paid $13k, SAV-F=$50k, BBW=$60k, BBE=$125k. All were over the budget.
0	Development fees	No Development fees paid or expected (MAHC).
(13,405)	Vacancy Loss	Vacancy Loss (reduction to revenue). Emerald St had 2 vacancies earlier in the year but are now full, there was no budget and variance is permanent. BBE over budget by $8 and BBW over budget by $6k and this may be a permanent variance.
8,987	Tenants Charges	Higher than expected revenue in KAHP $3k, BBE $4k properties related to damages charged to Tenants, there is no budget for this line item.
(31,243)	Admin Funding	HUD Section 8 admin expense is less than budget so our request for funding from HUD is less than budget, NEDs and Mainstream admin revenue is as budget.
0	Gain on SWAP	Part of the financing for KAHP properties with TD.
175,540	MTW Transfer	MTW funds if transferred to KHKC and KAHP to be used for resident services or capital improvements. Transfers have started in June.
187,045	Higher than Budget	

OPERATING EXPENSES are $7,640k, a net decrease of $76k as compared to budget of $7,716k. The most significant changes are related to:

VARIANCES for Expense categories Incr/(Decr) compared to Budget		
16,773	Admin Expenses	Administrative Expense are running under budget in various line items and may be timing. As of year to date, Legal expenses for housing issues and energy consulting and technical assistance are running higher than budget.
(128,325)	Payroll Expenses	Benefit Expense is running under budget by $86k, may be timing. Salaries are also running under budget by $38k ($20k of that is related to reduction in staff in the tenant services dept).
(37,744)	Utilities Expenses	Utilities expense, for Fuel is under budget by $29k, Water & Sewer under budget by $44k, Electric is over budget by $35k. It may be timing.
(116,554)	Maint Expenses	Maintenance Expenses are running under budget, may all be timing. Line items under budget are Grounds $13k, Flooring $50k (KAHP), Misc Equip $24k.
(2,140)	Insurance expenses	Insurance Expenses on budget.
3,739	Property Tax Expenses	Property Taxes on budget.
4,020	Partnership taxes	Taxes for CST are running over budget.
(19,564)	Interest Expenses	Interest Expenses are running under budget, mostly related to Evergreen Knoll and there is an end of the year entry required that will adjust the interest to come closer to budget. Timing.
(11,963)	Resident services	Residential Services running under budget may timing. Resident's Development Grants and Rent credits are $10k under budget but are picking up.
206,907	Partnership Distributions	SAVS, SAVF, BBW, BBE have all been paid, all over budget.
(104,948)	HAP disbursements	Decrease in HAP disbursements. The additional funds not used for HAP will be used for approved MTW initiatives (resident services or capital improvements). Timing.
113,769	MTW Transfer	MTW funds transferred from Locals to be used for resident services. Transfers started in June.
(76,031	Lower than Budget	

Keene Housing

Income Statement - Comparing Actuals to Budget - YTD - as of July 31, 2015

Program/Property	BUDGET	ACTUALS	NOTES	
	Operational Surplus/ (Deficit)	Operational Surplus/ (Deficit)	changes in Revenue	changes in Expenses
Central Office (Locals)	33,003	200,106	277,640 Higher Revenue	110,535 Higher Expenses
Monadnock Affordable (MAHC)	122	(7,011)	(9,052) Lower Revenue	(1,919) Lower Expenses
Keene Affordable (KAHP)	90,135	302,534	132,938 Higher Revenue	(79,460) Lower Expenses
Meadow Road	24,052	32,312	3,794 Higher Revenue	(4,467) Lower Expenses
Roxbury St Shelter	4,867	18,626	12,479 Higher Revenue	(1,230) Lower Expenses
Low Income Tax Credits Properties (LIHTC)				
Brookbend East	*64,827*	*(49,161)*	(4,890) Lower Revenue	109,098 Higher Expenses
Brookbend West	*51,803*	*7,752*	(6,129) Lower Revenue	37,923 Higher Expenses
Evergreen Knoll	*26,767*	*55,596*	262 on Budget	(28,567) Lower Expenses
Riverbend	*17,429*	*37,703*	3,225 Higher Revenue	(17,049) Lower Expenses
Stone Arch Family	*23,822*	*(6,262)*	855 Higher Revenue	30,939 Higher Expenses
Stone Arch Senior	*4,988*	*13,172*	(283) on budget	(8,466) Lower Expenses
Multi-Family Properties				
Central Square Terrance	*106,323*	*138,503*	3,194 Higher Revenue	(28,986) Lower Expenses
Voucher Programs				
Section 8	*640*	*(49,283)*	(215,040) Lower Revenue	(165,117) Lower Expenses
Non-Elderly Disabled (NED)	*23*	*7,702*	(12,514) Lower Revenue	(20,193) Lower Expenses
Mainstream Vouchers	*(10)*	*1,167*	4,394 Higher Revenue	3,218 Higher Expenses
Non-Owned/Managed Properties				
Ashbrook	*23,490*	*33,964*	2,717 Higher Revenue	(7,757) Lower Expenses
Cottage Street	*55*	*(487)*	(2,293) Lower Revenue	(1,751) Lower Expenses
Emerald Street	*12,157*	*8,676*	(4,257) Lower Revenue	(776) On Budget
Fairweather Lodge	*2,286*	*4,353*	3 On Budget	(2,064) Lower Expenses
TOTALS	486,779	749,962	187,045 Lower Revenue	(76,087) Lower Expenses

(a) excluding depreciation

Keene Housing

Cash Outlay - Year to Date - as of July 31, 2015

Program/Property			change in balance sheet accounts affecting cash								
	Unrestricted Cash Balance at 1/1/15	Cash from Operations Surplus/ (Deficit)	Principal Payments	Reserve Accounts Net change (Incr)/Decr	Capital Improvement Payments	Changes in Equity (Incr)/decr	Change in Receivables (Incr)/decr	Change in payables Incr/(decr)	due to/ due from	Unrestricted Cash Balance at current month	YTD cash Increase/ (Decrease)
Central Office (Locals)	**2,254,294**	**200,106**	(41,336)	0	(46,146)	0	167,849	(23,428)	(23,541)	**2,487,798**	233,504
Monadnock Affordable (MAHC)	**684,501**	**(7,011)**	(186,270)	0	(2,824)	0	(8,037)	(43,298)	382	**437,443**	(247,058)
Keene Affordable (KAHP)	**739,337**	**302,534**	(184,974)	(41,916)	(91,217)	0	6,681	(63,761)	(14,296)	**652,388**	(86,949)
Meadow Road	**49,917**	**32,312**	(17,690)	(1,311)	(9,419)	0	79,489	(92,330)	(496)	**40,472**	(9,445)
Roxbury St Shelter	**474**	**18,626**	(879)	0	(2,920)	0	1,632	3,083	(16)	**20,000**	19,526
Low Income Tax Credits (LIHTC)											
Brookbend East	*305,646*	*(49,161)*	(2,461)	(11,791)	0	50,000	(70,167)	(40,694)	(2,822)	**178,550**	(127,096)
Brookbend West	*122,320*	*7,752*	(71,039)	(6,199)	0	0	(4,164)	5,504	(2,249)	**51,925**	(70,395)
Evergreen Knoll	*46,014*	*55,596*	(24,121)	(830)	(11,741)	0	(6,176)	(14,471)	(3,111)	**41,160**	(4,854)
Riverbend	*38,236*	*37,703*	(11,112)	(8,402)	0	0	(3,691)	(7,588)	(1,358)	**43,788**	5,552
Stone Arch Family	*167,176*	*(6,262)*	(2,568)	(5,481)	(8,101)	(6,125)	(8,183)	3,696	(850)	**133,302**	(33,874)
Stone Arch Senior	*77,420*	*13,172*	(22,733)	(7,545)	(2,827)	(1,691)	(6,081)	(5,786)	(1,534)	**42,395**	(35,025)
Multi-Family Properties											
Central Square Terrance	*110,357*	*138,503*	(79,404)	(35,776)	0	0	(62,830)	38,907	(3,876)	**105,881**	(4,476)
Voucher Programs											
Section 8 - Moving to Work (MTW)	*260,416*	*(49,283)*	n/a	n/a	n/a	n/a	20,531	86,660	(15,737)	**302,587**	42,171
Non-Elderly Disabled (NED)	*20,331*	*7,702*	n/a	n/a	n/a	n/a	(49,087)	980	40,405	**20,331**	0
Mainstream Vouchers	*121,376*	*1,167*	n/a	n/a	n/a	n/a	(22,407)	(120)	21,360	**121,376**	(0)
Non-Owned/Managed Properties											
Ash Brook	*11,955*	*33,964*	(14,349)	(4,904)	(1,955)	0	(18,887)	4,533	(671)	**9,686**	(2,269)
Cottage Street	*42*	*(487)*	0	(1,400)	0	1,857	1,406	(860)	(22)	**536**	494
Emerald Street	*252*	*8,676*	3,000	20,908	(21,962)	0	2,917	(5,790)	(385)	**7,616**	7,364
Fairweather Lodge	*4,494*	*4,353*	0	(1,235)	0	0	1,094	245	(61)	**8,890**	4,396
TOTAL	5,014,558	749,962	(655,936)	(105,882)	(199,112)	44,041	21,889	(154,518)	(8,878)	4,706,124	(308,434)

(a) excluding depreciation

Keene Housing

Balance Sheet Summary - Assets - as of July 31, 2015

Program/Property	ACTUALS								
	Cash Unrestricted (a)	Cash Restricted (b)	Replacement Reserves	Operating Reserves	Residual Receipts	Receivables and Prepaids (c)	Fixed Assets (d)	Other Assets (e)	Total Assets
Central Office (Locals)	**2,487,798**	**0**	**0**	**0**	**0**	**10,941,385**	**124,529**	**415,000**	**13,968,712**
Monadnock Affordable (MAHC)	**437,443**	**0**	**79,015**	**0**	**0**	**800,439**	**1,507,876**	**0**	**2,824,773**
Keene Affordable (KAHP)	**652,388**	**257,143**	**504,278**	**0**	**0**	**75,390**	**16,902,382**	**37,611**	**18,429,192**
Meadow Road	**(11,043)**	**33,770**	**51,177**	**0**	**0**	**11,696**	**735,030**	**0**	**820,630**
Roxbury St Shelter	**20,000**	**0**	**0**	**0**	**0**	**307**	**111,735**	**0**	**132,042**
Low Income Tax Credits (LIHTC)	**491,120**	**319,613**	**472,448**	**764,914**	**4,063**	**93,300**	**22,916,634**	**166,993**	**25,229,085**
Brookbend East	*178,550*	*83,860*	*60,149*	*262,385*	*0*	*23,404*	*6,364,178*	*73,767*	*7,046,293*
Brookbend West	*51,925*	*74,636*	*61,474*	*203,630*	*0*	*24,502*	*5,907,616*	*51,151*	*6,374,934*
Evergreen Knoll	*41,160*	*39,692*	*154,620*	*86,387*	*0*	*10,212*	*3,228,656*	*6,397*	*3,567,124*
Riverbend	*43,788*	*27,664*	*28,450*	*0*	*4,063*	*8,467*	*1,264,402*	*0*	*1,376,834*
Stone Arch Family	*133,302*	*43,418*	*65,520*	*89,838*	*0*	*19,315*	*2,879,946*	*13,372*	*3,244,711*
Stone Arch Senior	*42,395*	*50,343*	*102,235*	*122,674*	*0*	*7,400*	*3,271,836*	*22,306*	*3,619,189*
Multi-Family Properties	**105,881**	**125,147**	**120,791**	**0**	**16,406**	**14,428**	**1,555,904**	**41,454**	**1,980,011**
Central Square Terrance	*105,881*	*125,147*	*120,791*	*0*	*16,406*	*14,428*	*1,555,904*	*41,454*	*1,980,011*
Voucher Programs	**444,294**	**0**	**0**	**0**	**0**	**363,551**	**4,499**	**0**	**812,344**
Section 8 - Moving to Work	*302,587*	*0*	*0*	*0*	*0*	*348,077*	*4,499*	*0*	*655,163*
Non-Elderly Disabled (NED)	*20,331*	*0*	*0*	*0*	*0*	*10,301*	*0*	*0*	*30,632*
Mainstream Vouchers	*121,376*	*0*	*0*	*0*	*0*	*5,173*	*0*	*0*	*126,549*
Non-Owned/Managed Properties	**26,728**	**38,950**	**161,817**	**12,578**	**21,184**	**8,450**	**1,306,194**	**13,709**	**1,589,610**
Ash Brook	*9,686*	*27,952*	*81,063*	*0*	*8,842*	*2,523*	*695,484*	*6,209*	*831,759*
Cottage Street	*536*	*2,148*	*8,047*	*12,578*	*10,087*	*2,631*	*430,675*	*7,500*	*474,202*
Emerald Street	*7,616*	*8,850*	*60,947*	*0*	*2,255*	*2,108*	*150,706*	*0*	*232,482*
Fairweather Lodge	*8,890*	*0*	*11,760*	*0*	*0*	*1,188*	*29,329*	*0*	*51,167*
TOTALS	**4,654,609**	**774,623**	**1,389,526**	**777,492**	**41,653**	**12,308,946**	**45,164,783**	**674,767**	**65,786,399**

(a) cash
(b) Tenant Security Deps, Tax/Ins Escrows, MTW block grant
(c) A/R, N/R less doubtful accounts and due to/from
(d) Land/Buildings less depreciation
(e) Deferred Finance cost less amortization

Keene Housing

Balance Sheet Summary - Liabilities - as of July 31, 2015

Program/Property	ACTUALS							
	Payables Vendors and Tenants	Payables Related Properties	Payables Loans	Payables Development fees	Accrued	Capital and Retained Earnings	Net Income Current Year	Total Liabilities
Central Office (Locals)	9,427	0	294,573	0	27,149	13,434,797	185,157	13,951,103
Monadnock Affordable (MAHC)	1,750	0	541,851	0	6,670	2,315,112	(40,608)	2,824,775
Keene Affordable (KAHP)	25,995	45,096	15,664,104	0	160,352	2,627,510	(93,998)	18,429,059
Meadow Road	5,294	91,655	354,874	0	(2,476)	359,878	11,405	820,630
Roxbury St Shelter	0	35,665	56,350	0	737	25,273	14,017	132,042
Low Income Tax Credits (LIHTC)	25,786	132,108	6,908,229	0	129,677	18,449,893	(416,566)	25,229,127
Brookbend East	*10,043*	*2,327*	*1,478,195*	*0*	*(16,355)*	*5,742,307*	*(170,201)*	*7,046,316*
Brookbend West	*9,334*	*1,968*	*1,822,963*	*0*	*22,342*	*4,614,587*	*(96,256)*	*6,374,938*
Evergreen Knoll	*2,563*	*0*	*1,835,588*	*0*	*32,178*	*1,722,919*	*(26,121)*	*3,567,127*
Riverbend	*1,973*	*127,813*	*619,532*	*0*	*43,003*	*580,925*	*3,585*	*1,376,831*
Stone Arch Family	*891*	*0*	*541,723*	*0*	*20,826*	*2,748,740*	*(67,465)*	*3,244,715*
Stone Arch Senior	*982*	*0*	*610,228*	*0*	*27,683*	*3,040,415*	*(60,108)*	*3,619,200*
Multi-Family Properties	14,841	82,136	3,115,057	878,593	51,103	(2,249,111)	87,395	1,980,014
Central Square Terrance	*14,841*	*82,136*	*3,115,057*	*878,593*	*51,103*	*(2,249,111)*	*87,395*	*1,980,014*
Voucher Programs	12,498	80,830	0	0	26,330	733,684	(40,998)	812,344
Section 8 - Moving to Work	*12,014*	*80,830*	*0*	*0*	*22,107*	*590,079*	*(49,867)*	*655,163*
Non-Elderly Disabled (NED)	*324*	*0*	*0*	*0*	*2,590*	*20,016*	*7,702*	*30,632*
Mainstream Vouchers	*160*	*0*	*0*	*0*	*1,633*	*123,589*	*1,167*	*126,549*
Non-Owned/Managed Properties	6,692	9,218	1,539,948	0	15,772	12,356	5,625	1,589,611
Ash Brook	*4,767*	*2,298*	*835,898*	*0*	*10,626*	*(28,850)*	*7,020*	*831,759*
Cottage Street	*162*	*5,619*	*511,631*	*0*	*231*	*(36,014)*	*(7,426)*	*474,203*
Emerald Street	*1,754*	*1,301*	*192,419*	*0*	*4,408*	*28,728*	*3,872*	*232,482*
Fairweather Lodge	*9*	*0*	*0*	*0*	*507*	*48,492*	*2,159*	*51,167*
TOTALS	102,283	476,708	28,474,986	878,593	415,314	35,709,392	(288,571)	65,768,705

YTD Net Income: after depreciation

Keene Housing
Solicitation Log

Type	Solicitation #	Solicitation Dates	Description of Services	Dept.	Firm/Vendor	Comments/Contract Value	Contract Status	EXPIRATION DATES
RFP	101-TA	10/18/12 - 11/16/12	TECHNICAL ASSISTANCE	AGENCY WIDE	EDGEMERE CONSULTING	< $50,000.00	RENEWED 01/15/15	01/15/16
RFP	102-GD	12/18/12 - 01/22/13	GRAPHIC DESIGN	AGENCY WIDE	IMARC, LLC	$14,875.00	RENEWED 3/01/15	03/01/16
RFP	103-WD	12/18/12 - 01/22/13	WEB DESIGN	AGENCY WIDE	IMARC, LLC	$37,625.00	EXPIRED	09/01/13
RFQ	104-LA	04/15/14 - 11/15/14	LAWN MAINTENANCE	AGENCY WIDE	JM CONSTRUCTION	< $82,481.37	EXPIRED	11/15/14
RFP	105-DC	04/08/13 - 05/09/13	DEVELOPMENT CONSULTING	AGENCY WIDE	TAG ASSOCIATES	< $50,000.00	RENEWED 8/15/14	08/15/16
RFP	106-CA	05/17/13 - 06/21/13	CAPITAL NEEEDS ASSESSMENT	KAHP/139 ROXBURY ST	GDS ASSOCIATES	$7,969.00	EXPIRED	10/22/13
RFQ	107-SR	07/23/13 - 08/19/13	SNOW REMOVAL	KAHP/MEADOW/COTTAGE	AGM LANDSCAPING	$25,750.00	EXTENDED 10/15/14	05/15/16
RFQ	108-HS	07/31/13 - 08/23/13	HEATING/AC/AH	AGENCY WIDE	GARY JACKSON HEATING	$19,030.00	RENEWED 9/14/14	09/14/16
RFQ	109-FS	08/05/13 - 08/30/13	FLOORING SERVICES	AGENCY WIDE	SYD'S CARPET & SNOOZE ROOM	FEE FOR SERVICE	EXECUTED 9/16/13	10/19/16
RFP	110-AE	03/21/14 - 04/21/14	ARCHITECT/ENGINEERING	AGENCY WIDE	WELLER & MICHAL	FEE FOR SERVICE	EXECUTED 5/13/14	05/13/16
		03/21/14 - 04/21/14	ARCHITECT/ENGINEERING	AGENCY WIDE	STEVENS & ASSOCIATES	FEE FOR SERVICE	EXECUTED 6/13/14	06/13/16
		03/21/14 - 04/21/14	ARCHITECT/ENGINEERING	AGENCY WIDE	DIETZ ASSOCIATES	FEE FOR SERVICE	EXECUTED 10/10/14	10/10/16
RFP	111-TR	03/15/14 - 03/28/14	TRASH REMOVAL	AGENCY WIDE	WASTE MANAGEMENT	FEE FOR SERVICE	EXTENDED 5/1/15	05/01/16
RFP	112-EL	04/12/14 -04/28/14	ELECTRICAL	AGENCY WIDE	TATTERSALL ELECTRIC	FEE FOR SERVICE	EXECUTED 5/15/15	05/14/17
RFP	113-PG	04/26/14 - 05/12/14	PROPANE GAS HEATING	AGENCY WIDE	KEENE GAS	1.69/1.79 PER GALLON	EXECUTED 6/8/14	06/30/16
RFP	114-EC	10/29/14 - 12/01/14	ENERGY CONSULTING	AGENCY WIDE	NOVA CONSULTING GROUP	< $50,000.00	EXECUTED 1/23/15	01/31/16
QBS	115-LG	07/01/14 - 08/31/14	LEGAL	AGENCY WIDE	BRAGDON, DOWD & KOSSAYDA	< $50,000.00	EXECUTED 9/1/14	08/31/16
		07/01/14 - 08/31/14	LEGAL	AGENCY WIDE	DRUMOND WOODSUM	FEE FOR SERVICE	EXECUTED 9/1/14	08/31/16
		07/01/14 - 08/31/14	LEGAL	AGENCY WIDE	HAWKINS DELAFIELD & WOOD	FEE FOR SERVICE	EXECUTED 9/1/14	08/31/16
		07/01/14 - 08/31/14	LEGAL	AGENCY WIDE	KLEIN HORNIG LLP	< $50,000.00	EXECUTED 9/1/14	08/31/16
		07/01/14 - 08/31/14	LEGAL	AGENCY WIDE	SHEEHAN PHINNEY BASS & GREEN	FEE FOR SERVICE	EXECUTED 9/1/14	08/31/16
RFP	116-HQ	09/26/14-10/21/14	HOUSING (HQS) INSPECTION	AGENCY WIDE	NO SUBMISSIONS	N/A	EXPIRED RFP	N/A
RFP	117-LC	02/06/15-03/23/15	LAWN CARE/LANDSCAPING	AGENCY WIDE	JM CONSTRUCTION	<82,000.00	**DEFAULT 07/13/15**	N/A
		EMERGENCY HIRE	LAWN CARE/LANDSCAPING	AGENCY WIDE	AGM LANDSCAPING	N/A	7/14/2015	11/14/15

KEY:

IFB Invitation for Bid

QBS Qualifications Based Selection

RFB Request for Bid

RFP Request for Procurement
Request for Proposal

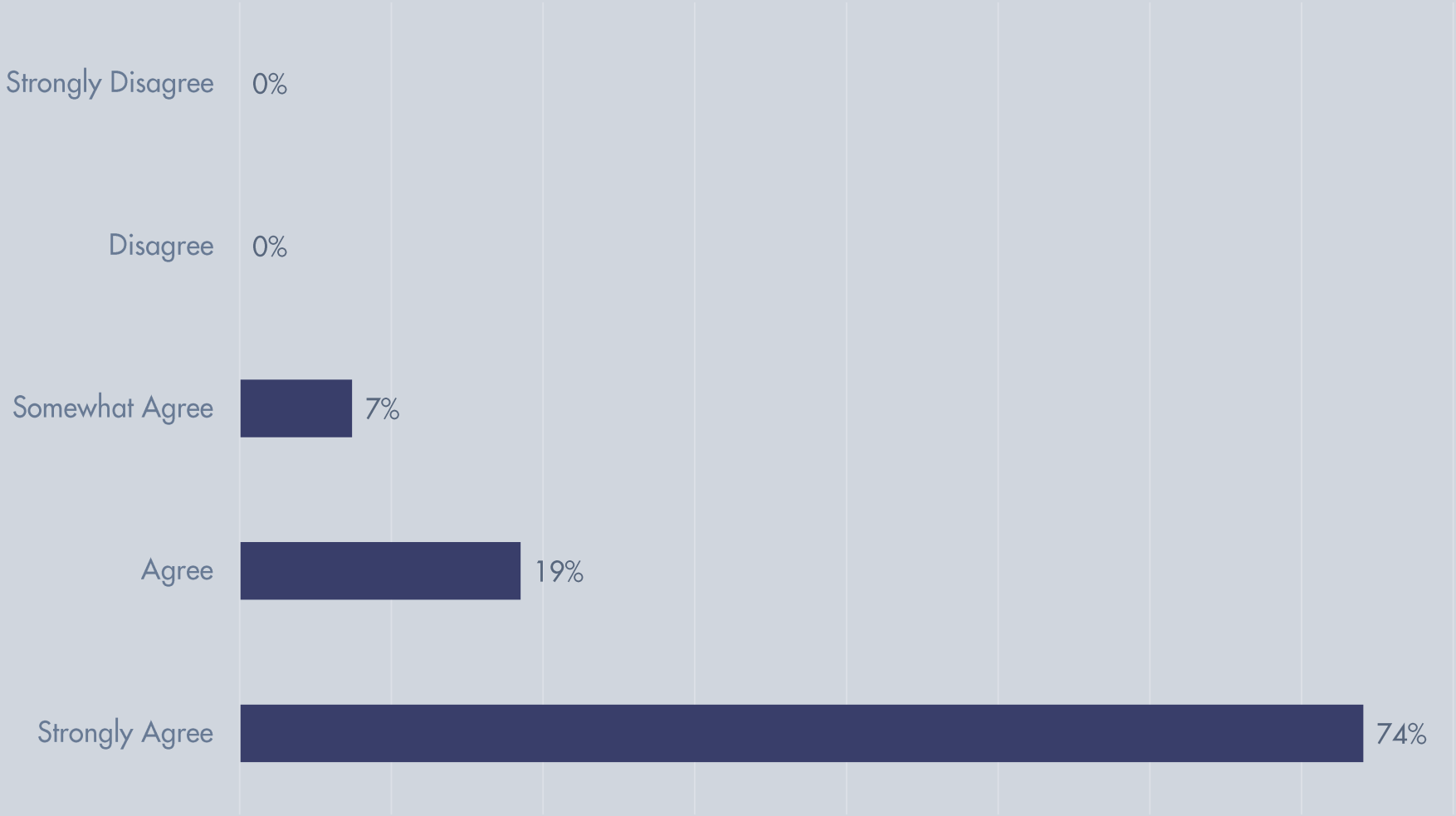
RFQ Request for Quote
Request for Qualifications

Employee Satisfaction Survey 2015 Results

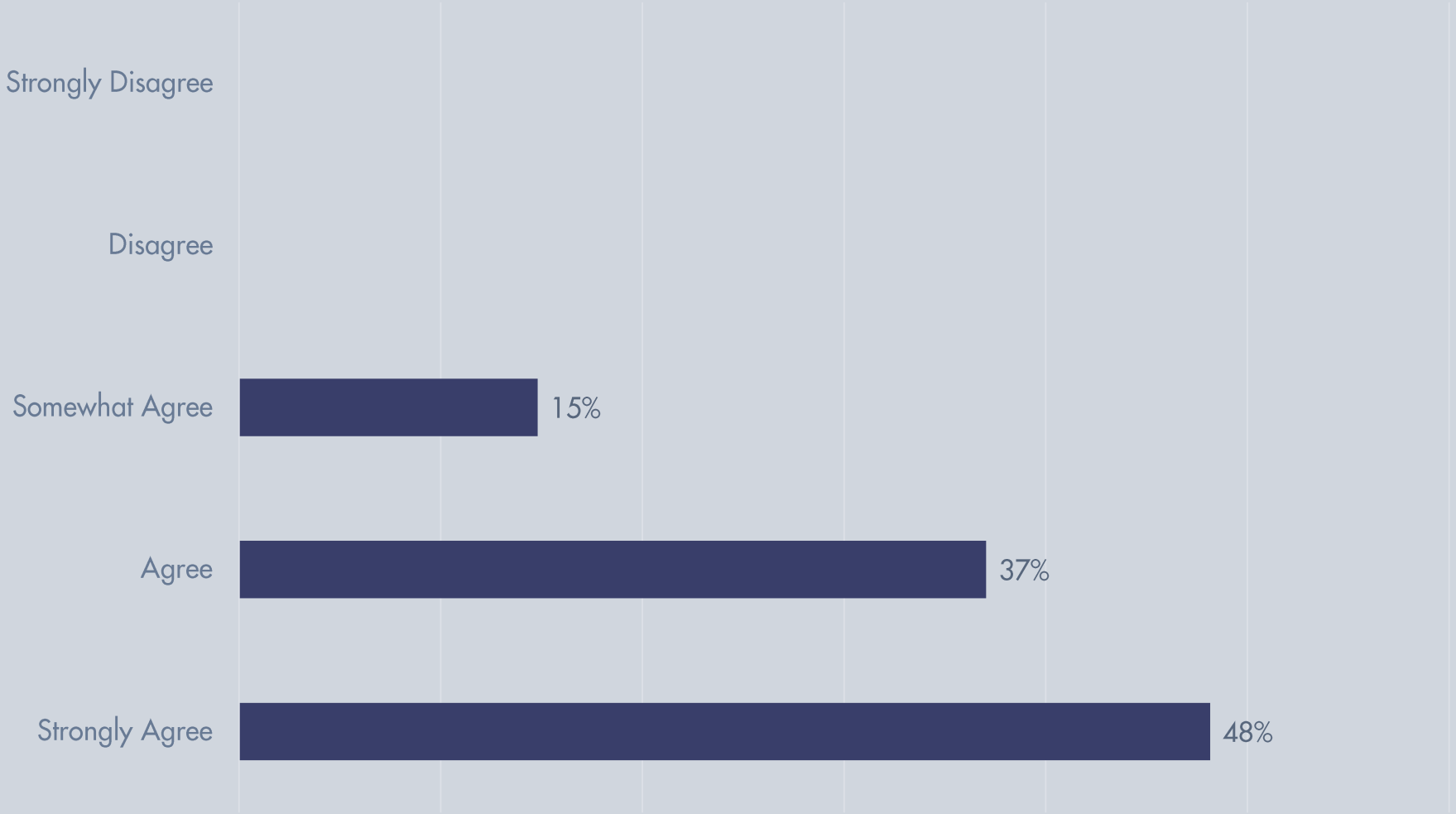
Overview

- Why conduct an employee satisfaction survey?
- Overview of the process
- Results
- Survey discussion

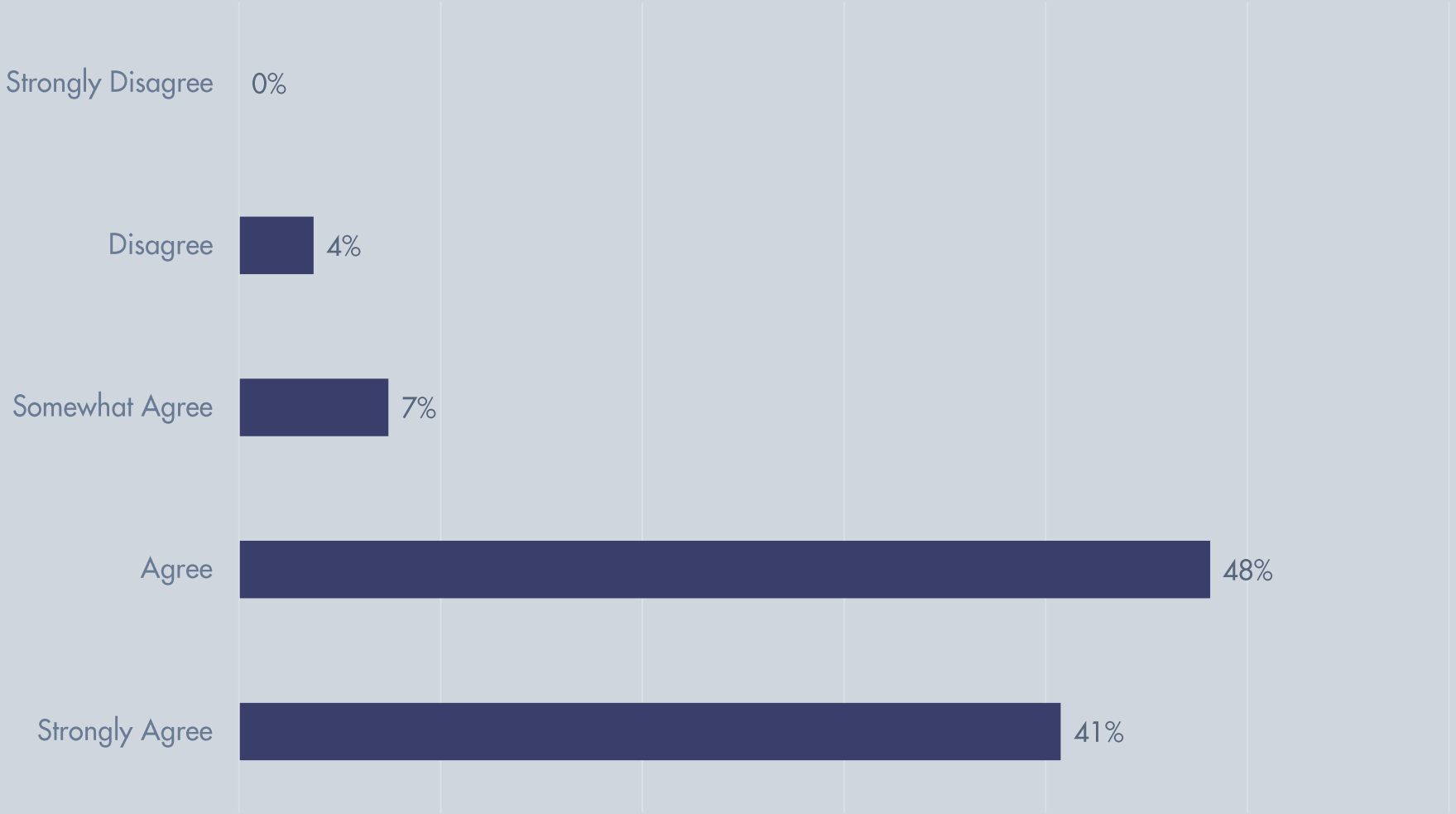
I feel proud to work at KH



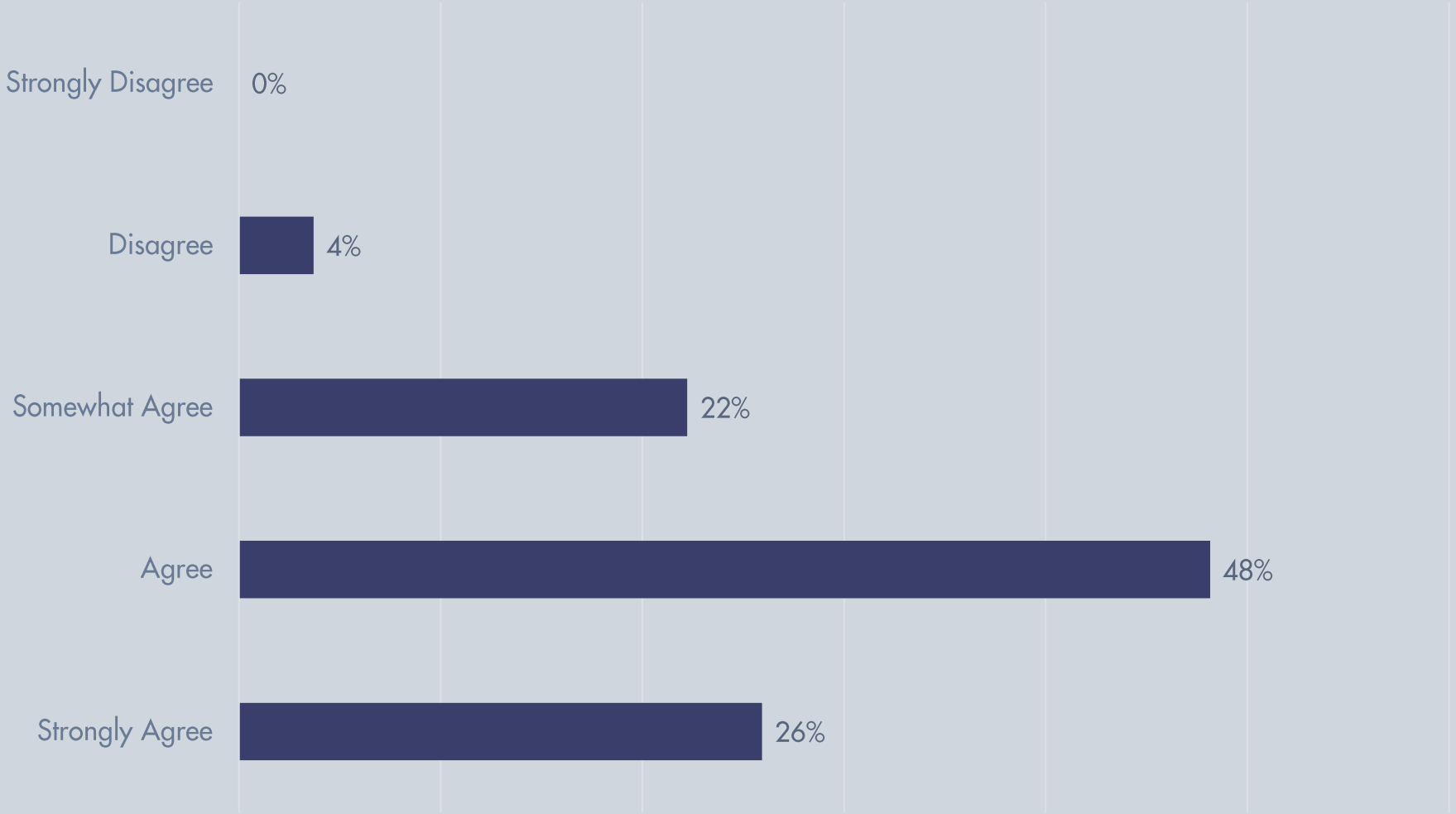
KH has a clear and inspiring Mission



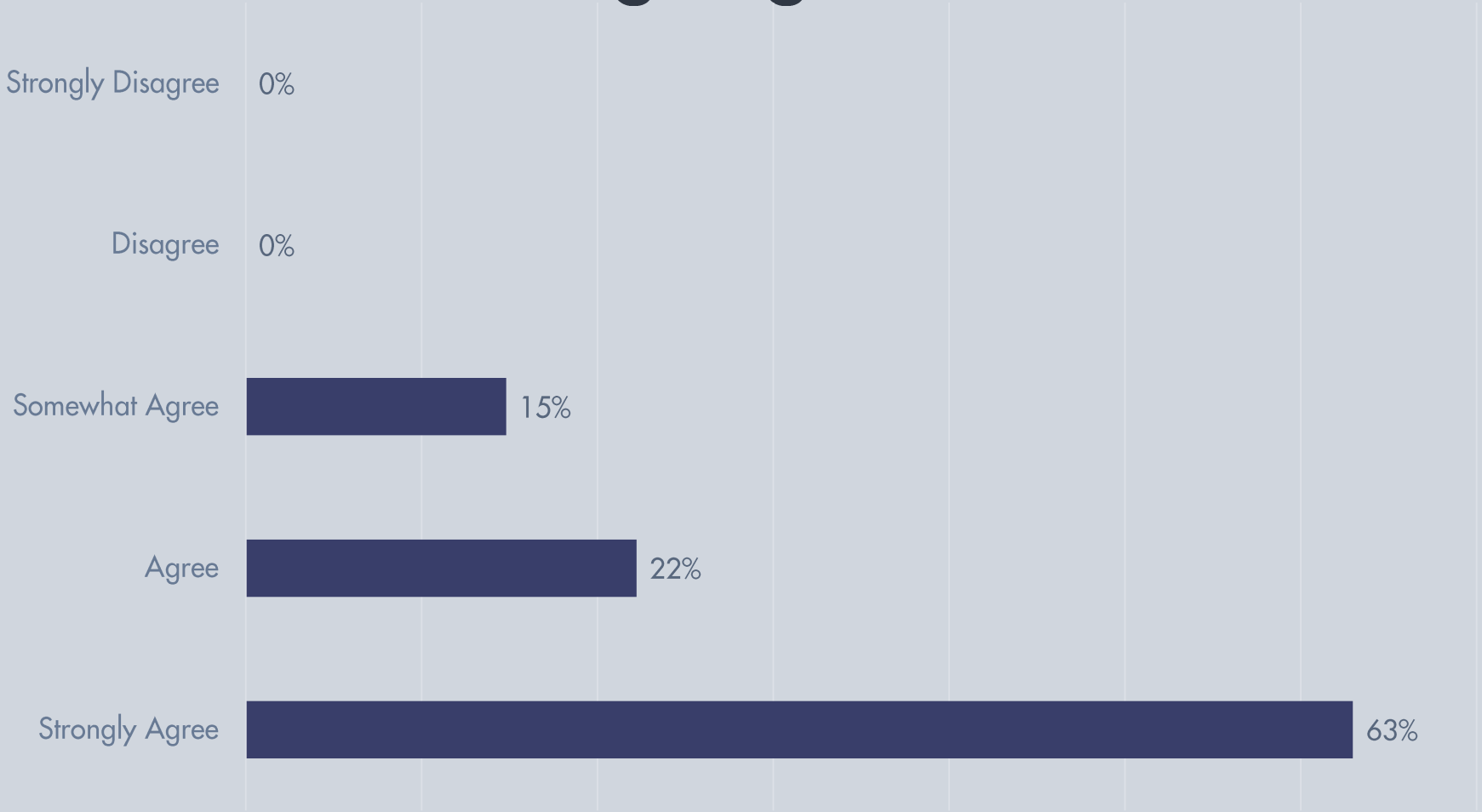
KH's actions support its Mission



I have confidence in KH's management team

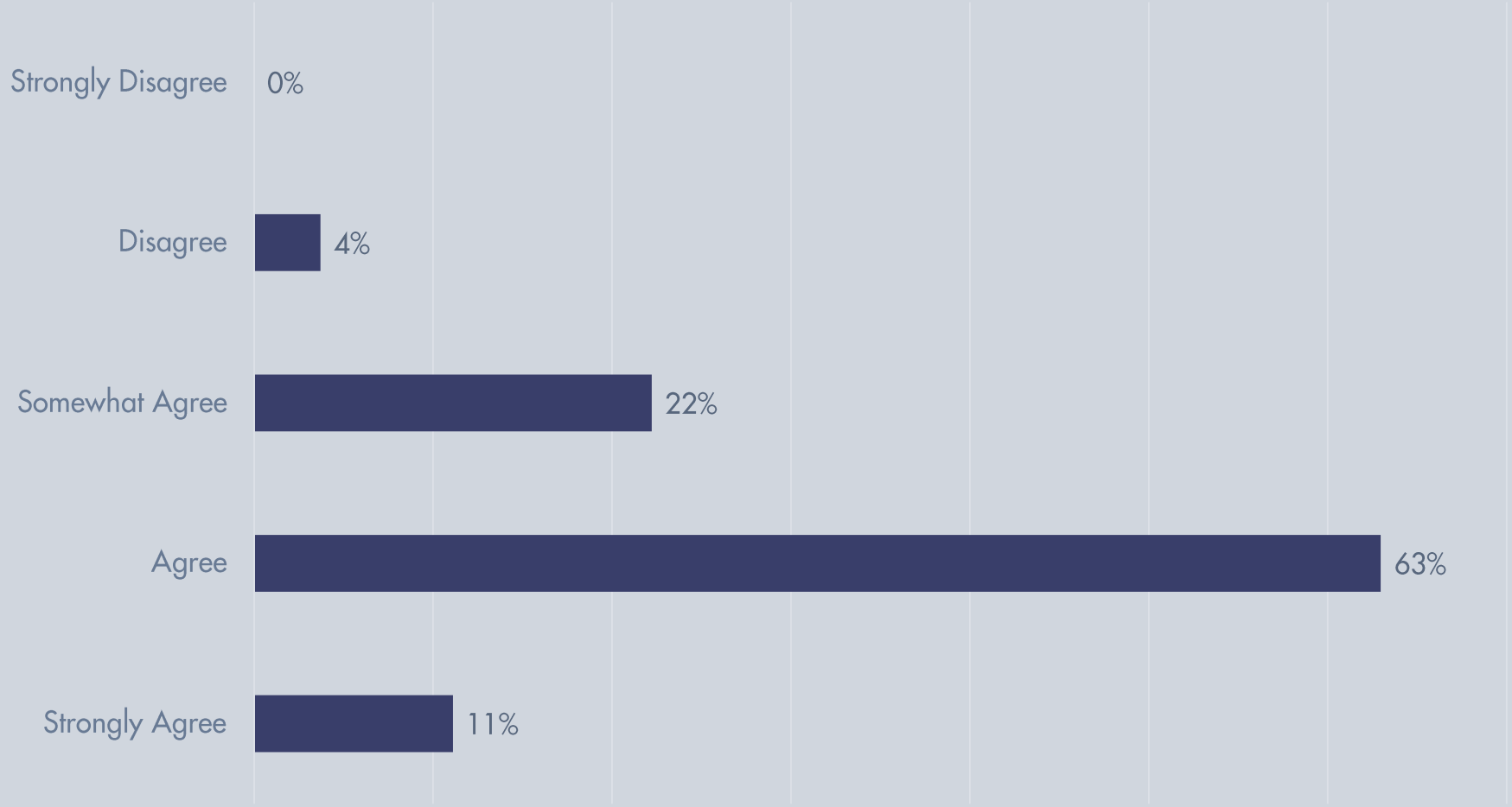


I understand what is expected of me and how my work serves KH's larger goals



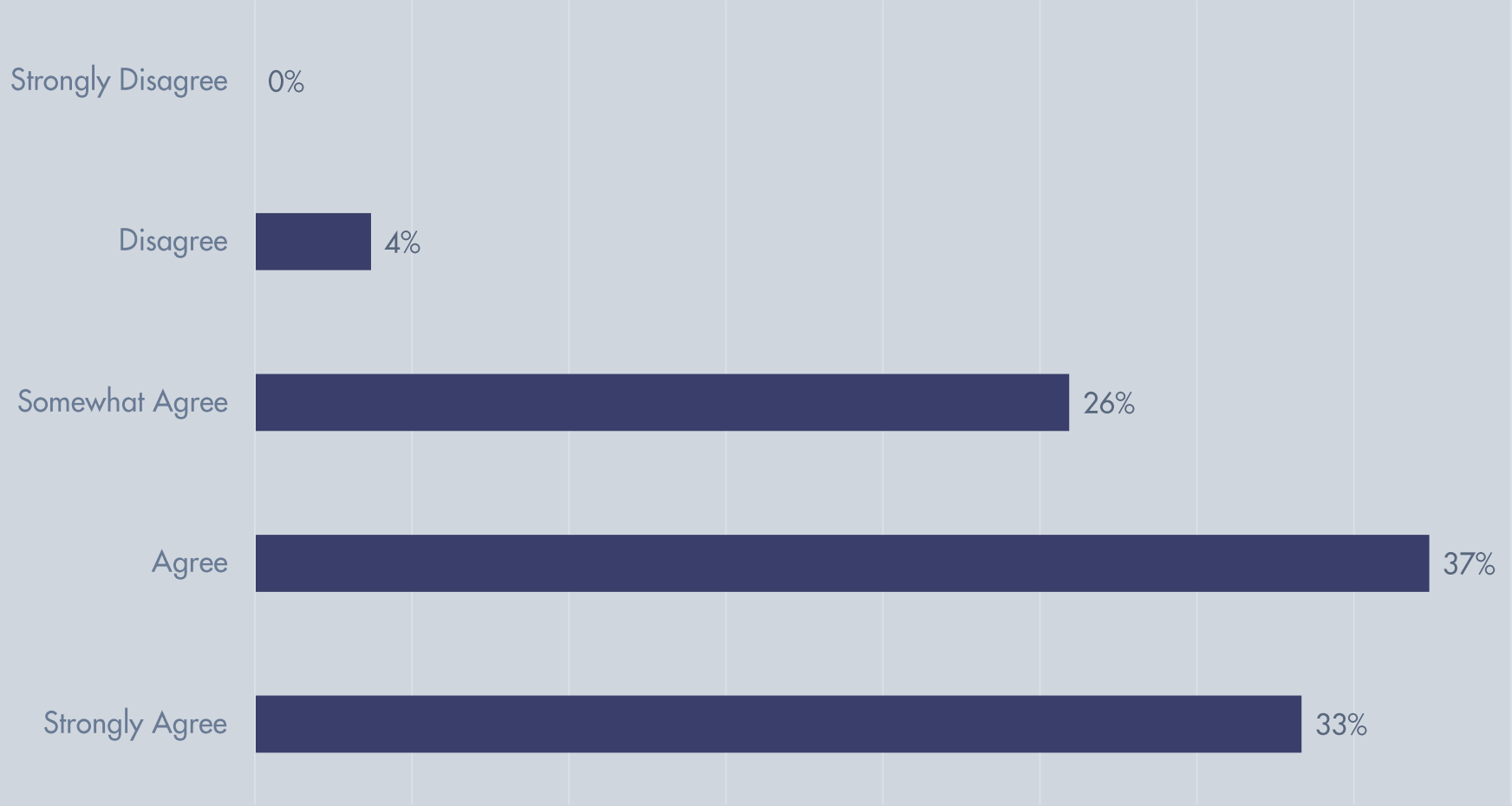
Keene Housing

Individual roles & responsibilities at KH (mine, as well as other's) are clear to me

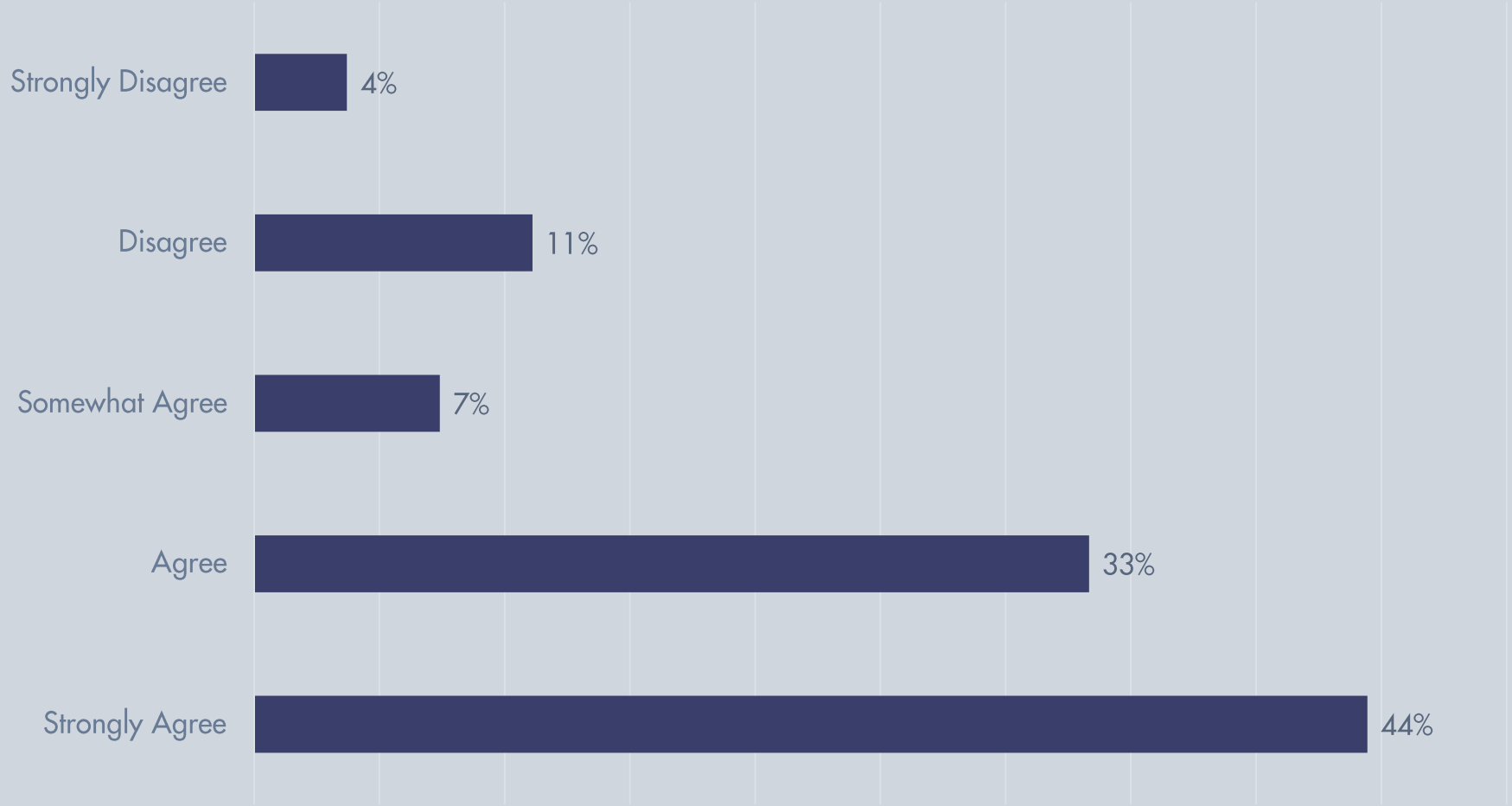


Keene Housing

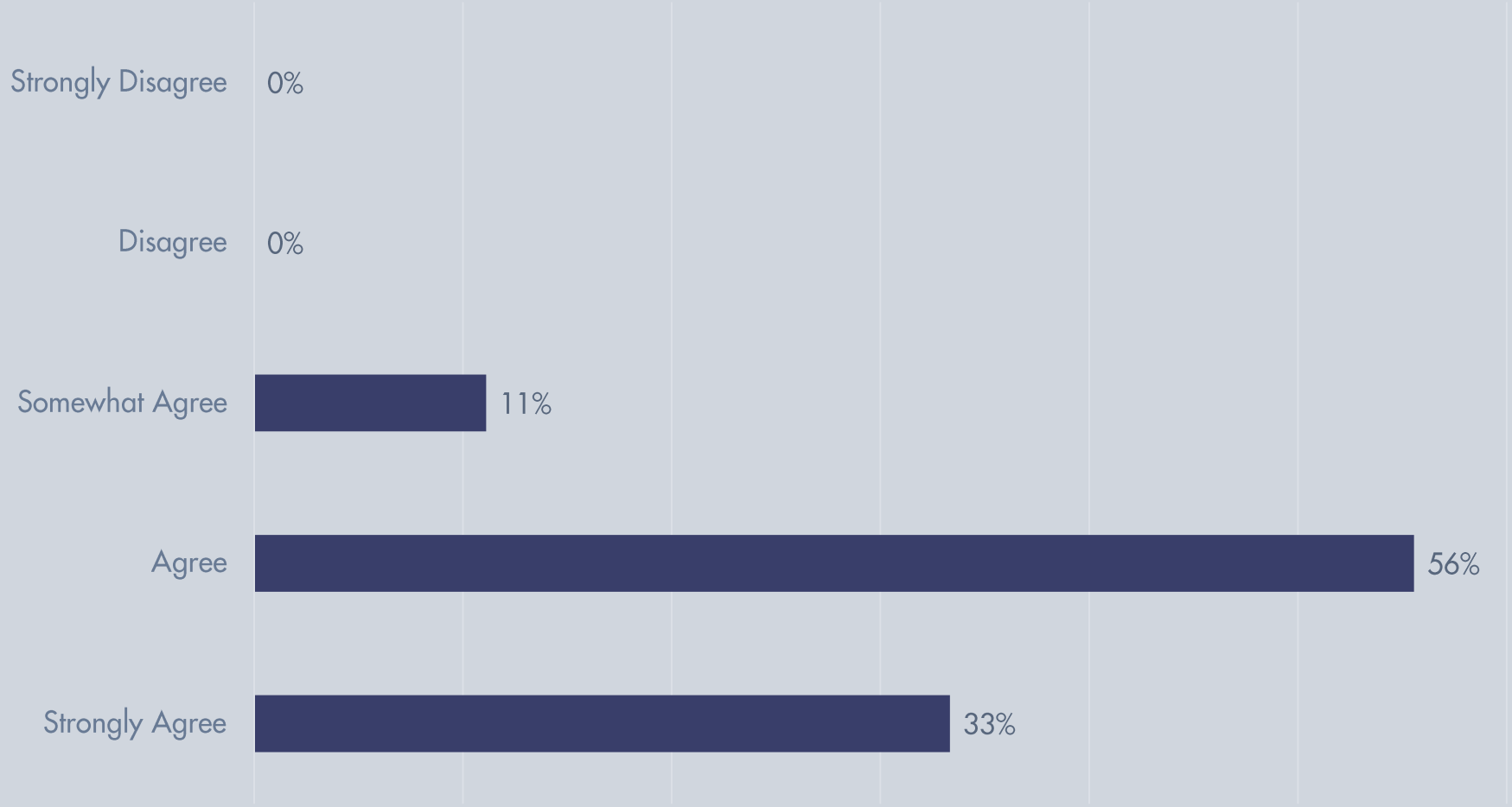
I understand how the individual departments work together to reach KH's goals



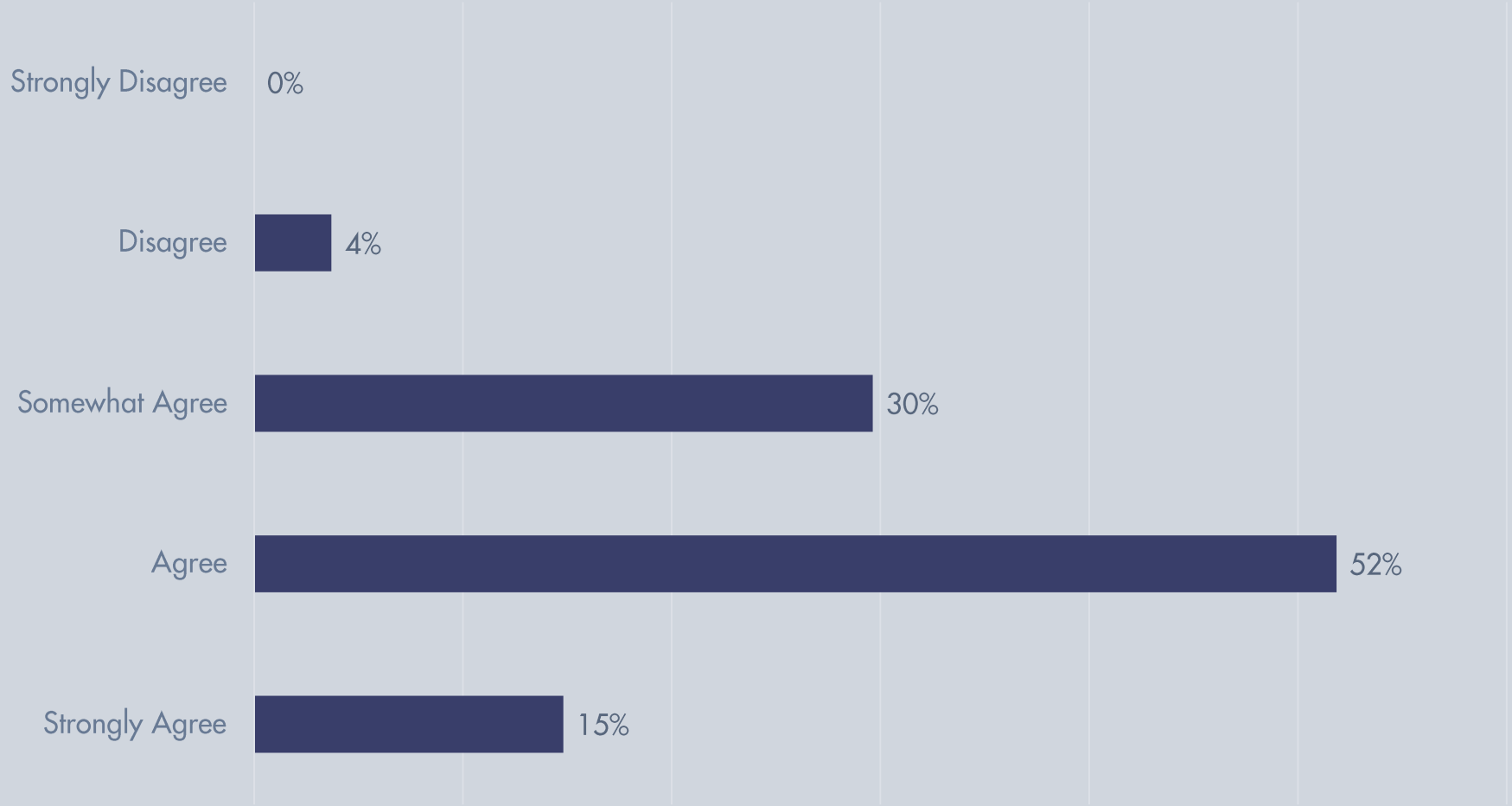
My Director provides feedback to me and cares about my professional growth & development



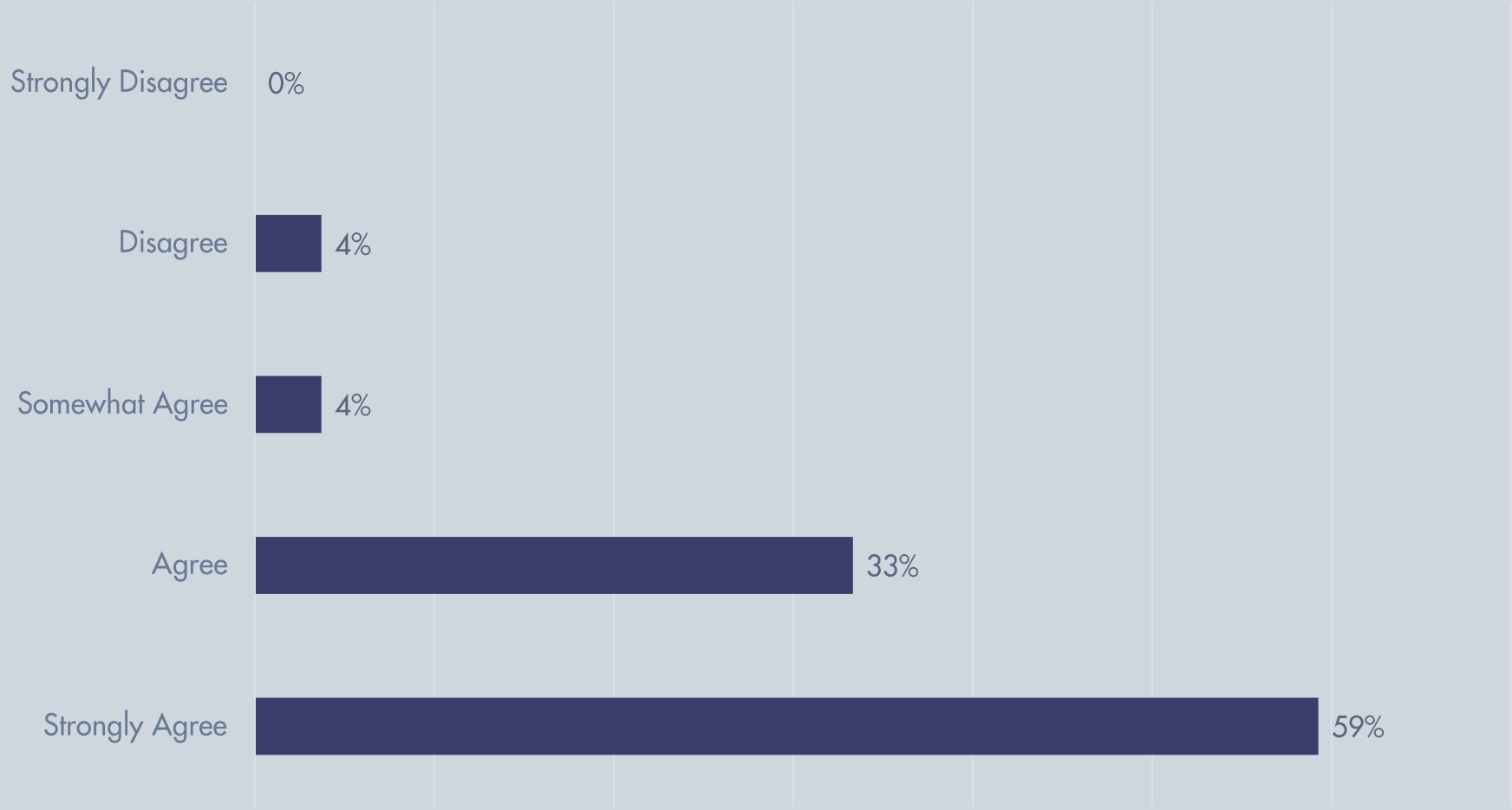
My department has the staff and tools available to reach out goals



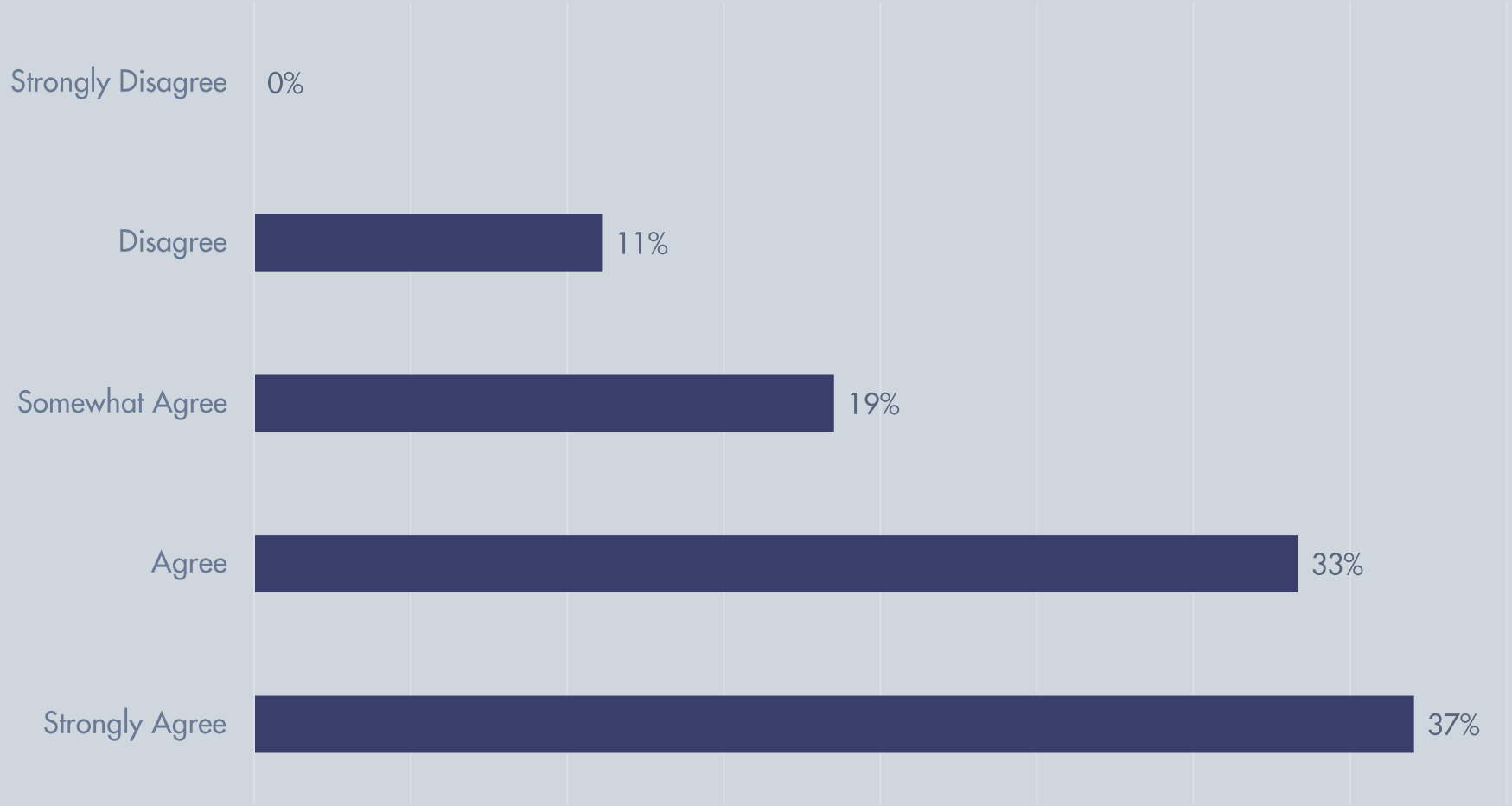
KH holds its employees to the highest standards & takes prompt action when those high standards are not met



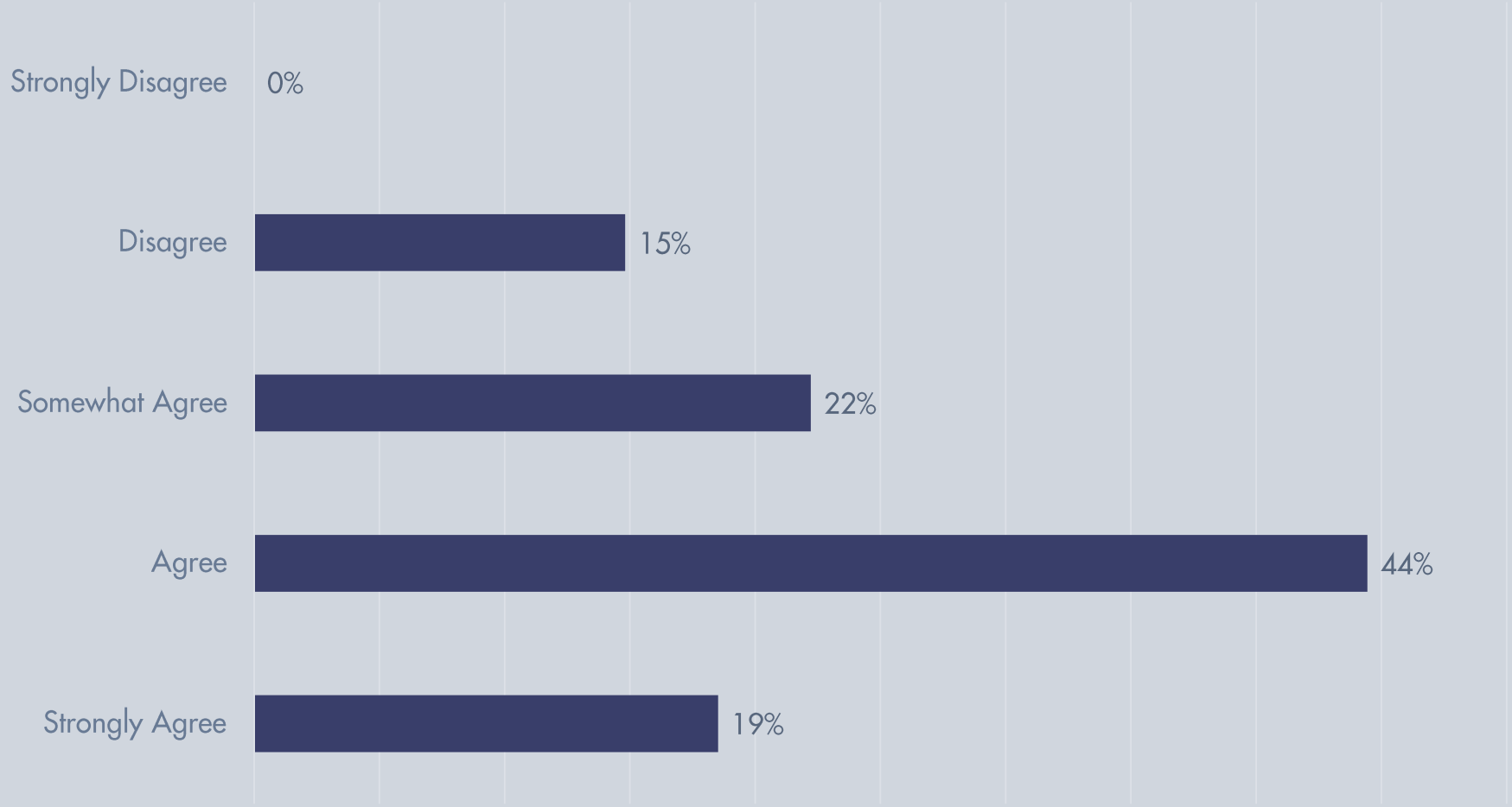
I have the authority to do my job without being micro-managed



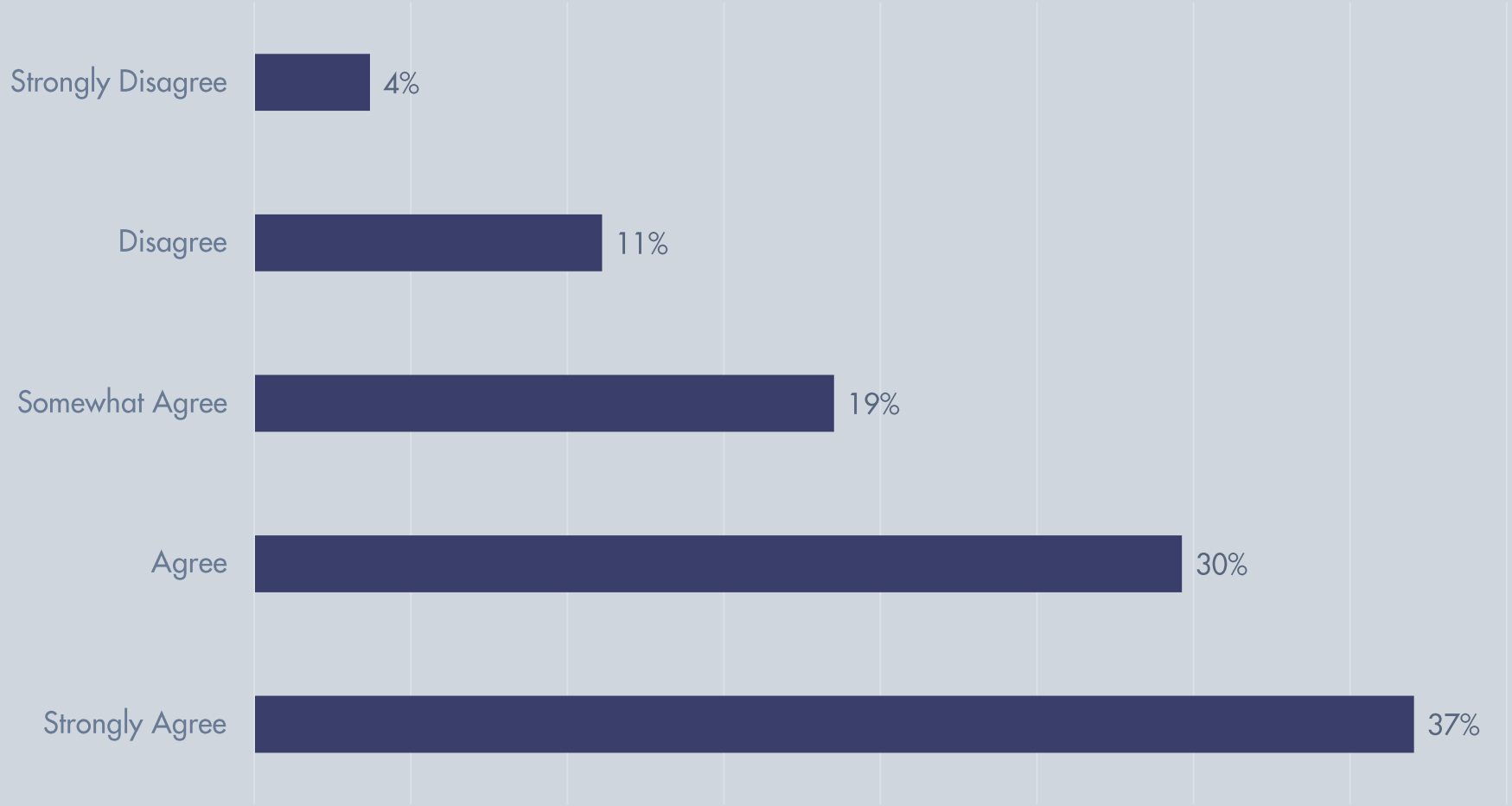
I have opportunities to improve my skills so that I can progress & grow within the Agency



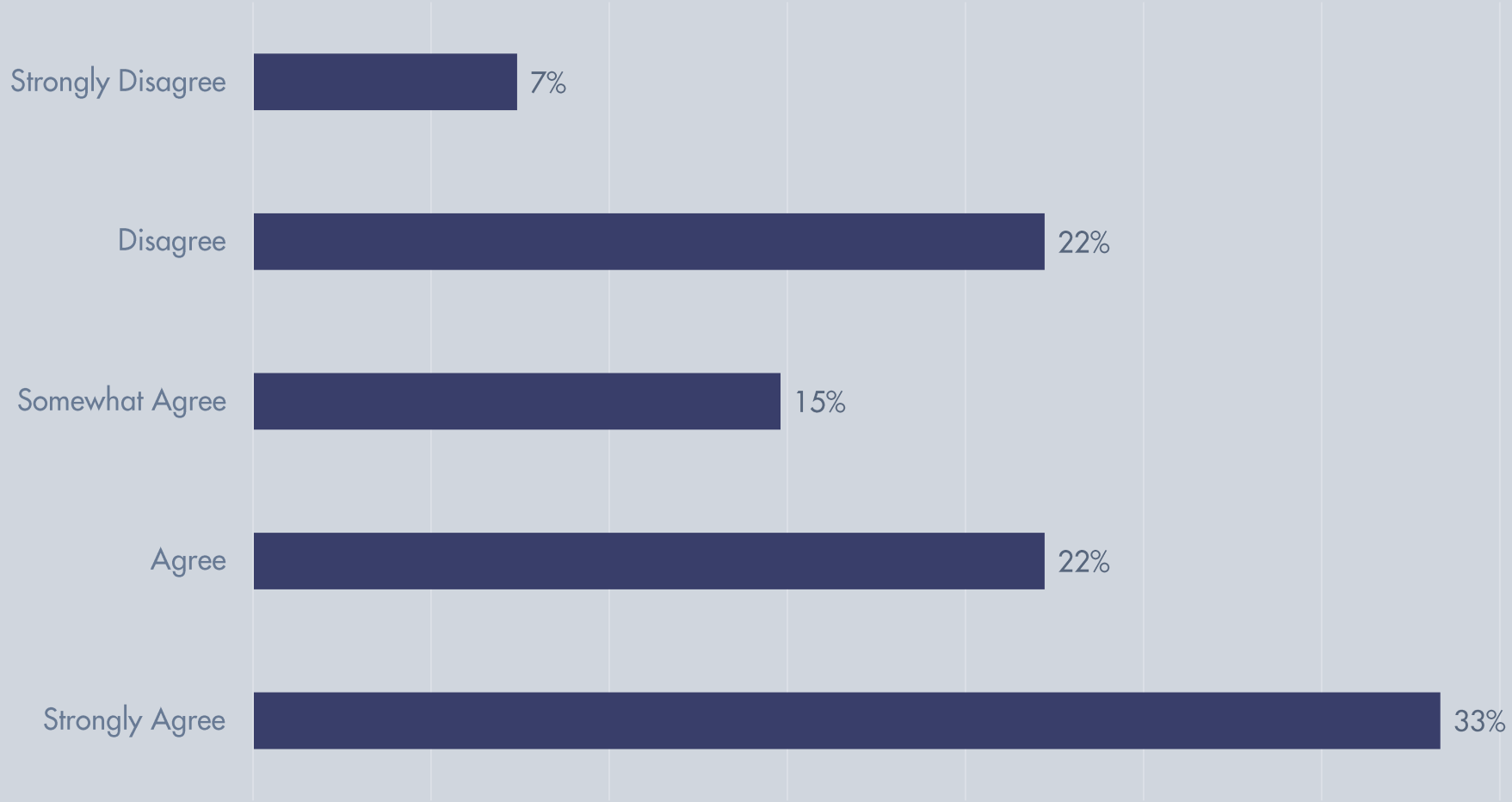
I feel fairly compensated for my work



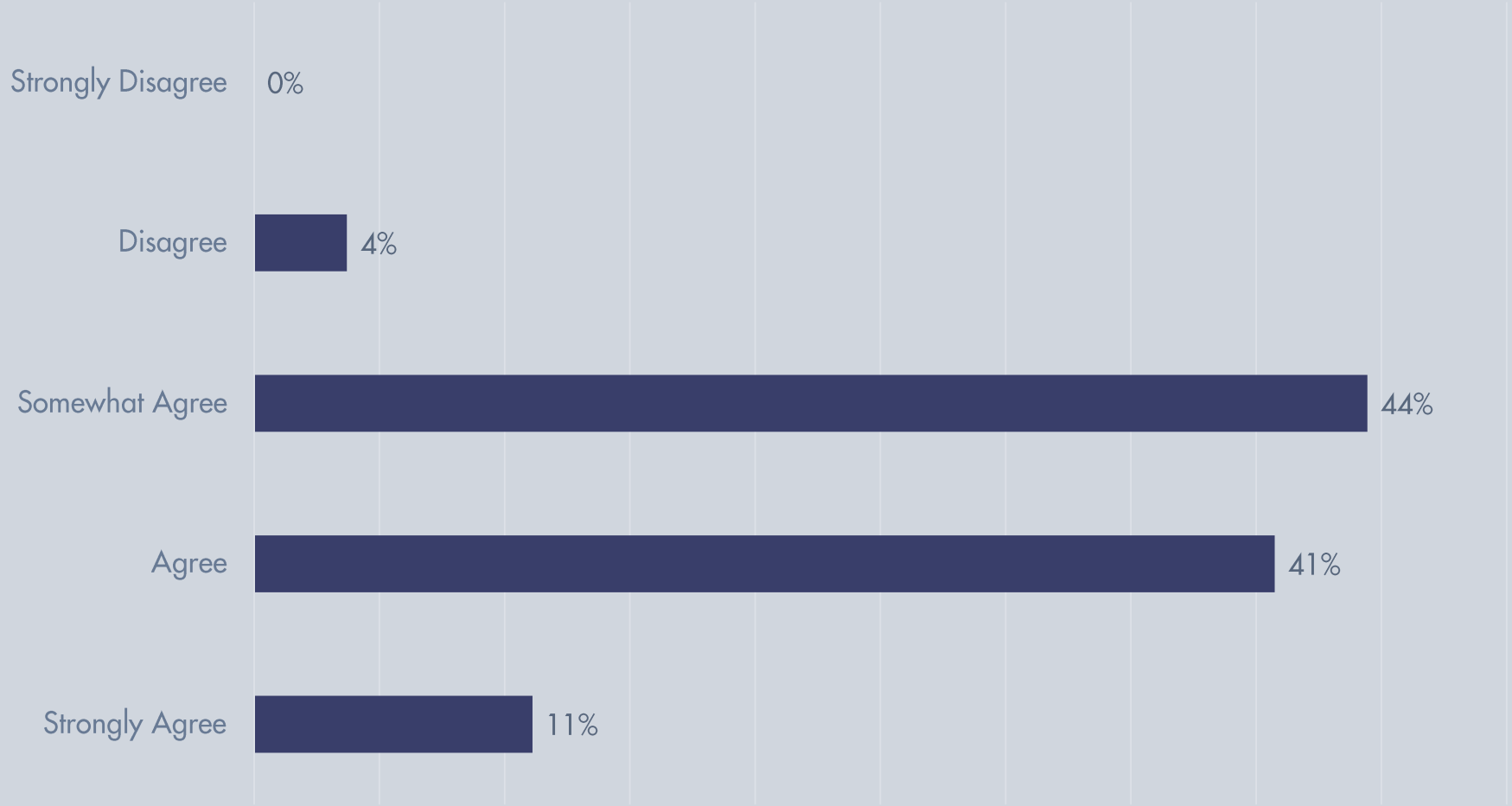
I feel comfortable reaching out to management with suggestions



I feel comfortable reaching out to management with concerns or criticisms

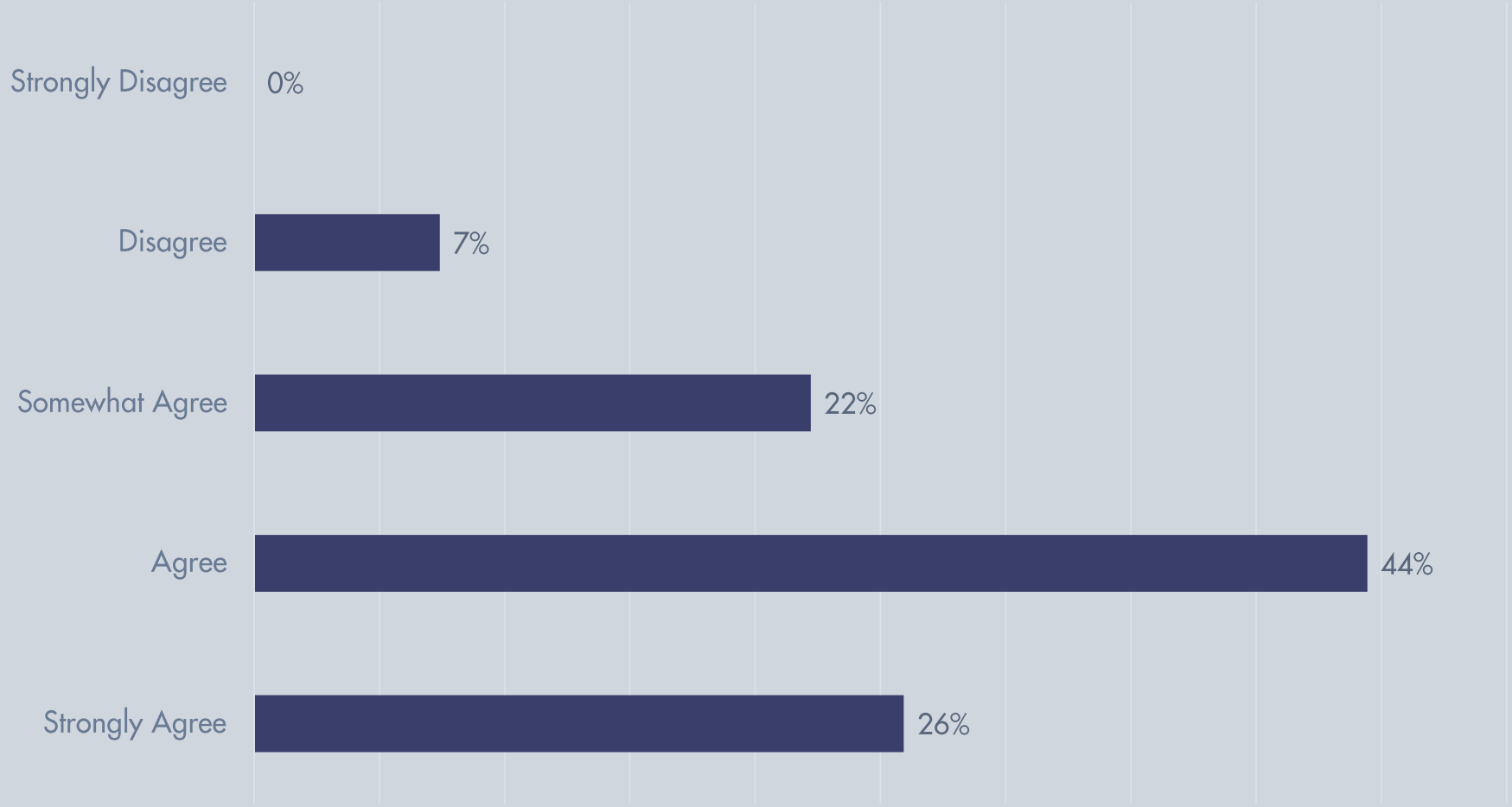


KH fosters a culture of clear & honest communication

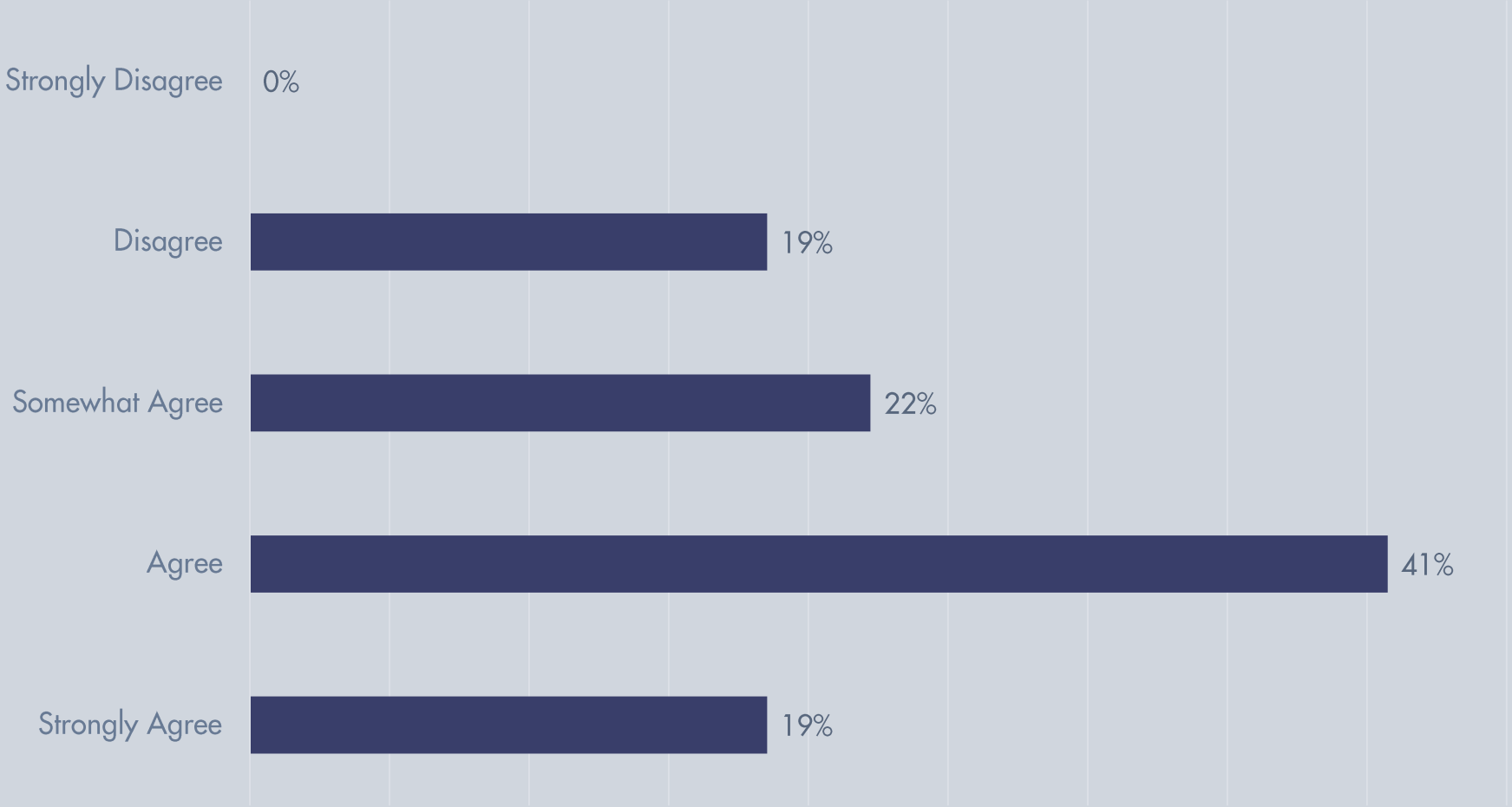


Keene Housing

Creativity & innovation are encouraged

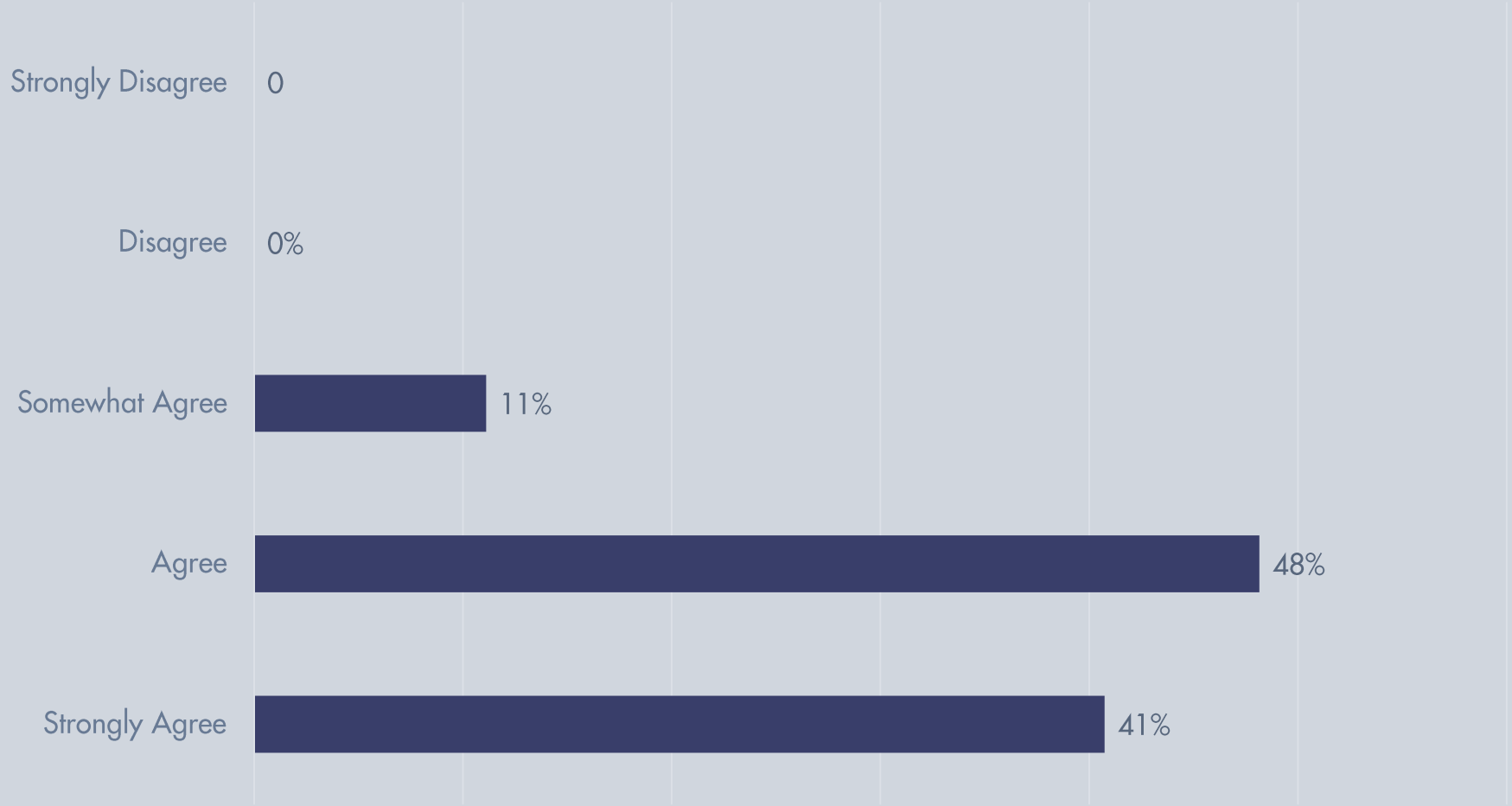


Exceptional performance is recognized & rewarded

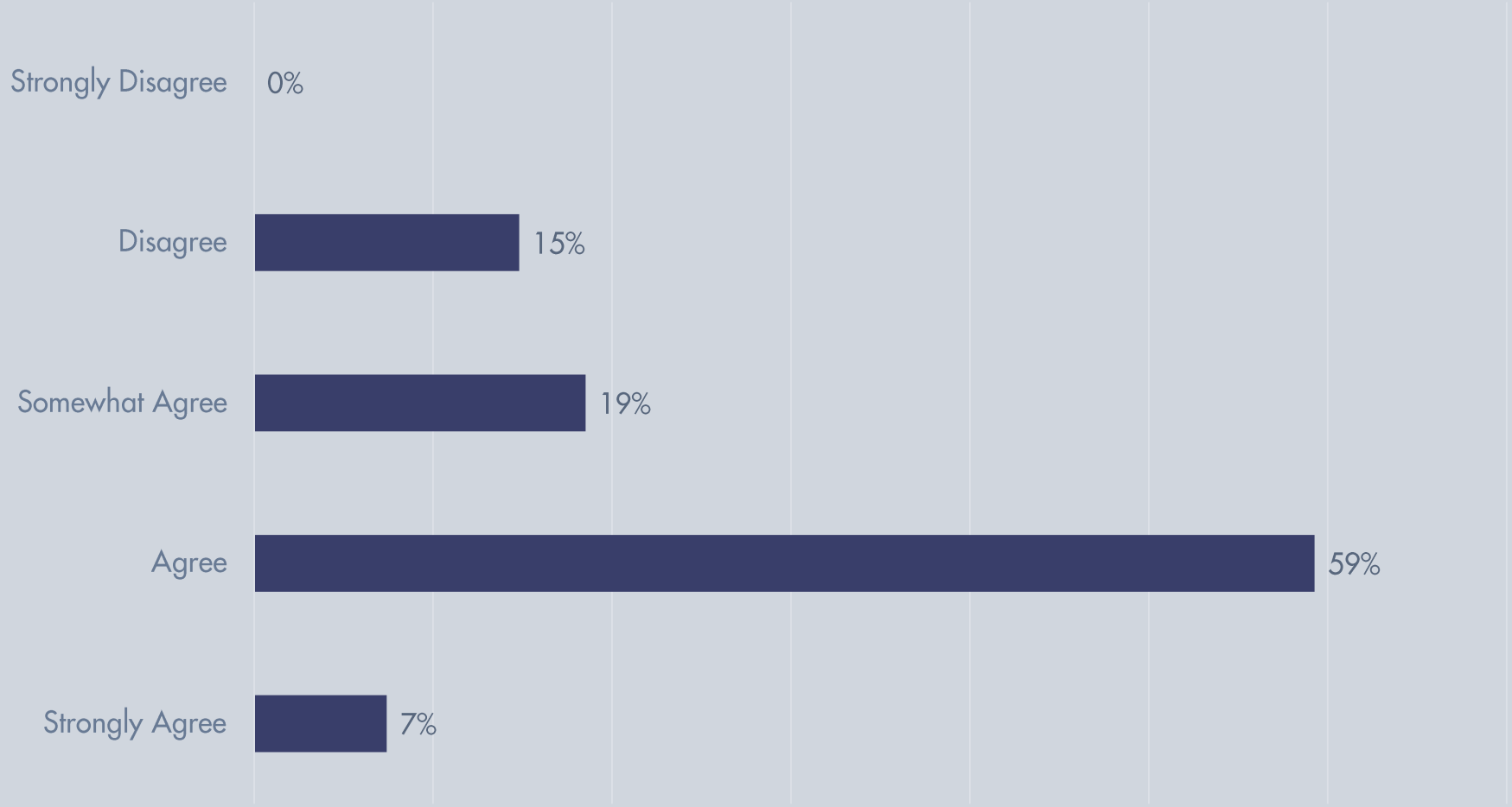


Keene Housing

I am part of a collaborative team that shares a common goal & works well together

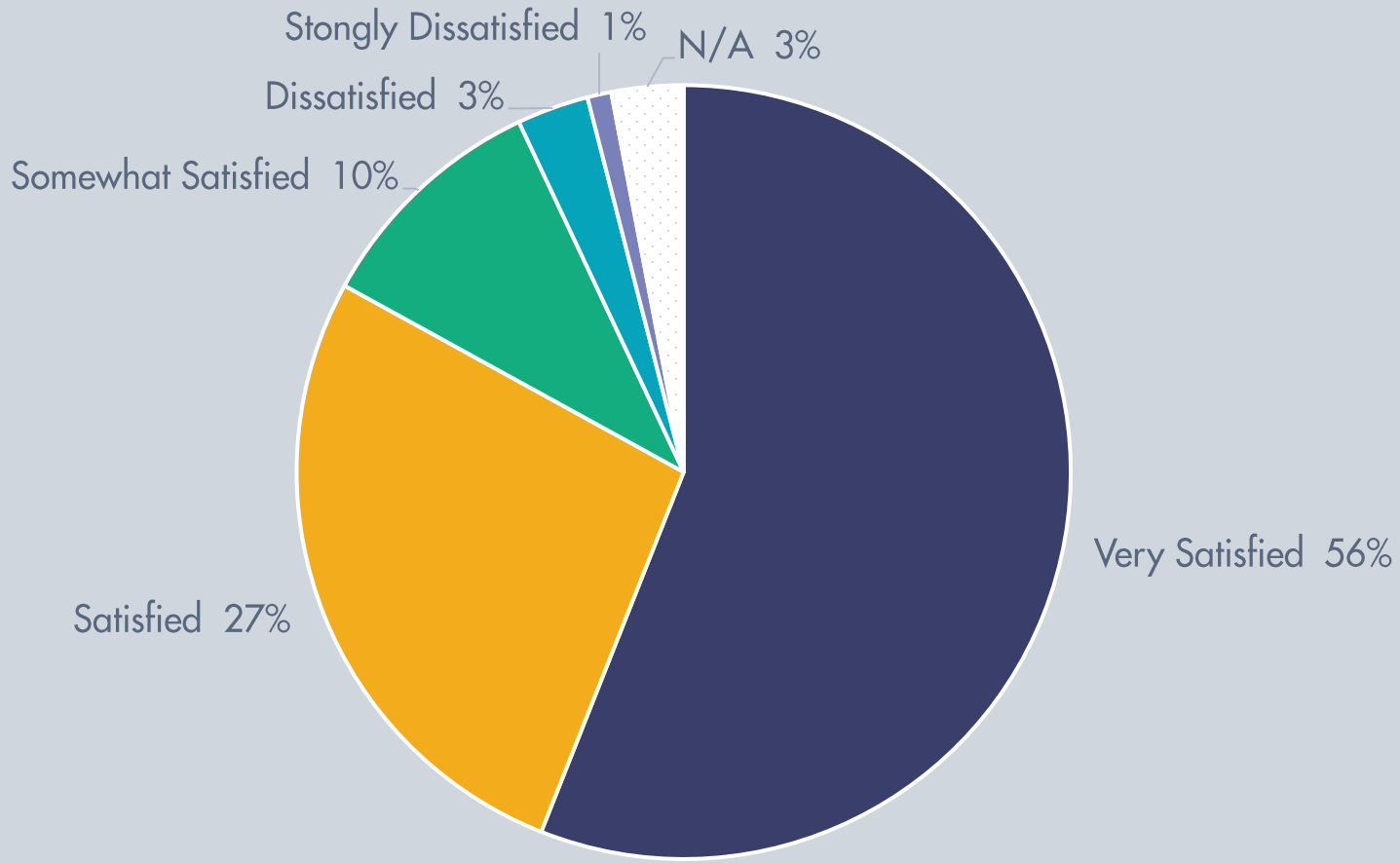


I believe the overall morale is positive amongst staff



Benefit Satisfaction – Time Off

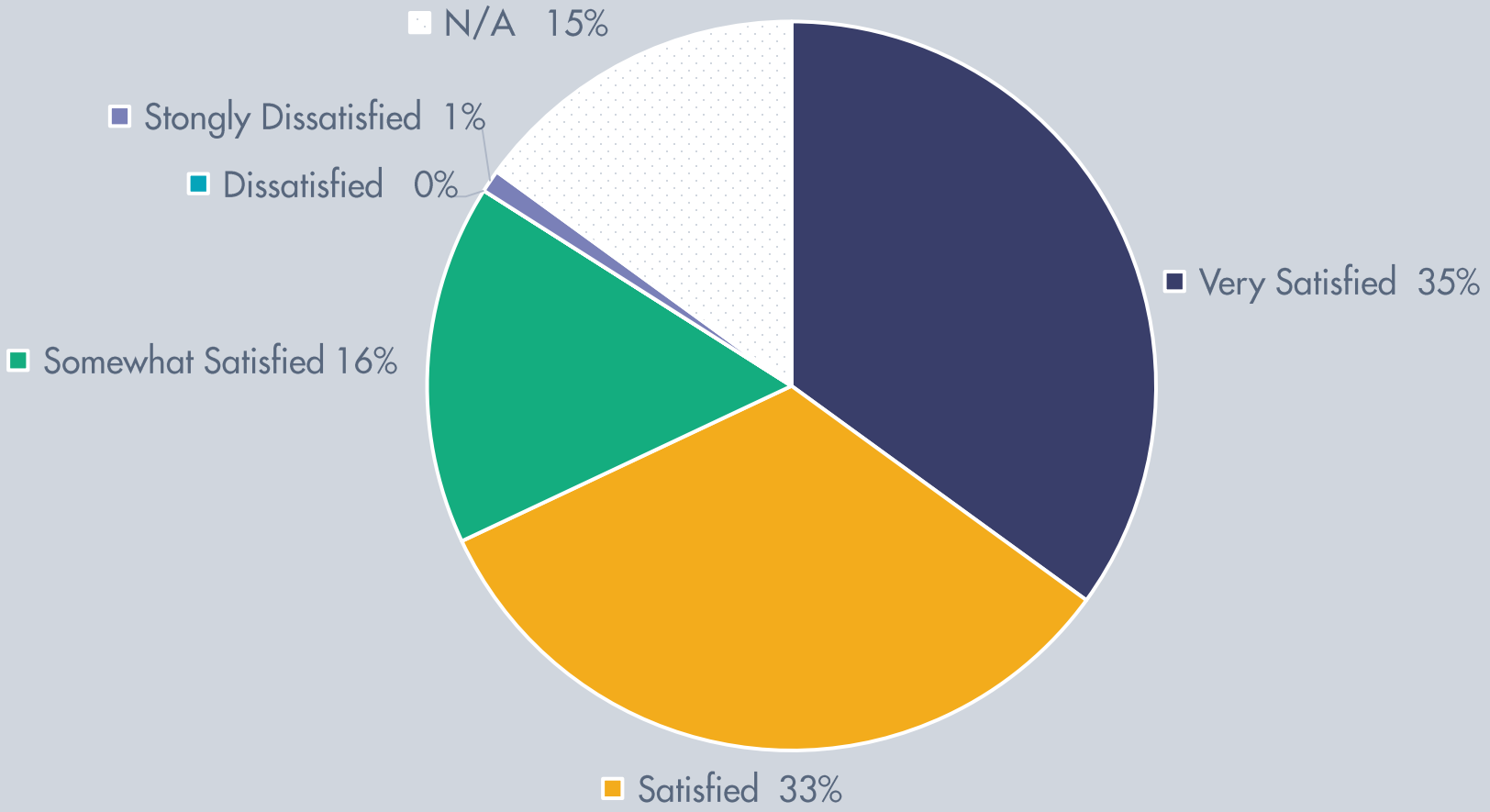
Includes Vacation, Sick & Personal Time and Holidays



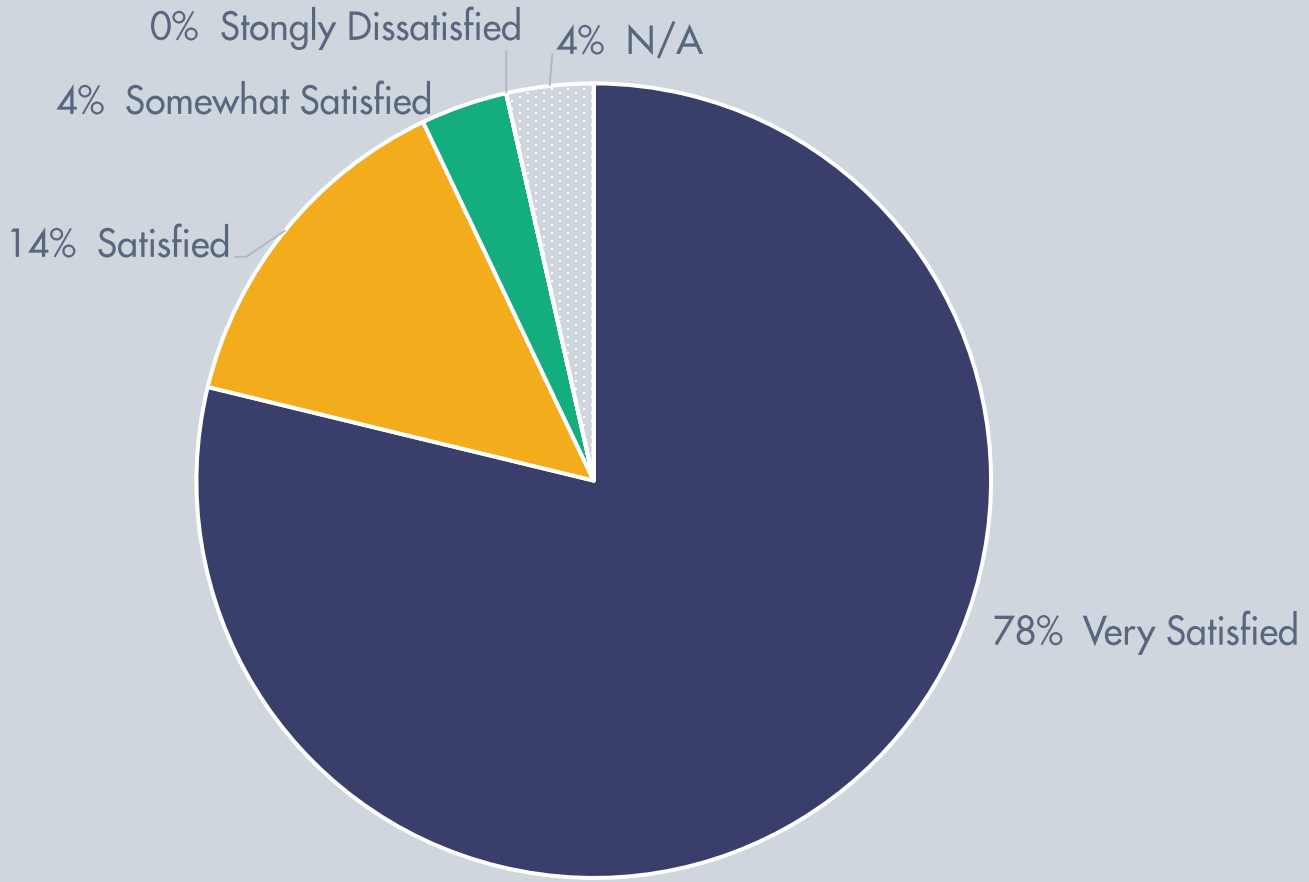
Keene Housing

Benefit Satisfaction – Insurance

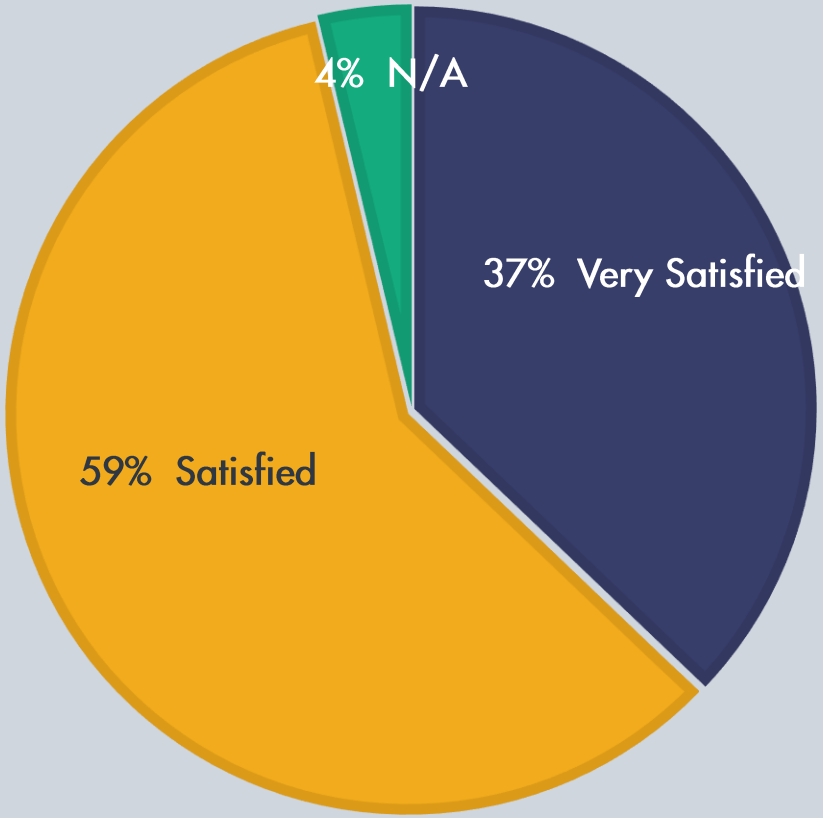
Includes Health, Dental, Life, Colonial, Long Term Disability, Health Reimbursement Account & Flexible Spending Account



Benefit Satisfaction – Retirement Plan



Overall Benefit Satisfaction



0% Stongly Dissatisfied

0% Somewhat Satisfied

Sample of Employee Comments

- I would like to see the management team look at other non-profit pay scales.
- I am very happy here and think Keene Housing has made positive changes as a whole in the last few years.
- Increased discussion between policy and implementation. Day to day changes are communicated verbally and it would be helpful if they were put in writing.
- More performance feedback other than at the annual review.
- I am proud to be a part of Keene Housing and deeply believe in its Mission. We are highly thought of in the community and I like being part of that.
- Expanded use of the satellite office locations.
- Adjust the holiday schedule and allow employees to choose a floating holiday in lieu of Columbus Day or the day after Thanksgiving.

Resident Satisfaction Survey
Feedback Summary

What We Did

After the disposition of all its public housing, Keene Housing (KH) was no longer required to administer an annual Resident Satisfaction Survey and ended the practice in 2007. As part of our renewed commitment to public participation and resident services, we chose to reintroduce the Resident Satisfaction Survey as part of a larger plan to provide more venues to engage our residents.

In Fall 2014, KH engaged the assistance of Keene State College Geography Students to develop, administer, and analyze the survey. A total of 509 surveys were hand delivered or mailed to all residents of KH owned properties and survey dropboxes were placed on-site for collection.

Survey Response

154 (30%) households completed the survey, identifying areas in need of improvement and resident concerns around health, safety, and transportation issues.

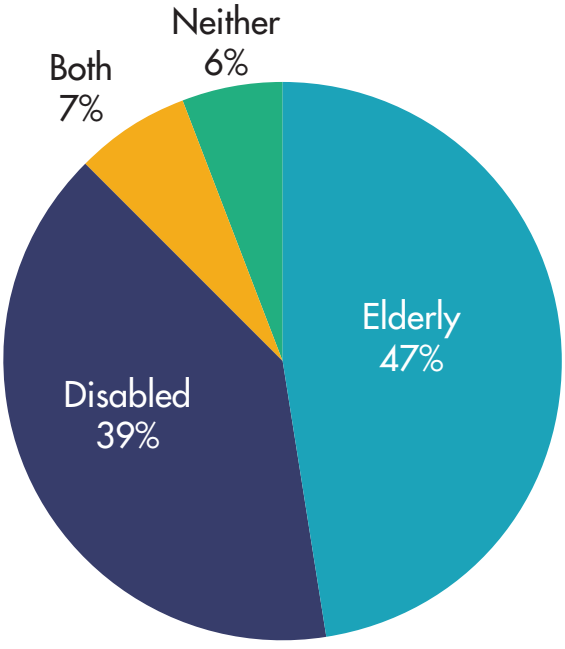
The Participants

Elderly and Disabled households provided the highest feedback rate with **44% of total responses** coming from Central Square Terrace, Harper Acres, and Stone Arch Senior.

Who the Respondents Are

Due to the lack of responses from family properties, analysis focused on responses from our elderly and disabled properties.

- 92% of households contained only one member
- 77% of respondents were female
- 8% of respondents were enrolled in the Resident Self-Reliance (RSR) program
- 31% of households owned a vehicle
- 54% did not have internet at home
- 61% relied on KH bulliten boards for information



What We Learned

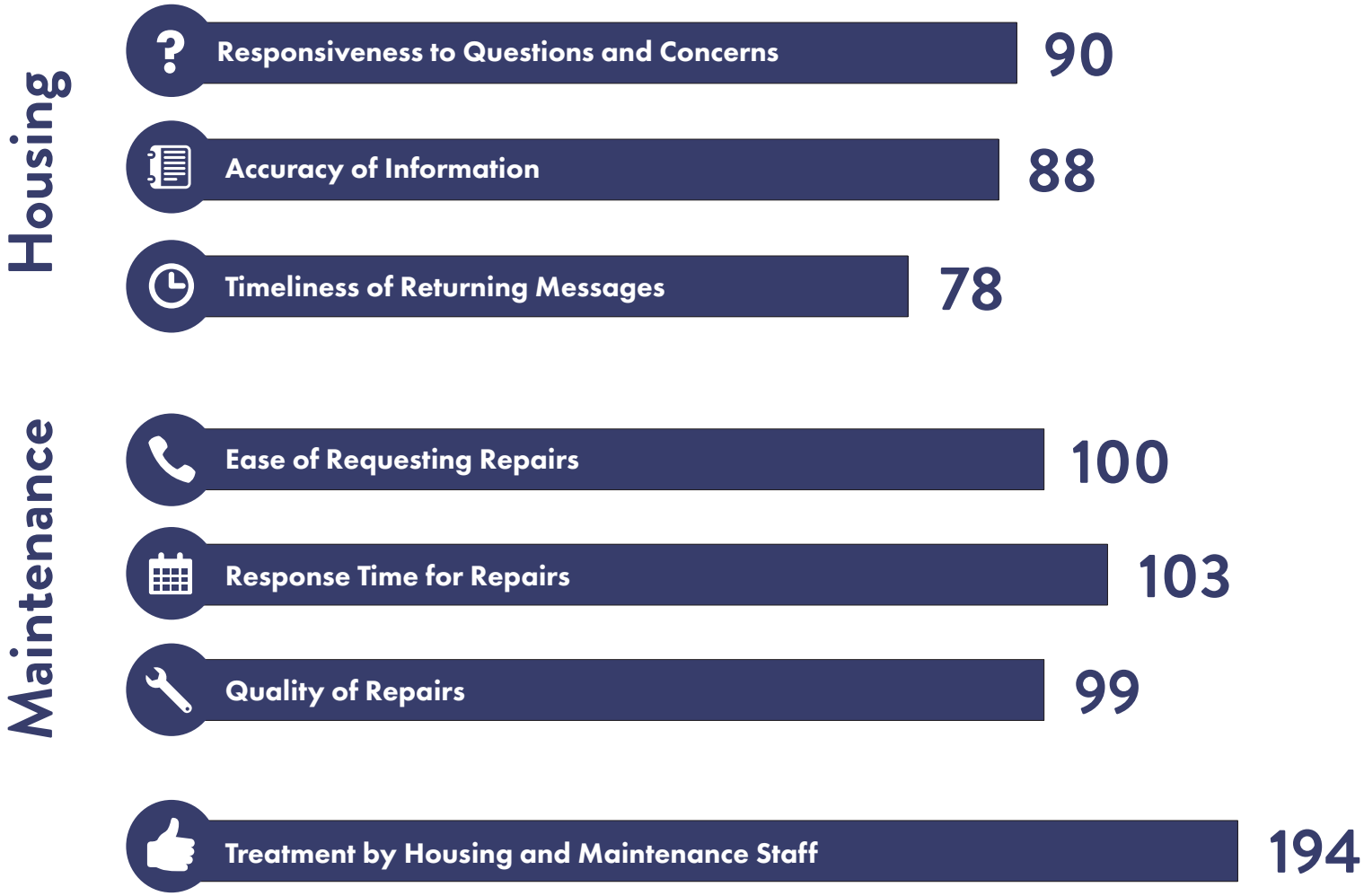
Overall Residents are Satisfied

Responses show that overall residents are satisfied with the quality of the interactions they have with the Housing and Maintenance staff. Maintenance received the highest praise showing an **over 90% satisfaction rate**.

However, survey results also show that our response rate could improve, particualry around returning voice messages and e-mails. Recommendations include better use of the In/Out Board and Out of Office Automatic Replies with detailed information on when staff members will be back in the office.

Resident Satisfaction by the Numbers

The following shows the total number of respondents that indicated they were "satisfied" or "very satisfied" with staff.



Resident Transportation Concerns in Detail

The survey asked residents to identify their primary mode of transportation and how that transportation affects their ability to access employment services, medical services, recreational activities, and participate in a child's education.

Due to the lack of responses from family sites, we received little usable information on access to employment services and ability to participate in a child's education. However, responses related to medical services and recreational activities show that transportation is a barrier for residents who do not own a vehicle.

Respondents were also asked several questions regarding shopping habits and food secuirty. Not surprisingly, food security showed a similar relationship to access to medical services and recreational activities.

Nearly **50%** of households without a vehicle state that their current transportation **affects their access to medical services.**

Nearly **70%** of households without a personal vehicle say they feel they are **unable to afford nutritious food** for their family.

80% of households without a vehicle state that their current transportation **affects their access to recreational activities.**

Other Concerns Shared

Survey participants also suggested their own priorities:

- ✓ Safety and Crime
- ✓ Food Access
- ✓ Resident Services
- ✓ Transportation
- ✓ Recreation Opportunities
- ✓ More Community Space

Next Steps

Share analysis of 2014 survey with Board, staff, and residents

Identify areas of improvement or further study

Explore ways to increase participation

Administer annual survey October 2015

Lessons Learned

The low return rate overall indicates that the methodology for administering the survey needs to be revisited. Work is already underway to look at alternative means of survey administration. The low return rate from the family sites, particularly, creates a gap in our understanding of resident needs and concerns.

Looking at Resident Concerns: Policy and Technology Lab Interns

Based upon resident responses, KH has determine that food accessibility, safety, and transportation are significant barrier to residents' overall health and wellness. This echoes anecdotal information we've heard from individuals at the Listening Tours and day to day meetings as well as national conversations around barriers to self-sufficiency.

Starting with Summer Session 2015, PTL interns started looking into barrier to our residents accessing affordable, healthy food. This year-long project delves deeper into KH residents' specific needs and interests by analyzing food-related access, resiliency, and social justice issues for the region's low-income population.

The concerns of KH residents are not unique to our region however. Over the next year PTL interns will also be engaging with other MTW agencies partnered with the PTL network to research a variety of issues of importance to our residents such as:

- ✓ **Safety and Crime in low-income housing**
- ✓ **Food accessibility and affordability across multiple regions**
- ✓ **Active aging in place**

KEENE HOUSING KIDS COLLABORATIVE

Providing Youth with Opportunities to play, participate, and contribute. August 2015 Newsletter

SUMMER WRAP UP

Summer programming continues at Forest View Tuesdays and Thursdays and North & Gilsum on Wednesdays and Fridays from 1-4pm. There will be no Clubhouse on August 7th, Anna will be out of the office. The kids are just loving cooling off at the municipal pools! We will continue swimming throughout the month of August during scheduled programming days, but don't forget KHKC offers free pool passes for all Keene Housing Kids (Keene Residents Only). And with a pool pass, you don't have to be with Clubhouse to swim! Take advantage of the opportunity to enjoy the pools every day of the week!

We are going on a **Field trip** into outer space! August 18th (FV FAC) and August 21st (N/G FAC) the Clubhouse kids will be inspired to reach for the stars, when they visit the **McAuliffe-Shepard Discovery Center** in Concord. The kids will learn about astronomy, aviation, earth and space science through innovative and interactive exhibits. Due to the length of the trip, we will leave for the Discovery Center at 11:00am sharp. Anna will provide a paper bag lunch for all the kids. Parents please contact Anna at 352-0109 and reserve your child's spot in the van.

FREE BREAKFAST & LUNCH UNTIL AUGUST 14th

North and Gilsum: Monday-Friday Breakfast 9:00am – 9:30am Lunch 11:35am –12:05pm

Forest View: Monday-Friday Breakfast 9:50am – 10:20am Lunch 12:25pm – 12:55pm

The tan will fade, but the memories will last forever! –Anonymous

OUR COMMUNITY GARDEN

The Clubhouse kids will be wrapping up our growing season with a harvast festival! Join us for homemade pizza with garden toppings and games Tuesday, August 25th (FV FAC) and Wednesday, August 26th (N/G FAC) from 2-3pm.

The Clubhouse kids will also head to High Hopes Orchard for our annual blueberry picking trip. Every year the kids look forward to harvesting fresh berries from the bush. It's an excellent way to close out the summer as we begin the new school year!

DATABASE

KHKC is building up a database of parents and kids contact info. Stay up-to-date with all the latest opportunities for youth by emailing Anna at acrosby@keenekidscollaborative.org (please include your name, address, phone number, childrens names, ages, and grade they will be entering for the 2015-2016 academic year.)

GOOD DEED

Thank You to Chris Sherrick and Scott Arlen for lending a helping hand. Both gentleman noticed me struggling to update the flower bed at Forestview. Although they had a ton of work orders to do, they stopped to lend a helping hand. Chris manned the rototiller, while Scott unloaded several bags of mulch. The bed looks fabulous and I appreciate them taking the time to help!

Contact Us

Keene Housing Kids Collaborative
5 Harmony Lane
Keene, NH 03431
603 352-0109
acrosby@keenekidscollaborative.org

IMPORTANT NOTICE

Due to the low enrollment at North and Gilsum on Friday afternoons. We will be switching our programming dates from Friday to Monday afternoon from 3-6pm. The Schedule Starting Tuesday September 8, Forest View Clubhouse kids will meet every Tuesday and Thursday from 3-6pm and North and Gilsum Clubhouse kids will meet every Monday & Wednesday from 3-6pm. We hope this change will better serve the youth at North and Gilsum.

KEENE HOUSING KIDS COLLABORATIVE

5 Harmony Lane
Keene, NH 03431

August 2015

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4 KHKC Swimming Wheelock Park	5 KHKC Swimming Robin Hood Park	6 KHKC Swimming Wheelock Park	7	8
9	10	11 KHKC Swimming Wheelock Park	12	13 KHKC Swimming Wheelock Park	14	15
16	17	18 5:00 p.m. Resident BBQ Evergreen & Riverbend	19 Board of Commissioners Meeting	20 KHKC Swimming Wheelock Park	21	22
23	24	25 KHKC Harvest Festival	26 5:00 p.m. Resident BBQ Brookbend	27 KHKC Blueberry Picking	28 12:00 pm Staff Appreciation Picnic KSC Camp (Wilson Pond)	29
30	31 KHKC - Stone Arch Family Back to School Paperwork Help Desk & Ice Cream Social					

Keene Housing

SEPTEMBER 2015

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 KHKC - Brookbend Back to School Paperwork Help Desk & Ice Cream Social	2 Listening Tour Riverbend & Evergreen Knoll (Location & Time TBD)	3	4	5
6	7 Office Closed Labor Day	8 KHKC - Forest View Back to School Paper-work Help Desk & Ice Cream Social	9 Listening Tour 12:00 pm at CST and 5:00 pm at Forest View	10	11	12
13	14	15	16	17 Listening Tour 5:00 pm North & Gilsum	18 NHHFA Management Review - Evergreen Knoll	19
20	21 KHKC Art Lessons with Sage Wentzel	22	23 Board of Commissioners Meeting	24 KHKC Children's Museum	25	26
27	28	29	30			

Keene Housing