Keene Housing

# Keene Housing
# Board of Commissioners Meeting
# July 22, 2015

Farm to Family Buying Club

Meeting Location:
North and Gilsum Family Activity Center
32 North Street
Keene, NH 03431
12:00 p.m.

Keene Housing

# Board of Commissioners Meeting
# Wednesday, July 22, 2015
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Keene Housing

BOARD OF COMMISSIONERS ANNUAL MEETING
WEDNESDAY, JULY 22, 2015
12:00 P.M.
NORTH & GILSUM FAMILY ACTIVITY CENTER
32 NORTH STREET, KEENE, NH

## AGENDA

I. Call to Order

II. Roll Call

III. Approval of the June 19, 2015 Keene Housing Board Meeting Minutes

IV. Executive Director's Report

V. Management Report

VI. Finance Report

VII. Old Business

VIII. New Business

a. Presentation of Keene Housing's audited financials by Otis Atwell

b. Approval of Employee Handbook Revision (Resolution No. 528)

c. Approval of Executive Director Travel (Resolution No. 529)

d. Approval of Document Management System (Resolution No. 530)

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
## Friday, June 19, 2015

Vice Chairperson Mack called the Keene Housing Board of Commissioners meeting to order at 12:04 p.m. Secretary Meehan 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

Also in attendance:

Sandra Clark, Director of Facilities
April Buzby, Planning and Policy Analyst
Liz Chipman, KHKC Executive Director
John Riordan, Policy & Technology Lab Intern

### MINUTES:

Chairperson Robator called for discussion or approval of the May 21, 2015 Board of Commissioners meeting minutes. Commissioner Moses noted that the date for Resolution No. 526 should read May 13, 2015.

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

### EXECUTIVE DIRECTOR'S REPORTS:

Secretary Meehan provided an update on the HUD negotiations regarding the extension of the Moving to Work (MTW) agreement. Negotiations have stalled. The 39 MTW agencies attended a conference call with Secretary Castro on June 15, 2015. In the conversation, Secretary Castro assured that the Department was committed to continuing the Moving to Work program and we would have a reinvigorated engagement in the negotiations. Secretary Castro was recently contacted by a ranking member of appropriations in support of good faith negotiations between the Department and MTW agencies. Language has been prepared in Senate appropriations to support MTW and will most likely be dropped into the Senate budget next week.

Keene Housing is still working on an exit strategy for Riverbend, which is past its 15 year Low Income Housing Tax Credit (LIHTC) compliance period. The other general partner, Joe Coutier, volunteered to give up his share making Keene Housing the sole general partnership. The general partnership is 1% ownership of the property. The remainder is owned by Boston Capital. Boston Capital is requesting money for their share even though the limited partnership agreement states we should be getting it for free. They are justifying this on the fact that the limited partnership agreement was not executed at the time of development or at least no one has a copy of an executed agreement. We should be talking to them again on Tuesday.

Keene Housing received $17,000 from HUD this week. The funds are leftover public housing operating subsidy from 2007. Of the funds, $11,000 will be used for sprinklers and fire panels at the Water Street shelter. Keene Housing is current in discussions with the City of Keene and Keene Fire Department to determine the correct occupancy levels for both the Water Street and Roxbury Street shelter. During those discussions it was brought to Keene Housing's attention that Water Street building has old fire alarms and no sprinklers. Southwestern Community Services (SCS) is providing

$15,000 in matching funds for the Water Street upgrades. Keene Housing has not received a final occupancy determination from the City yet, but it may affect Keene Housing's leases with SCS and the amount of the shallow subsidy going to the shelters.

Central Square Terrace is losing a commercial tenant, Phoenix Medical. Keene Housing is replacing the awnings on the Roxbury Street side. The new awnings will be in Keene Housing colors, most likely blue. We are also looking at replacing the old benches. Keene Housing is considering reaching out to the company who made the benches and chairs for the Monadnock Co-op and Prime Roast. They look like Adirondack chairs but can be customized to be more accessible for those with limited mobility. The chairs are available in Keene Housing's color palette. Linda Magones is heading up the project.

Commissioner Moses asked for an update on the CST substation. Secretary Meehan stated the lease ends soon but it's a tenancy at will. Secretary Meehan has reached out to the police chief so they could discuss several things and had not heard back. However, now that the Keene Housing Kids Collaborative (KHKC) is up and running, after a couple of years of supporting KHKC, it would be time to look at supports for Keene Housing's elderly and disabled population and the substation space may be a good site for such a program.

Secretary Meehan invited Liz Chipman, Executive Director of KHKC, to introduce herself. Liz is currently connecting with our existing community partners and evaluating current program.

## MANGEMENT REPORT:

Secretary Meehan directed the group to page 9 (Rent Collection report) to note that as expected, after a difficult winter and spring things are trending upwards again and Keene Housing is on track.

Secretary Meehan also shared an item brought to him by Carolyn Crane, Director of Housing, that Keene Housing has had twice as many turnovers this year as we had during the same period last year. As discussed in previous months, part of this is attributed to Brookbend East and West which has had more evictions due to issues we don't typically see in other Keene Housing properties.

Commissioner Marsh asked if adding a Family Activity Center, to provide family supports and programming, would help with this site. Secretary Meehan stated he thought that was true since, with both Brookbends and Meadow Road, there are more kids at this location than other family site. However, while there is space on the properties it may be tough since portions of the Brookbend and Meadow Road properties are in flood plain. Also there's a question of how we would pay for the construction.

Commissioner Mack asked for an update in a fraud case discussed a couple of meetings previous. Secretary Meehan stated that the case had been referred to HUD's Investigator General's Office who was not interested in pursuing.

## FINANCE REPORT:

Secretary Meehan noted utilization of the Housing Choice Voucher (HCV) program is at 104%. Keene Housing is now the highest leased MTW agency in the country, possibly of all Housing Authorities.

Operating revenues are around $188,000 in the negative. However, we have over $200,000 being held by HUD, if we were to draw those funds down the operating revenue shortfall would go away. Operating expenditures show an inverse of what's occurring in revenue.

OLD BUSINESS:

No topics were presented.

NEW BUSINESS:

Resolution No. 527 – Approval of Construction Work 2015

The Keene Housing Board of Commissioners authorizes the 2015 Asphalt project be awarded to Bernie LaRock & Son and its funding not to exceed $400,000 and 2015 Construction project be awarded to All Season Construction and its funding not to exceed $420,000 pursuant to the May 29, 2015 Memorandum from Sandy Clark, Director of Facilities and Assets to Joshua 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.

PUBLIC COMMENT:

No members of the public were in attendance although Secretary Meehan introduced Policy and Technology Lab Intern, John Riordan, to the group.

NON-PUBLIC SESSION:

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

Commissioner Slack 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 12:38 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

7/17/15
Date

Keene Housing

Resolution No. 528

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item

   Approval of Employee Handbook Revision

2. Date of Board Meeting: July 22, 2015

3. Proposed Board Resolution:

   That 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.

4. All Backup Attached?

   Yes X  No ☐

   *If no, what is missing and when will it be submitted:* _____

5. Department Head Approval  Signature Amy Wright  Date: 7/10/2015

6. Statement of availability of funds by Director of Finance

   Funds Budgeted and Available  Yes ☐  No ☐  Source _____

   Account #_____

   Director of Finance Approval  Signature _____ Date: _____

7. Executive Director Approval  Signature _____ Date: 7/14/15

Keene Housing

# MEMORANDUM

**To:** Joshua Meehan, Executive Director
**From:** Amy Wright, Director of Administration
**Subject:** Approval of Employee Handbook Revision
**Date:** July 2, 2015

This memorandum recommends that the Board of Commissioners approves a revision to the Employee Handbook to compensate non-exempt employees for travel time outside of the ordinary home to work commute for business-related travel.

Currently, if Keene Housing requires attendance at a training program away from the office, Keene Housing pays the employee's salary, the cost of the program and reimburses mileage at a rate set by the Internal Revenue Service.

The State of New Hampshire and Federal wage laws state an employer is not required to compensate employees for travel time on an airplane, train, boat, bus or car that is outside of regular working hours. Keene Housing recognizes that certain trainings are a necessary part of the job and travel to such meetings creates a disruption to an employee's time outside of work.

## RECOMMENDATION

Accordingly, I recommend that the Board consider this resolution, which states:

> **Resolution:** That 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.

## X. Training

Employee training is a function of every department director. In-Service training may be provided to aid employees in gaining efficiency in their work. If Keene Housing requires attendance at a training program away from the job, Keene Housing pays the employee's salary along with the cost of the program. Non-exempt employees receive pay for travel time to mandatory off-site trainings, less ordinary home to work travel. Non-exempt employees receiving pay for travel time are required to adjust their schedule not to exceed a total of 40 hours within the pay week; unless approved by the department director.

## Y. HIPAA

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) provisions limit exclusions for preexisting conditions; prohibits discrimination against employees and dependents based on their health status; guarantee renewability and availability of health coverage to certain employers and individuals; and protect many workers who lose health coverage by providing better access to individual health insurance.

HIPAA special enrollment rights apply without regard to the dates in which an individual would otherwise be able to enroll under the plan. Special Enrollment periods apply to employees and/or the employee's spouse and/or child/ren if the employee has a new dependent as a result of marriage, birth, adoption or the placement for adoption. Under these rules, a group health plan is required to provide a special enrollment period for these individuals should they request enrollment within 30 days after a special enrollment event has occurred.

If an employee declines enrollment for him/herself or dependents (including a spouse) because they already have coverage under another health insurance plan as the reason for declining to enroll, then special enrollment rules may apply to the employee and/or the dependents in the event they lose coverage due to the loss of eligibility.

The Keene Housing plan offers an annual open enrollment period to give employees the opportunity to enroll in previously declined/waived coverage.

Keene Housing

Resolution No. 529

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item

   Executive Director Travel

2. Date of Board Meeting: July 22, 2015

3. Proposed Board Resolution:

   That 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.

4. All Backup Attached?

   Yes X  No ☐

   *If no, what is missing and when will it be submitted:* _____

5. Department Head Approval  Signature _____ Date: 7/10/2015

6. Statement of availability of funds by Director of Finance

   Funds Budgeted and Available  Yes ☒  No ☐  Source _____

   Account # _____

   Director of Finance Approval  Signature _____ Date: 7/13/15

7. Executive Director Approval  Signature _____ Date: 7/13/15

Keene Housing

# MEMORANDUM

**To:** Joshua Meehan, Executive Director
**From:** Amy Wright, Director of Administration AW
**Subject:** Executive Director Travel
**Date:** June 22, 2015

This memorandum recommends that the Board of Commissioners authorizes Executive Director Meehan 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.

This is a critical time in Washington D.C. as Congress finalizes Fiscal Year 2016 HUD appropriations and other legislation that will have a significant impact on the Public Housing and Housing Choice Voucher (HCV) programs. The meeting will provide Executive Director Meehan the opportunity to learn more about the budgetary and regulatory matters affecting housing authorities, proposed rules on Fair Housing and possible changes to the voucher program's inspections system.

Although no arrangements have been made, pending Board approval, the total cost for travel and accommodations is not expected to exceed $2,000.00.

## RECOMMENDATION

Accordingly, I recommend that the Board consider this resolution, which states:

> **Resolution:** That 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.

Keene Housing

Resolution No. 530

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item: Approval of Document Management System

2. Date of Board Meeting: 7/22/2015

3. Proposed Board Resolution:

That 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.

4. All Backup Attached?

Yes X No ☐

*If no, what is missing and when will it be submitted:* _____

5. Department Head Approval Signature _____ Date: 7/13/15

6. Statement of availability of funds by Finance Manager

Funds Budgeted and Available Yes XX No ☐ Source _____

Account #_____

Finance Manager Approval Signature _____ Date: 7/13/15

7. Executive Director Approval Signature _____ Date: 7/13/15

Keene Housing

# MEMORANDUM

| | |
|---|---|
| **To:** | Joshua R. Meehan, Executive Director |
| **From:** | Linda Griffin, Finance Director |
| **Subject:** | Document Management System |
| **Date:** | July 10, 2015 |

This memorandum summarizes the research and recommends next steps for Keene Housing to maintain an electronic document management system as the sole repository for original documents and the destruction of the physical files.

## BACKGROUND:

KH has purchased an electronic document imaging software system "DocStar" to electronically store and mange files. KH's goal is to implement a process so that documents can be scanned and readily accessible by appropriate staff and auditors. KH's intention is to eventually scan all documents for electronic storage using the DocStar product and shred those physical documents.

## RESEARCH:

The research is telling us that an organization can scan documents to imaging software (must be un-editable and unalterable) then destroy the original records and rely on the document imaging system to produce copies as requested. This software system has an audit trail function that automatically tracks all activity on any document in the system.

Summary of the research:

- LEGAL OPINION: KH engaged Bragdon & Kossayda law firm to provide KH with a legal opinion as to the legality of scanned documents and records. Their conclusion was there is no State law that prohibits retention of documents by electronic means.
- REGULATORY GUIDANCE: Contract was made with New Hampshire Housing Finance Agency and HUD. No objections.
- TAX CREDIT INVESTORS: Contact was made with current investors (Northern New England Housing Investment Funds, USDA) and KH received confirmation that electronic images of documents are acceptable. No objections.
- OTHER PUBLIC HOUSING AGENCIES' POSITION: We received six PHA responses on how they have implemented scanning over physical files. There has been no objections from HUD during management reviews.
- FINANCIAL AUDITORS: Contact was made with KH's auditing firm. No objections.

## NEXT STEP:

Each KH Senior Manager will develop a written procedure for managing their department's files that are being transitioned to electronic records. The process will include a quality control step that verifies the scanned documents are complete, when the physical files will be shredded and how to apply current approved records retention criteria to the records in the system.

KH intends to provide regulatory agencies computer access to the electronic files required.

## RECOMMENDATION

Accordingly, I recommend that the Board consider this resolution, which states:

### RESOLUTION:

That 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.

BRAGDON & KOSSAYDA, P.C.
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Stephen B. Bragdon
Adam P. Kossayda
Erin S. Meenan

July 8, 2015

Mr. Joshua Meehan
Executive Director
Keene Housing
831 Court Street
Keene N.H. 03431

**Re: Legality of Scanned Documents and Records**

Dear Mr. Meehan:

It is our understanding that Keene Housing is a quasi-governmental entity as it was created in 1965 pursuant to state legislation. The issue addressed in this letter is whether Keene Housing can make digital copies of its pre-existing files and then subsequently destroy the original of these files and then continue to retain files in digital format as its future business practice.

In addressing this issue our office was asked to conduct legal research to determine the current regulatory laws governing electronic document retention and the legality of scanned documents in New Hampshire. Our office was also asked to conduct legal research regarding the laws and various rules governing litigation practices in New Hampshire as Keene Housing appears before the Court in landlord/tenant matters on a routine basis.

Based upon Keene Housing's inquiry, the following sources were consulted:

a. New Hampshire General Case Law;
b. New Hampshire's Rules of Evidence;
c. Chapter 203 on Housing Authorities Law;
d. Chapter 91-A on Access to Government Records and Meetings;
e. Chapter 337-A on Preservation of Private Business Records;
f. Chapter 33-A on Disposition of Municipal Records;
g. DocStar materials as provided by Keene Housing Authority.

However, the opinions and recommendations as outlined herein are not based on the following sources as they were not consulted:

a. Substantive state law on areas such as wills, contracts, real estate transactions, etc.;
b. Federal Law;
c. Federal Rules of Evidence (see handout as provided by Keene Housing Authority); and
d. NH Code of Administrative Rules.

Conversion to DocStar for electronic document retention does not appear to explicitly violate New Hampshire state law nor does it appear to create admissibility issues in litigation so long as certain requirements are satisfied.

**Chapter 203 on Housing Authorities Law – Silent on the Issue**

Chapter 203 is the set of state laws that bestow upon local municipalities the legal authority to create Housing Authorities such as Keene Housing.

However, this chapter is silent on the issue of file and document retention. There are no provisions that specifically require certain documents to be stored in their original form nor does it have specific provisions that affirmatively allow for the digital records as opposed to paper records.

**Chapter 91-A on Access to Government Records and Meetings – Does not Appear Applicable to Housing Authorities**

New Hampshire contains laws governing how both governmental agencies and private businesses must conduct its business and how it must retain records. As a quasi-governmental agency with its authority vested in NH State Laws, Housing Authorities appear to be a unique entity that is not subject to the laws governing business conduct and document retention.

Chapter 91-A defines "public agency" as any agency, authority, department or office of the state or any county, town, Municipal Corporation, school district, school administrative unit, chartered public school or other political subdivision. It appears as though a NH Housing Authority does not fall within this definition and as such, this chapter's requirements on maintaining records and making said records assessable to the public do not apply to Housing Authorities.

This Chapter does have a provision regarding the destruction of records that makes it a crime to knowingly destroy any information with the purpose to prevent such information from being inspected or disclosed in a response to inspect under this chapter. Even if this chapter was applicable to Housing Authorities, maintaining digital records that are accessible for inspection would not likely constitute a crime under this Chapter.

**Chapter 337-A on Preservation of Private Business Records — Does not Appear Applicable to Housing Authorities**

Chapter 337-A is the New Hampshire law that governs how private business must preserve their business records. Section 337-A:1 defines a business as every kind of private business, profession, occupation, calling or operation of private institutions, whether carried on for profit or not.

As a quasi-governmental entity, Housing Authorities do not appear to fall under the definition of private business as described above. Therefore, it does not appear as though the

requirements regarding documentation preservation in Chapter 337-A are applicable to Housing Authorities.

Even if this Chapter is applicable to Housing Authorities, it specifically states that if in the regular course of business a person makes reproductions of original business records, the preservation of such reproductions constitute compliance with any laws of New Hampshire requiring that business records be kept or preserved. Therefore, if maintaining records via docStar becomes the common business practice of a Housing Authority, then said Housing Authority will likely be in compliance.

**Chapter 33-A on Disposition of Municipal Records -- Does not Appear Applicable to Housing Authorities**

Chapter 33-A is the New Hampshire law that governs how municipals must preserve their business records. Section 33-A:1 specifically defines municipals as a city or town, county or precinct. Therefore, as a quasi-governmental agencies, it appears as though Housing Authorities do not fall within this definition and as such, are not subject to the requirements of Chapter 33-A.

Even if this Chapter is applicable to Housing Authorities, it appears as though records can be stored electronically so long as they are to be retained for no longer than ten (10) years. Section 33-A:5-a states that electronic records as defined under the chapter can be retained for more than ten (10) years are to be transferred to paper. Therefore, a Housing Authority will be in compliance with this chapter so long as files meant to be stored longer than ten years are stored both electronically and in paper.

**NH Rules of Evidence – duplicates are *likely* admissible in litigation**

With the exception of the various Superior Court and Circuit Court Rules stating anything to the contrary, the New Hampshire Rules of Evidence establish the basis for admitting records into evidence in New Hampshire State Courts.

Rule 1002 requires the original writing *in order to prove the contents* except to the extent otherwise provided by the law or the rules of evidence. This requirement is commonly known as the "Best Evidence Rule" because the best evidence to prove the contents of a document is the original document itself. Therefore, the general rule is that the original document must be produced in litigation in order to be admissible.

Rule 1001 defines what constitutes an original document as a "writing or recording [that] is the writing or recording itself or any counterpart intended to have the same effect by a person executing or issuing it. If data are stored in a computer or similar device, any printout or other output readable by sight, shown to reflect the data accurately, is an "original." A "duplicate" is a counterpart produced by the same impression as the original, or from the same matrix, or by means of photography, including enlargements and miniatures, or by mechanical or electronic re-recording, or by chemical reproduction, or by other equivalent techniques which accurately reproduces the original.

However, Rules 1003 through 1007 attempts to override the original requirement of Rule 1002. Rule 1003 states that a duplicative document or record is admissible to the same extent as its original unless (1) a genuine question is raised as to the authenticity of the original or (2) in

the circumstances it would be unfair to admit the duplicative in lieu of the original. The basis for this rule is that a duplicative equally serves the purpose of getting the contents of a writing before the Court. Rule 1004 states that the original is not required if all originals are lost or have been destroyed so long as the proponent did not lose or destroy the original in bad faith.

Therefore, there appears to be exceptions to the general requirement that the original document must be produced to be admissible in litigation that would allow for the admissibility of digitally stored copies. But it would be Keene Housing's burden to successfully argue in each and every case that one of the exceptions applies. But please note that the Best Evidence Rule has not been abolished and Rule 1001 has not been repealed. Therefore, our office cannot guarantee admissibility of any digitally stored document in litigation in State courts.

**Conclusion**

The State laws as summarized in this letter do not appear to prohibit retention of documents by electronic means for quasi-governmental entities such as Housing Authorities. However, the State laws do not appear to specifically allow for retention of documents by electronic means for quasi-governmental entities such as Housing Authorities.

In our opinion it is more likely than not that Keene Housing can retain all or most of its files in digital format. We would defer to Keene Housing's judgment in determining on a case-by-case basis what documents if any may need to be retained in original form and for what period of time said documents should be retained.

If you have any questions regarding the contents of this letter, please do not hesitate to contact our law office at (603) 357-4800.

Very Truly Yours,

Stephen B. Bragdon
Erin S. Meenan

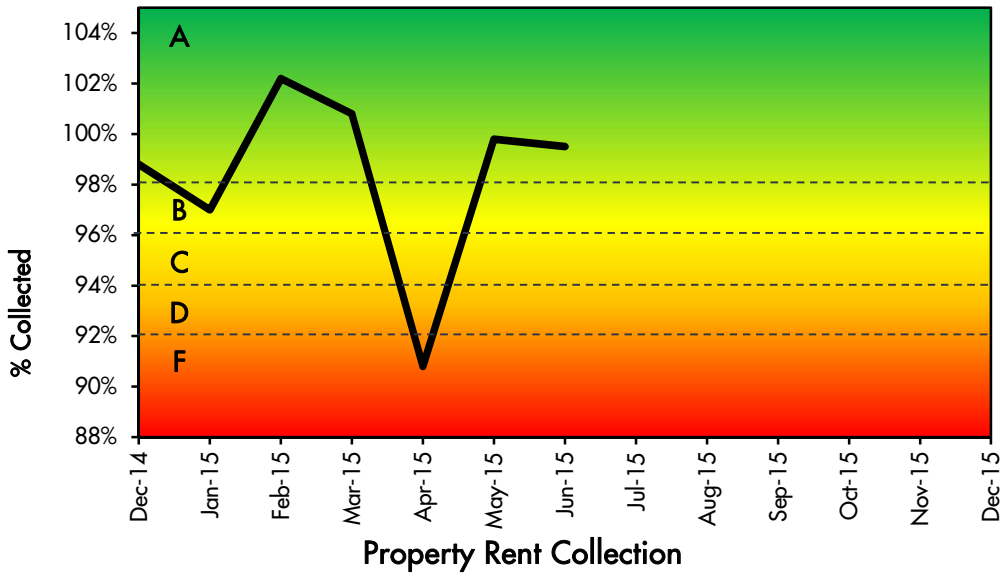
ESM/lbe

Keene Housing

# MANAGEMENT REPORT
# JUNE 2015

## Residential Property Rent Collection Report
## June 2015

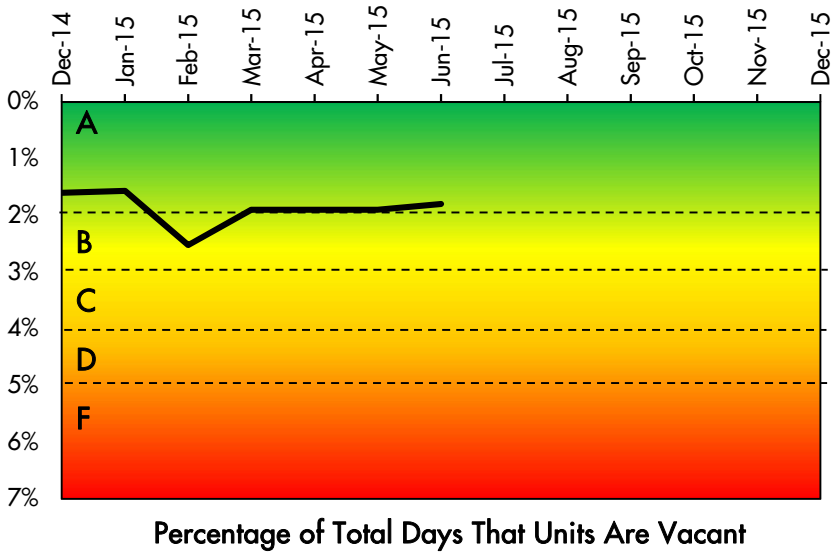
| Community | Month Billed | Month Collected | % Collected | Monthly Grade | YTD Billed | YTD Collected | % YTD Collected | YTD Grade |
|---|---|---|---|---|---|---|---|---|
| Ash Brook Apartments | $10,050 | $10,050 | 100.0% | A | $58,625 | $58,625 | 100.0% | A |
| Bennett Block | $4,333 | $4,836 | 111.6% | A | $26,682 | $26,691 | 100.0% | A |
| Brookbend East | $13,424 | $13,387 | 99.7% | A | $73,664 | $72,969 | 99.1% | A |
| Brookbend West | $11,749 | $10,867 | 92.5% | D | $63,462 | $61,713 | 97.2% | B |
| Central Square Terrace | $26,844 | $26,833 | 100.0% | A | $162,507 | $158,458 | 97.5% | B |
| Cottage Street | $1,202 | $1,217 | 101.2% | A | $7,248 | $7,293 | 100.6% | A |
| Evergreen Knoll LP | $11,024 | $10,762 | 97.6% | B | $61,699 | $62,661 | 101.6% | A |
| Forest View | $18,666 | $18,195 | 97.5% | B | $104,681 | $105,677 | 101.0% | A |
| Harper Acres | $40,858 | $41,000 | 100.3% | A | $238,525 | $239,056 | 100.2% | A |
| Meadow Road Apartments | $6,663 | $6,632 | 99.5% | A | $37,853 | $38,427 | 101.5% | A |
| North and Gilsum | $16,776 | $16,670 | 99.4% | A | $97,266 | $96,730 | 99.4% | A |
| Riverbend Apartments | $10,168 | $9,700 | 95.4% | C | $61,171 | $60,229 | 98.5% | A |
| Scattered Sites | $8,161 | $11,096 | 136.0% | A | $46,815 | $47,028 | 100.5% | A |
| Stone Arch Village Family | $8,568 | $8,284 | 96.7% | B | $50,215 | $49,239 | 98.1% | A |
| Stone Arch Village Senior | $12,041 | $12,044 | 100.0% | A | $72,498 | $72,525 | 100.0% | A |
| **Totals** | **$200,527** | **$201,573** | **100.5%** | **A** | **$1,104,286** | **$1,098,697** | **99.5%** | **A** |



# Monthly Vacancy Report

## June 2015

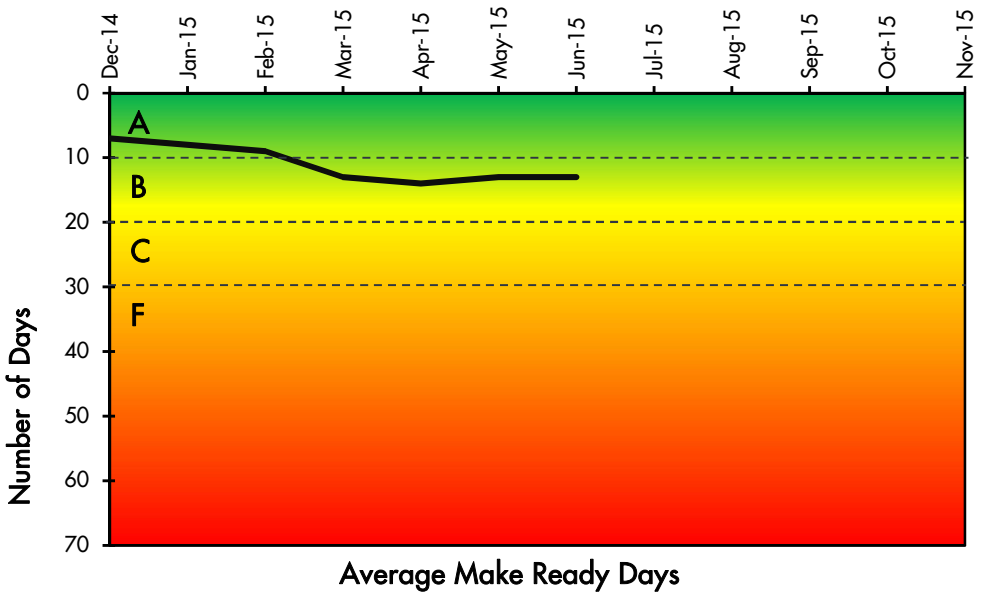
| Community | Units Available | Available Days | Vacant Days | Monthly Vacancy Percentage | Monthly Grade | YTD Vacancy Percentage | YTD Grade |
|---|---|---|---|---|---|---|---|
| Ash Brook Apartments | 24 | 720 | 0 | 0.0% | A | 0.6% | A |
| Bennett Block | 14 | 420 | 15 | 3.6% | C | 0.6% | A |
| Brookbend East | 40 | 1200 | 98 | 8.2% | F | 5.7% | F |
| Brookbend West | 35 | 1050 | 34 | 3.2% | C | 3.9% | C |
| Central Square Terrace | 90 | 2700 | 3 | 0.1% | A | 0.6% | A |
| Cottage Street | 3 | 90 | 0 | 0.0% | A | 0.0% | A |
| Evergreen Knoll LP | 32 | 960 | 0 | 0.0% | A | 1.0% | A |
| Forest View | 38 | 1140 | 0 | 0.0% | A | 5.1% | F |
| Harper Acres | 112 | 3360 | 60 | 1.8% | A | 1.2% | A |
| Meadow Road | 18 | 540 | 0 | 0.0% | A | 2.1% | B |
| North and Gilsum | 29 | 870 | 19 | 2.2% | B | 1.3% | A |
| Riverbend Apartments | 24 | 720 | 4 | 0.6% | A | 0.7% | A |
| Scattered Sites | 18 | 540 | 0 | 0.0% | A | 1.5% | A |
| Stone Arch Village Family | 24 | 720 | 0 | 0.0% | A | 0.7% | A |
| Stone Arch Village Senior | 33 | 990 | 0 | 0.0% | A | 0.8% | A |
| **Report Totals:** | **534** | **16,020** | **233** | **1.5%** | **A** | **1.8%** | **A** |




Percentage of Total Days That Units Are Vacant

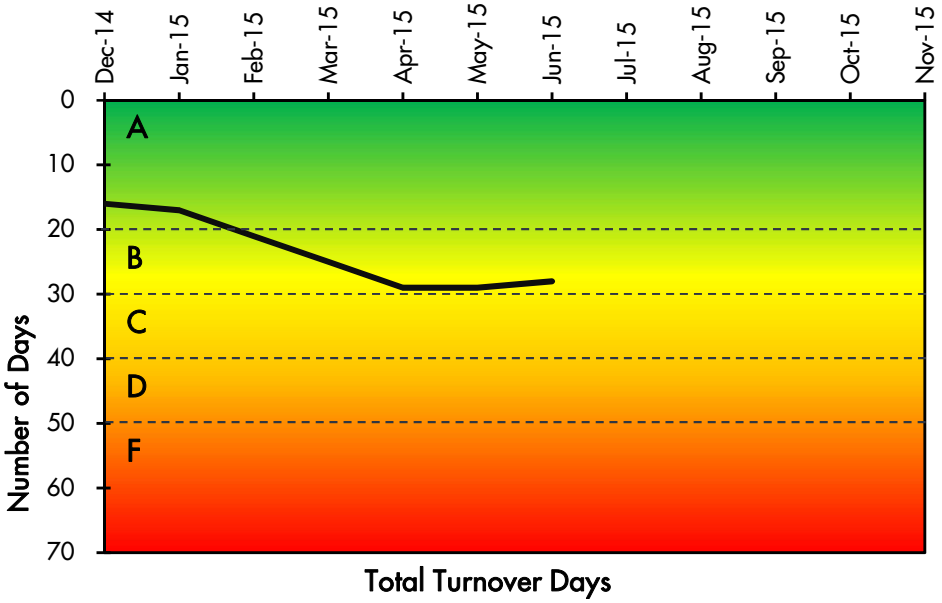
## Unit Make Ready Days
June 2015

| 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 | 1 | 14 | B |
| Brookbend East | 3 | 21 | C | 10 | 14 | B |
| Brookbend West | 3 | 10 | A | 6 | 14 | 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 | 9 | 11 | 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 | 2 | 9 | A |
| Stone Arch Village Senior | - | - | None | 1 | 1 | A |
| **Report Totals:** | **21** | **10** | **A** | **53** | **13** | **B** |



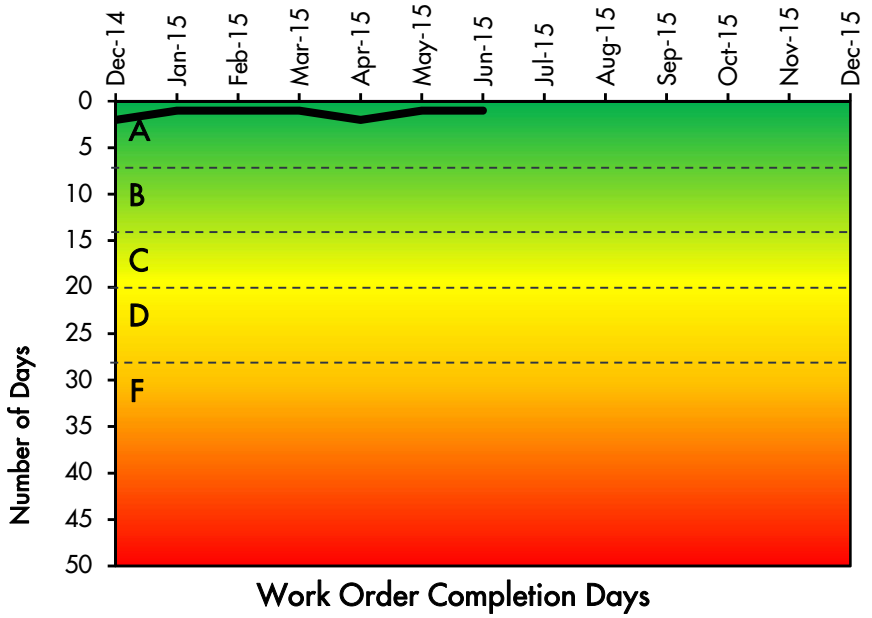
## Unit Turnover
June 2015

| 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 | 1 | 14 | A |
| Brookbend East | 21 | B | 10 | 38 | C |
| Brookbend West | 13 | A | 6 | 34 | 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 | 9 | 27 | B |
| Meadow Road | 28 | B | 2 | 34 | C |
| North and Gilsum | 6 | A | 3 | 23 | B |
| Riverbend Apartments | - | None | 2 | 16 | A |
| Scattered Sites | 23 | B | 1 | 48 | D |
| Stone Arch Village Family | - | None | 2 | 15 | A |
| Stone Arch Village Senior | - | None | 1 | 15 | A |
| **Report Totals:** | **16** | **A** | **53** | **28** | **B** |



# Residential Property Non-Emergency Work Order Completion Days
## June 2015

| Community | Number of Work Orders | Avg Days to Complete | Monthly Grade |
|---|---|---|---|
| 139 Roxbury Street | 0 | 1 | None |
| Ash Brook Apartments | 3 | 1 | A |
| Bennett Block | 11 | 1 | A |
| Brookbend East | 19 | 1 | A |
| Brookbend West | 7 | 0 | A |
| Central Square Terrace | 4 | 0 | A |
| Cottage Street | 43 | 0 | A |
| Emerald Street House | 2 | 0 | A |
| Evergreen Knoll LP | 6 | 0 | A |
| Forest View | 14 | 1 | A |
| Harper Acres | 57 | 2 | A |
| Keene Housing Main Office | 2 | 1 | A |
| Meadow Road | 4 | 1 | A |
| North and Gilsum | 11 | 2 | A |
| Riverbend Apartments | 28 | 2 | A |
| Scattered Sites | 10 | 1 | A |
| Stone Arch Village Family | 5 | 4 | A |
| Stone Arch Village Senior | 11 | 2 | A |
| **Report Totals:** | **237** | **1** | **A** |



## Residential Property Emergency Work Order Completion Days
June 2015

| Community | Number of Work Orders | Average Days To Complete | Monthly Grade |
|---|---|---|---|
| 139 Roxbury Street | - | - | None |
| Ash Brook Apartments | - | - | None |
| Bennett Block | 2 | 0 | P |
| Brookbend East | 1 | 0 | P |
| Brookbend West | - | - | None |
| Central Square Terrace | 1 | 0 | P |
| Cottage Street | - | - | None |
| Emerald Street House | 1 | 0 | P |
| Evergreen Knoll LP | - | - | None |
| Forest View | - | - | None |
| Harper Acres | 2 | 0 | P |
| Keene Housing Main Office | - | - | None |
| Meadow Road | - | - | None |
| North and Gilsum | 2 | 0 | P |
| Riverbend Apartments | 1 | 1 | P |
| Scattered Sites | - | - | None |
| Stone Arch Village Family | - | - | None |
| Stone Arch Village Senior | 1 | 0 | P |
| **Report Totals:** | **11** | **0** | **P** |

Keene Housing

# FINANCE REPORT
# JUNE 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% | 608 | $532 | 104% | 587 | $1,568 | $67,037 |
| July | | | | | | | | | $0 |
| August | | | | | | | | | $0 |
| September | | | | | | | | | $0 |
| October | | | | | | | | | $0 |
| November | | | | | | | | | $0 |
| December | | | | | | | | | $0 |
| Total | $2,317,359 | $1,975,060 | 85% | 3689 | $535 | 105% | 3522 | $4,111 | $342,299 |

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% | 548 | $576 | 93% | 587 | $1,568 | $74,600 |
| July | | | | | | | | | $0 |
| August | | | | | | | | | $0 |
| September | | | | | | | | | $0 |
| October | | | | | | | | | $0 |
| November | | | | | | | | | $0 |
| December | | | | | | | | | $0 |
| Total | $2,317,359 | $1,926,385 | 83% | 3308 | $582 | 94% | 3522 | $4,111 | $390,974 |

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 | | | | | | | | | |
| August | | | | | | | | | |
| September | | | | | | | | | |
| October | | | | | | | | | |
| November | | | | | | | | | |
| December | | | | | | | | | |
| Total | $324,526 | $320,799 | 99% | 598 | $536 | 100% | 600 | $0 | $3,727 |

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 | | | | | | | | | |
| August | | | | | | | | | |
| September | | | | | | | | | |
| October | | | | | | | | | |
| November | | | | | | | | | |
| December | | | | | | | | | |
| Total | $165,297 | $171,746 | 104% | 292 | $588 | 97% | 300 | $0 | ($6,449) |

*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 – June, 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 $593k which is a net increase of $205 from the budget of $388k.

OPERATING REVENUES are $7,026k, a net decrease of $16k as compared to the budget of $7,042k. The most significant changes are related to:

| VARIANCES for Revenue categories Incr/(Decr) compared to Budget | | |
|---|---|---|
| 98,885 | Rent Revenue | Change in tenant rent – related to subsidy changes. |
| (234,074) | HAP funding | The estimated 2015 MTW funding is estimated to have $684k available for Non-HAP initiatives. These funds remains 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). |
| 17,189 | Other Income | Other Income is related to a grant Roxbury St Shelter received from KDHC for $10k. |
| (16,219) | Grants | Grants funds expected to be received for CDBG, CHT, FSS. The FSS funds are in arrears $15k as the new HUD procedures require funds to be spent then reimbursed. CDBG admin revenue is a bit under budget by $1k. CHT admin revenue is on budget. |
| (2,978) | 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). |
| (10,974) | 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 $4,278. BBE over budget by $7,473 and BBW over budget by $5,247 and this may be a permanent variance. |
| 5,698 | Tenants Charges | Higher than expected revenue in KAHP $2k, BBE $4k properties related to damages charged to Tenants, there is no budget for this line item. |
| (26,638) | 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. |
| (19,491) | MTW Transfer | MTW funds if transferred to KHKC and KAHP to be used for resident services or capital improvements. Transfers have started in June. |
| **(16,252)** | Lower than Budget | |

OPERATING EXPENSES are $6,433k, a net decrease of $220k as compared to budget of $6,654k. The most significant changes are related to:

| VARIANCES for Expense categories Incr/(Decr) compared to Budget | | |
|---|---|---|
| 3,331 | 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 are running higher than budget. |
| (55,272) | Payroll Expenses | Benefit Expense is running under budget by $37k, may be timing. Salaries are also running under budget by $17k ($12k of that is related to reduction in staff in the tenant services dept). |
| (47,762) | Utilities Expenses | Utilities Expenses are running overall under budget. Fuel is under budget by $37k, Water & Sewer under budget by $36k, Electric is over budget by $38k. It may be timing. |
| (89,753) | Maint Expenses | Maintenance Expenses are running under budget, may all be timing. Line items under budget are Grounds $9k, Flooring $46k (KAHP), Misc Equip $20k. |
| (1,669) | Insurance expenses | Insurance Expenses running under budget. Timing. |
| (109) | Property Tax Expenses | Property Taxes running under budget. Timing. |
| 4,901 | Partnership taxes | Taxes for CST are running over budget, may be timing and eventually on budget. |
| (15,123) | 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. |
| (11,091) | Resident services | Residential Services running under budget but during summer months more will be happening, such as Resident BBQ, timing. |
| 206,907 | Partnership Distributions | SAVS, SAVF, BBW, BBE have all been paid, all over budget. |
| (108,802) | 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. |
| (106,247) | MTW Transfer | MTW funds transferred from Locals to be used for resident services. Transfers started in June. |
| (220,689) | Lower than Budget | |

# Income Statement - Comparing Actuals to Budget - YTD - as of June 30, 2015

| Program/Property | BUDGET | ACTUALS | NOTES | |
|---|---|---|---|---|
| | Operational Surplus/ (Deficit) | Operational Surplus/ (Deficit) | changes in Revenue | changes in Expenses |
| | | | | |
| **Central Office (Locals)** | **39,585** | **219,566** | 169,953 Higher Revenue | (10,029) Lower Expenses |
| | | | | |
| **Monadnock Affordable (MAHC)** | **47** | **(8,288)** | (7,141) Lower Revenue | 1,195 Higher Expenses |
| | | | | |
| **Keene Affordable (KAHP)** | **75,728** | **148,643** | 26,608 Higher Revenue | (46,307) Lower Expenses |
| | | | | |
| **Meadow Road** | **20,403** | **24,280** | 1,790 Higher Revenue | (2,088) Lower Expenses |
| | | | | |
| **Roxbury St Shelter** | **3,562** | **14,076** | 9,622 Higher Revenue | (892) Lower Expenses |
| | | | | |
| **Low Income Tax Credits Properties (LIHTC)** | | | | |
| *Brookbend East* | *49,726* | *(65,119)* | (3,612) Lower Revenue | 111,234 Higher Expenses |
| *Brookbend West* | *38,964* | *(2,406)* | (5,480) Lower Revenue | 35,890 Higher Expenses |
| *Evergreen Knoll* | *20,770* | *46,748* | (320) on Budget | (26,298) Lower Expenses |
| *Riverbend* | *12,664* | *29,713* | 2,755 Higher Revenue | (14,294) Lower Expenses |
| *Stone Arch Family* | *15,536* | *(16,855)* | 1,086 Higher Revenue | 33,477 Higher Expenses |
| *Stone Arch Senior* | *938* | *4,650* | (256) on budget | (3,968) Lower Expenses |
| | | | | |
| **Multi-Family Properties** | | | | |
| Central Square Terrance | *80,609* | *116,870* | 4,522 Higher Revenue | (31,739) Lower Expenses |
| | | | | |
| **Voucher Programs** | | | | |
| Section 8 | *554* | *43,188* | (202,794) Lower Revenue | (245,428) Lower Expenses |
| Non-Elderly Disabled (NED) | *28* | *4,731* | (11,108) Lower Revenue | (15,811) Lower Expenses |
| Mainstream Vouchers | *(12)* | *(2,339)* | 2,193 Higher Revenue | 4,521 Higher Expenses |
| | | | | |
| **Non-Owned/Managed Properties** | | | | |
| Ashbrook | *18,549* | *27,173* | 2,178 Higher Revenue | (6,445) Lower Expenses |
| Cottage Street | *(680)* | *(1,364)* | (1,973) Lower Revenue | (1,288) Lower Expenses |
| Emerald Street | *9,658* | *5,175* | (4,276) Lower Revenue | 207 On Budget |
| Fairweather Lodge | *1,420* | *4,095* | 2 On Budget | (2,673) Lower Expenses |
| TOTALS | 388,049 | 592,536 | (16,252) Lower Revenue | (220,737) Lower Expenses |

(a) excluding depreciation

Keene Housing

# Cash Outlay - Year to Date - as of June 30, 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** | **219,566** | (35,375) | 0 | (46,146) | 0 | 164,558 | (33,387) | (87,838) | **2,435,672** | 181,378 |
| **Monadnock Affordable (MAHC)** | **4,403** | **(8,288)** | (184,228) | 249,067 | (2,824) | 0 | (6,027) | (47,252) | 3,539 | **8,390** | 3,987 |
| **Keene Affordable (KAHP)** | **739,337** | **148,643** | (180,541) | (35,901) | (87,498) | 0 | 8,136 | (55,820) | 0 | **536,356** | (202,981) |
| **Meadow Road** | **49,917** | **24,280** | (15,141) | (1,312) | (9,419) | 0 | 67,046 | (98,840) | 0 | **16,531** | (33,386) |
| **Roxbury St Shelter** | **474** | **14,076** | (753) | 0 | (2,920) | 0 | 1,443 | 2,346 | 475 | **15,141** | 14,667 |
| **Low Income Tax Credits (LIHTC)** | | | | | | | | | | | |
| *Brookbend East* | *305,646* | *(65,119)* | (2,103) | (10,107) | 0 | 50,000 | (58,812) | (51,855) | 0 | **167,650** | (137,996) |
| *Brookbend West* | *122,320* | *(2,406)* | (70,714) | (5,313) | 0 | 0 | 8,385 | (7,922) | 0 | **44,350** | (77,970) |
| *Evergreen Knoll* | *46,014* | *46,748* | (20,964) | 937 | (11,316) | 0 | (1,887) | (18,118) | 0 | **41,414** | (4,600) |
| *Riverbend* | *38,236* | *29,713* | (9,500) | (7,202) | 0 | 0 | (2,074) | (9,670) | 0 | **39,503** | 1,267 |
| *Stone Arch Family* | *167,176* | *(16,855)* | (2,203) | (4,698) | (8,101) | (6,125) | (5,988) | 709 | 0 | **123,915** | (43,261) |
| *Stone Arch Senior* | *77,420* | *4,650* | (21,889) | (6,468) | (2,827) | (1,691) | (4,198) | (5,227) | 0 | **39,770** | (37,650) |
| **Multi-Family Properties** | | | | | | | | | | | |
| Central Square Terrance | *110,357* | *116,870* | (67,917) | (30,669) | 0 | 0 | (47,584) | 10,577 | 0 | **91,634** | (18,723) |
| **Voucher Programs** | | | | | | | | | | | |
| Section 8 - Moving to Work (MTW) | *260,416* | *43,188* | n/a | n/a | n/a | n/a | 19,791 | 67,049 | 0 | **390,444** | 130,028 |
| Non-Elderly Disabled (NED) | *20,331* | *4,731* | n/a | n/a | n/a | n/a | (41,322) | 489 | 36,102 | **20,331** | (0) |
| Mainstream Vouchers | *121,376* | *(2,339)* | n/a | n/a | n/a | n/a | (16,513) | (362) | 19,215 | **121,377** | 1 |
| **Non-Owned/Managed Properties** | | | | | | | | | | | |
| Ash Brook | *11,955* | *27,173* | (12,272) | (4,203) | (1,955) | 0 | (17,825) | (1,489) | 0 | **1,384** | (10,571) |
| Cottage Street | *42* | *(1,364)* | 0 | (1,200) | 0 | 1,857 | 1,355 | 1,174 | 0 | **1,864** | 1,822 |
| Emerald Street | *252* | *5,175* | 4,305 | 21,228 | (21,962) | 0 | 3,358 | (7,812) | 0 | **4,544** | 4,292 |
| Fairweather Lodge | *4,494* | *4,095* | 0 | (1,058) | 0 | 0 | 663 | 169 | 0 | **8,363** | 3,869 |
| TOTAL | 4,334,460 | 592,536 | (619,295) | 163,101 | (194,968) | 44,041 | 72,505 | (255,241) | (28,507) | 4,108,632 | (225,828) |

(a) excluding depreciation

Keene Housing

# Balance Sheet Summary - Assets - as of June 30, 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) | 2,435,672 | 139,850 | 0 | 0 | 0 | 10,869,122 | 126,745 | 415,000 | 13,986,389 |
| | | | | | | | | | |
| Monadnock Affordable (MAHC) | 8,390 | 0 | 79,015 | 431,031 | 0 | 795,272 | 1,512,715 | 0 | 2,826,423 |
| | | | | | | | | | |
| Keene Affordable (KAHP) | 536,356 | 243,374 | 498,264 | 0 | 0 | 73,437 | 16,955,289 | 37,611 | 18,344,331 |
| | | | | | | | | | |
| Meadow Road | (35,480) | 29,675 | 51,178 | 0 | 0 | 28,234 | 738,976 | 0 | 812,583 |
| | | | | | | | | | |
| Roxbury St Shelter | 15,141 | 0 | 0 | 0 | 0 | 5 | 112,373 | 0 | 127,519 |
| | | | | | | | | | |
| Low Income Tax Credits (LIHTC) | 456,601 | 279,001 | 465,050 | 764,914 | 4,063 | 88,128 | 22,985,502 | 166,993 | 25,210,252 |
| *Brookbend East* | *167,650* | *70,890* | *58,465* | *262,385* | *0* | *22,219* | *6,382,998* | *73,767* | *7,038,374* |
| *Brookbend West* | *44,350* | *62,656* | *60,588* | *203,630* | *0* | *21,686* | *5,922,268* | *51,151* | *6,366,329* |
| *Evergreen Knoll* | *41,414* | *34,889* | *152,853* | *86,387* | *0* | *7,616* | *3,239,926* | *6,397* | *3,569,482* |
| *Riverbend* | *39,503* | *24,010* | *27,250* | *0* | *4,063* | *9,143* | *1,269,276* | *0* | *1,373,245* |
| *Stone Arch Family* | *123,915* | *39,916* | *64,737* | *89,838* | *0* | *19,777* | *2,888,725* | *13,372* | *3,240,280* |
| *Stone Arch Senior* | *39,770* | *46,640* | *101,157* | *122,674* | *0* | *7,687* | *3,282,309* | *22,306* | *3,622,543* |
| | | | | | | | | | |
| Multi-Family Properties | 91,634 | 103,597 | 115,685 | 0 | 16,406 | 16,857 | 1,563,425 | 41,454 | 1,949,058 |
| Central Square Terrance | *91,634* | *103,597* | *115,685* | *0* | *16,406* | *16,857* | *1,563,425* | *41,454* | *1,949,058* |
| | | | | | | | | | |
| Voucher Programs | 476,752 | 0 | 0 | 0 | 0 | 396,660 | 4,583 | 0 | 877,995 |
| Section 8 - Moving to Work | *390,361* | *0* | *0* | *0* | *0* | *333,080* | *4,583* | *0* | *728,024* |
| Non-Elderly Disabled (NED) | *(15,771)* | *0* | *0* | *0* | *0* | *42,941* | *0* | *0* | *27,170* |
| Mainstream Vouchers | *102,162* | *0* | *0* | *0* | *0* | *20,639* | *0* | *0* | *122,801* |
| | | | | | | | | | |
| Non-Owned/Managed Properties | 16,155 | 36,465 | 160,419 | 12,578 | 21,184 | 8,772 | 1,312,044 | 13,710 | 1,581,327 |
| Ash Brook | *1,384* | *26,515* | *80,362* | *0* | *8,842* | *2,226* | *699,333* | *6,210* | *824,872* |
| Cottage Street | *1,864* | *1,882* | *7,847* | *12,578* | *10,087* | *2,926* | *431,666* | *7,500* | *476,350* |
| Emerald Street | *4,544* | *8,068* | *60,627* | *0* | *2,255* | *2,063* | *151,404* | *0* | *228,961* |
| Fairweather Lodge | *8,363* | *0* | *11,583* | *0* | *0* | *1,557* | *29,641* | *0* | *51,144* |
| TOTALS | 4,001,221 | 831,962 | 1,369,611 | 1,208,523 | 41,653 | 12,276,487 | 45,311,652 | 674,768 | 65,715,877 |

(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 June 30, 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)** | **0** | **0** | **300,535** | **0** | **26,616** | **13,434,797** | **206,971** | **13,968,919** |
| | | | | | | | | |
| **Monadnock Affordable (MAHC)** | **1,433** | **0** | **543,894** | **0** | **3,032** | **2,315,112** | **(37,047)** | **2,826,424** |
| | | | | | | | | |
| **Keene Affordable (KAHP)** | **39,875** | **49,805** | **15,668,537** | **0** | **149,868** | **2,627,510** | **(191,263)** | **18,344,332** |
| | | | | | | | | |
| **Meadow Road** | **150** | **89,444** | **357,424** | **0** | **(1,632)** | **359,878** | **7,320** | **812,584** |
| | | | | | | | | |
| **Roxbury St Shelter** | **0** | **35,665** | **56,477** | **0** | **0** | **25,273** | **10,105** | **127,520** |
| | | | | | | | | |
| **Low Income Tax Credits (LIHTC)** | **10,453** | **131,661** | **6,914,889** | **0** | **112,704** | **18,449,893** | **(409,341)** | **25,210,259** |
| *Brookbend East* | *644* | *2,263* | *1,478,552* | *0* | *(18,052)* | *5,742,307* | *(167,339)* | *7,038,375* |
| *Brookbend West* | *0* | *1,664* | *1,823,287* | *0* | *18,554* | *4,614,587* | *(91,763)* | *6,366,329* |
| *Evergreen Knoll* | *1,350* | *0* | *1,838,745* | *0* | *29,744* | *1,722,919* | *(23,273)* | *3,569,485* |
| *Riverbend* | *1,726* | *127,734* | *621,144* | *0* | *41,247* | *580,925* | *470* | *1,373,246* |
| *Stone Arch Family* | *1,690* | *0* | *542,087* | *0* | *17,040* | *2,748,740* | *(69,279)* | *3,240,278* |
| *Stone Arch Senior* | *5,043* | *0* | *611,074* | *0* | *24,171* | *3,040,415* | *(58,157)* | *3,622,546* |
| | | | | | | | | |
| **Multi-Family Properties** | **2,710** | **82,136** | **3,126,547** | **878,593** | **34,904** | **(2,249,111)** | **73,282** | **1,949,061** |
| Central Square Terrance | *2,710* | *82,136* | *3,126,547* | *878,593* | *34,904* | *(2,249,111)* | *73,282* | *1,949,061* |
| | | | | | | | | |
| **Voucher Programs** | **9,055** | **65,795** | **0** | **0** | **24,463** | **733,684** | **45,080** | **878,077** |
| Section 8 - Moving to Work | *9,055* | *65,795* | *0* | *0* | *20,489* | *590,079* | *42,689* | *728,107* |
| Non-Elderly Disabled (NED) | *0* | *0* | *0* | *0* | *2,424* | *20,016* | *4,731* | *27,171* |
| Mainstream Vouchers | *0* | *0* | *0* | *0* | *1,550* | *123,589* | *(2,340)* | *122,799* |
| | | | | | | | | |
| **Non-Owned/Managed Properties** | **0** | **10,273** | **1,543,330** | **0** | **15,323** | **12,356** | **48** | **1,581,330** |
| Ash Brook | *0* | *1,148* | *837,976* | *0* | *10,520* | *(28,850)* | *4,079* | *824,873* |
| Cottage Street | *0* | *8,424* | *511,630* | *0* | *(377)* | *(36,014)* | *(7,312)* | *476,351* |
| Emerald Street | *0* | *701* | *193,724* | *0* | *4,740* | *28,728* | *1,069* | *228,962* |
| Fairweather Lodge | *0* | *0* | *0* | *0* | *440* | *48,492* | *2,212* | *51,144* |
| **TOTALS** | **63,676** | **464,779** | **28,511,633** | **878,593** | **365,278** | **35,709,392** | **(294,845)** | **65,698,506** |

YTD Net Income: after depreciation

# Keene Housing
# Solicitation Log

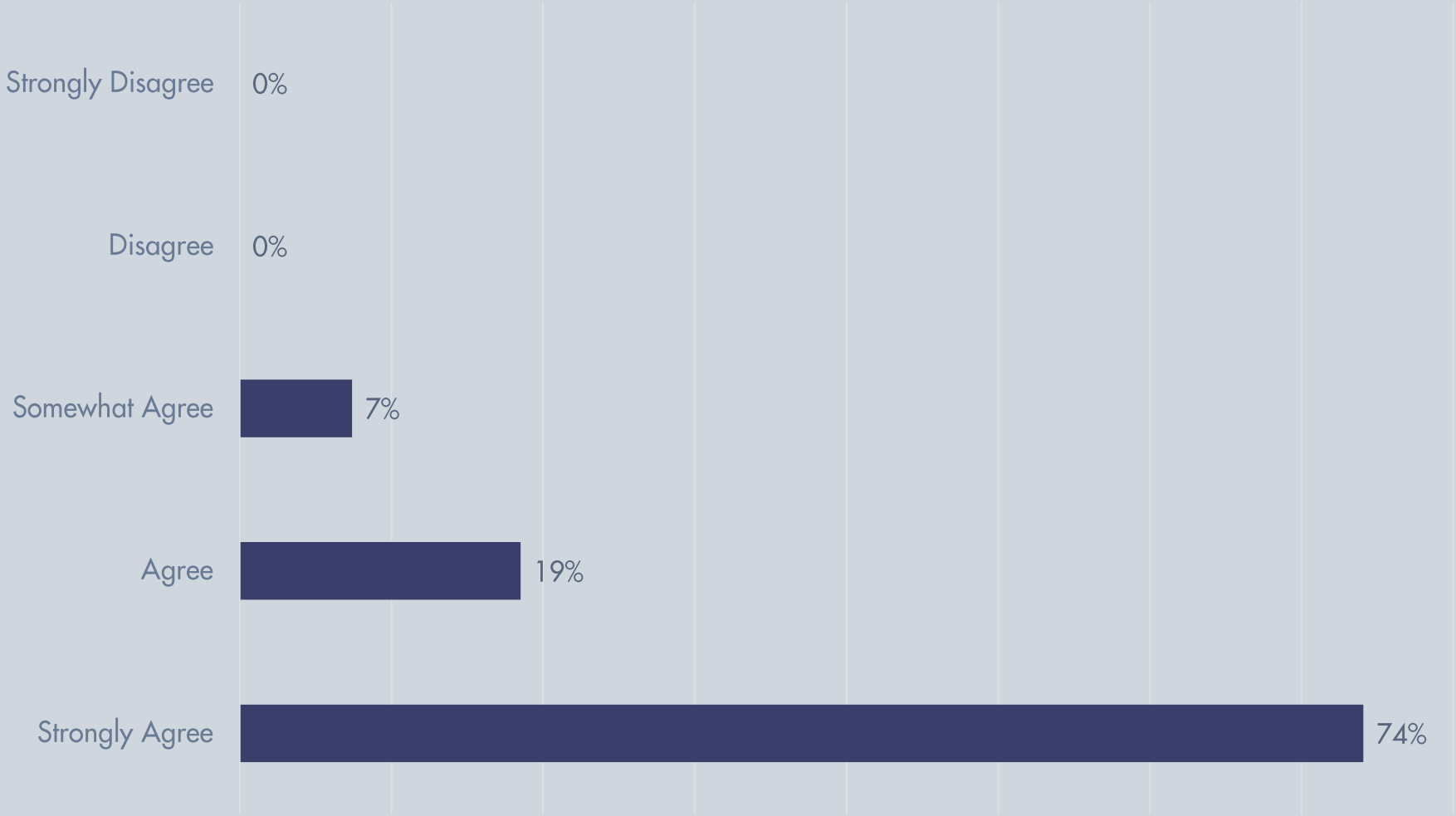
| Description of Services | Dept. | Firm/Vendor | Comments/Contract Value | Contract Status | EXPIRATION DATES |
|---|---|---|---|---|---|
| TECHNICAL ASSISTANCE | AGENCY WIDE | EDGEMERE CONSULTING | < $50,000.00 | RENEWED 01/15/15 | 01/15/16 |
| GRAPHIC DESIGN | AGENCY WIDE | IMARC, LLC | $14,875.00 | RENEWED 3/01/15 | 03/01/16 |
| WEB DESIGN | AGENCY WIDE | IMARC, LLC | $37,625.00 | EXPIRED | 09/01/13 |
| LAWN MAINTENANCE | AGENCY WIDE | JM CONSTRUCTION | < $82,481.37 | EXPIRED | 11/15/14 |
| DEVELOPMENT CONSULTING | AGENCY WIDE | TAG ASSOCIATES | < $50,000.00 | RENEWED 8/15/14 | 08/15/16 |
| CAPITAL NEEEDS ASSESSMENT | KAHP/139 ROXBURY ST | GDS ASSOCIATES | $7,969.00 | EXPIRED | 10/22/13 |
| SNOW REMOVAL | KAHP/MEADOW/COTTAGE | AGM LANDSCAPING | $25,750.00 | EXTENDED 10/15/14 | 05/15/16 |
| HEATING/AC/AH | AGENCY WIDE | GARY JACKSON HEATING | $19,030.00 | RENEWED 9/14/14 | 09/14/16 |
| FLOORING SERVICES | AGENCY WIDE | SYD'S CARPET & SNOOZE ROOM | FEE FOR SERVICE | EXECUTED 9/16/13 | 10/19/16 |
| ARCHITECT/ENGINEERING | AGENCY WIDE | WELLER & MICHAL | FEE FOR SERVICE | EXECUTED 5/13/14 | 05/13/16 |
| ARCHITECT/ENGINEERING | AGENCY WIDE | STEVENS & ASSOCIATES | FEE FOR SERVICE | EXECUTED 6/13/14 | 06/13/16 |
| ARCHITECT/ENGINEERING | AGENCY WIDE | DIETZ ASSOCIATES | FEE FOR SERVICE | EXECUTED 10/10/14 | 10/10/16 |
| TRASH REMOVAL | AGENCY WIDE | WASTE MANAGEMENT | FEE FOR SERVICE | EXTENDED 5/1/15 | 05/01/16 |
| ELECTRICAL | AGENCY WIDE | TATTERSALL ELECTRIC | FEE FOR SERVICE | EXECUTED 5/15/15 | 05/14/17 |
| PROPANE GAS HEATING | AGENCY WIDE | KEENE GAS | 1.69/1.79 PER GALLON | EXECUTED 6/8/14 | 06/30/16 |
| ENERGY CONSULTING | AGENCY WIDE | NOVA CONSULTING GROUP | < $50,000.00 | EXECUTED 1/23/15 | 01/31/16 |
| LEGAL | AGENCY WIDE | BRAGDON, DOWD & KOSSAYDA | < $50,000.00 | EXECUTED 9/1/14 | 08/31/15 |
| LEGAL | AGENCY WIDE | DRUMOND WOODSUM | FEE FOR SERVICE | EXECUTED 9/1/14 | 08/31/15 |
| LEGAL | AGENCY WIDE | HAWKINS DELAFIELD & WOOD | FEE FOR SERVICE | EXECUTED 9/1/14 | 08/31/15 |
| LEGAL | AGENCY WIDE | KLEIN HORNIG LLP | < $50,000.00 | EXECUTED 9/1/14 | 08/31/15 |
| LEGAL | AGENCY WIDE | SHEEHAN PHINNEY BASS & GREEN | FEE FOR SERVICE | EXECUTED 9/1/14 | 08/31/15 |
| HOUSING (HQS) INSPECTION | AGENCY WIDE | NO SUBMISSIONS | N/A | **EXPIRED RFP** | N/A |
| LAWN CARE/LANDSCAPING | AGENCY WIDE | JM CONSTRUCTION | <82,000.00 | EXECUTED 4/13/15 | 11/12/15 |

# Employee Satisfaction Survey 2015 Results

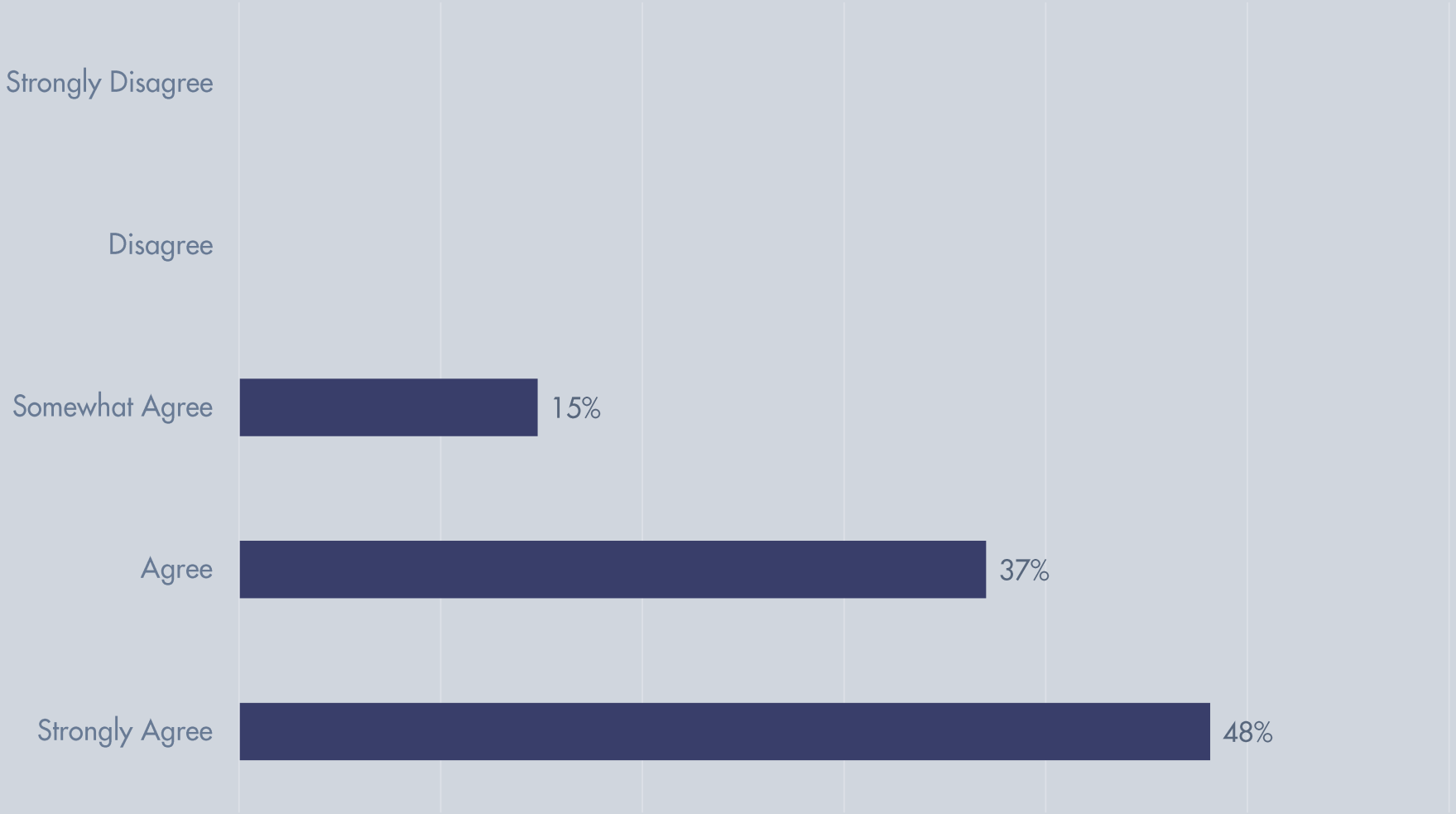
# Overview

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

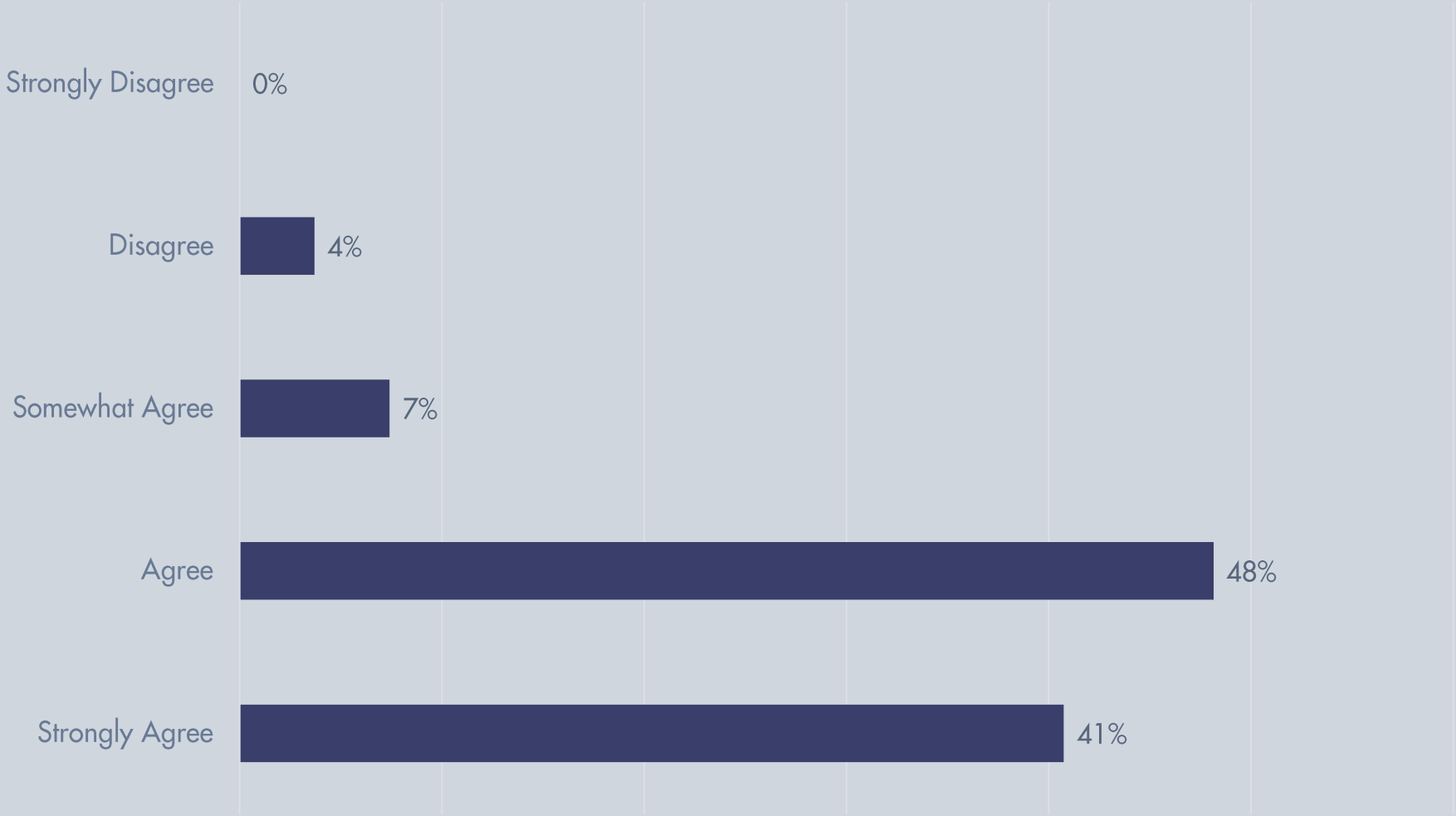
# I feel proud to work at KH



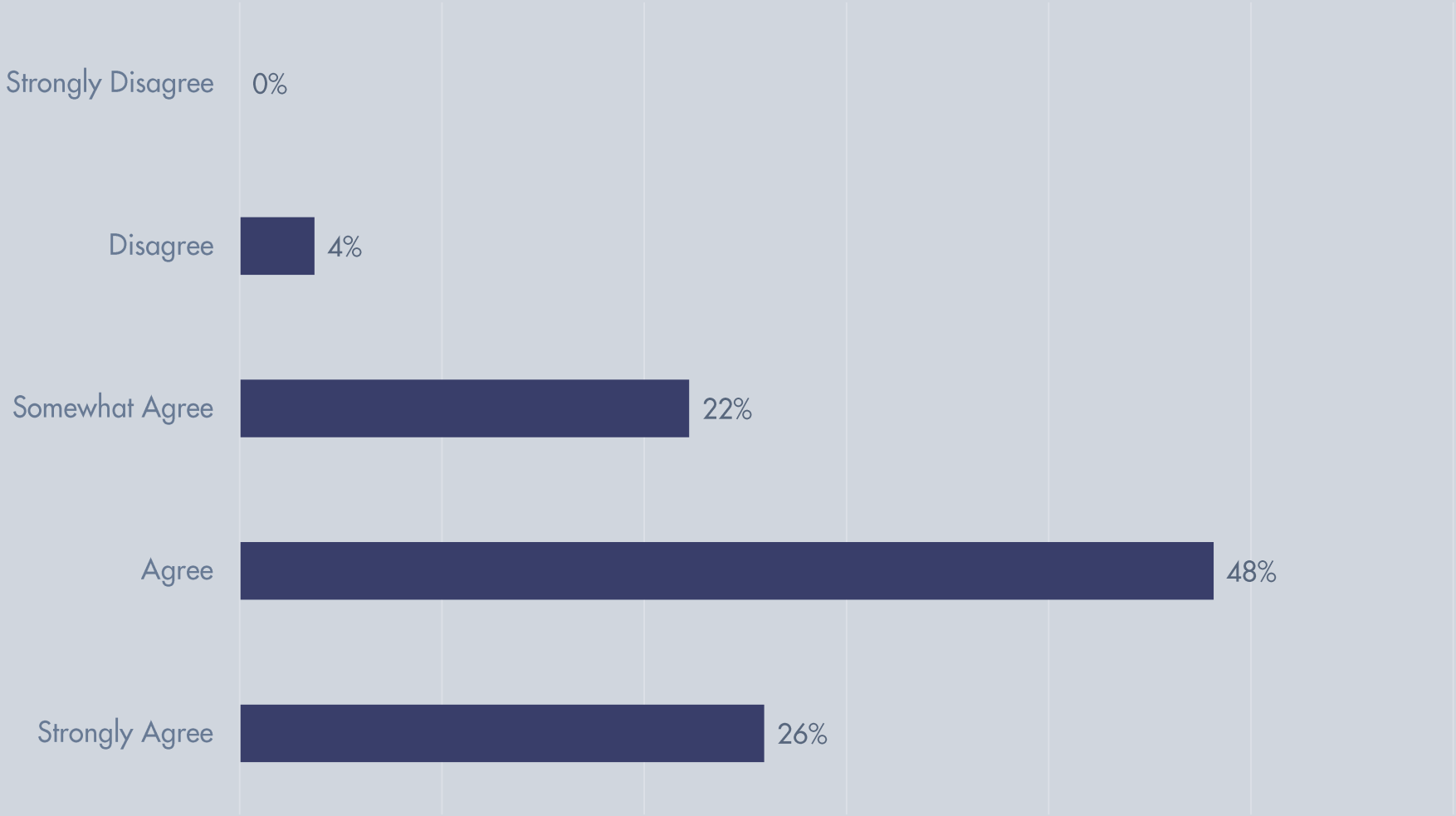
# KH has a clear and inspiring Mission



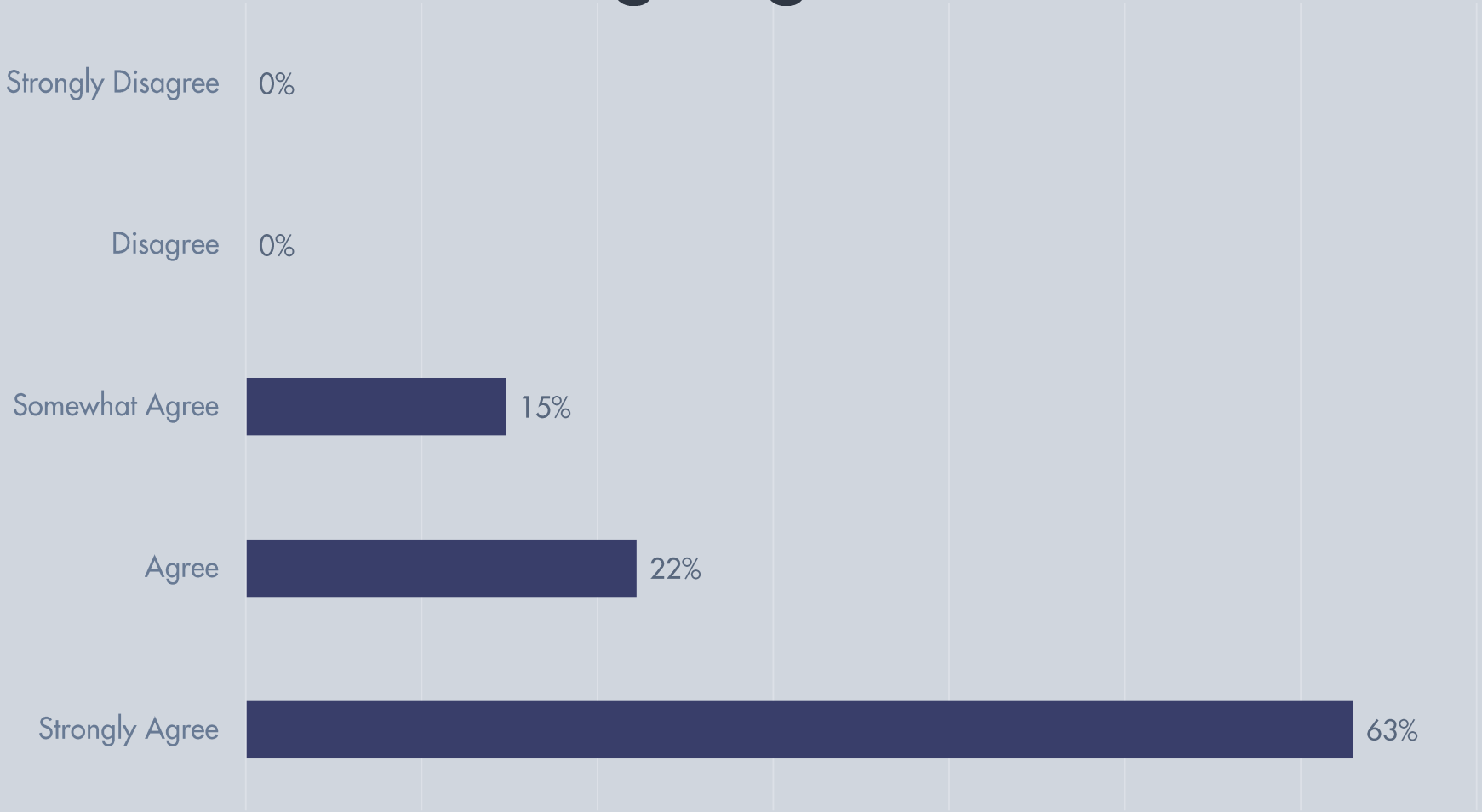
# KH's actions support its Mission



# I have confidence in KH's management team



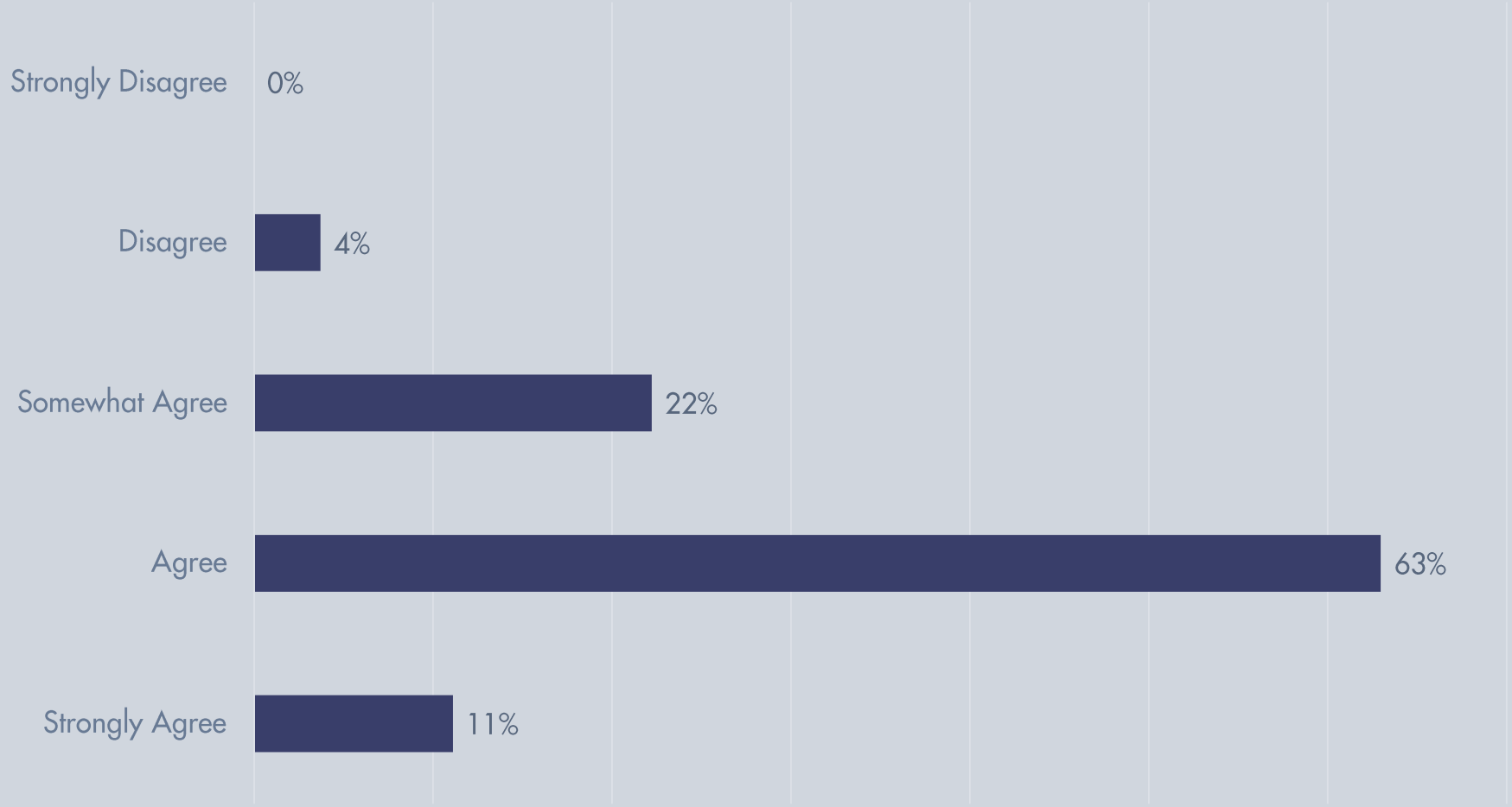
# I understand what is expected of me and how my work serves KH's larger goals






Keene Housing

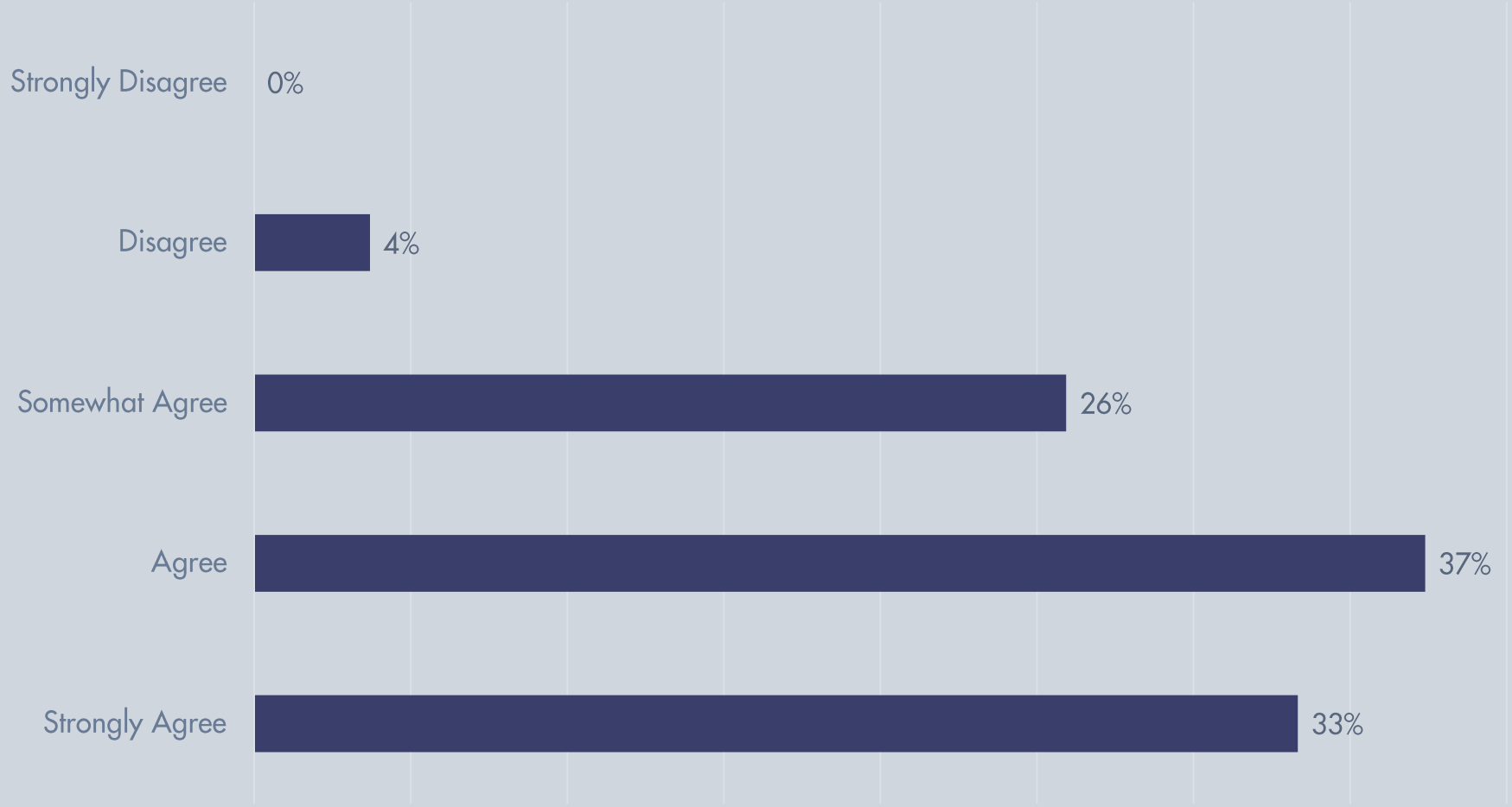
# Individual roles & responsibilities at KH (mine, as well as other's) are clear to me



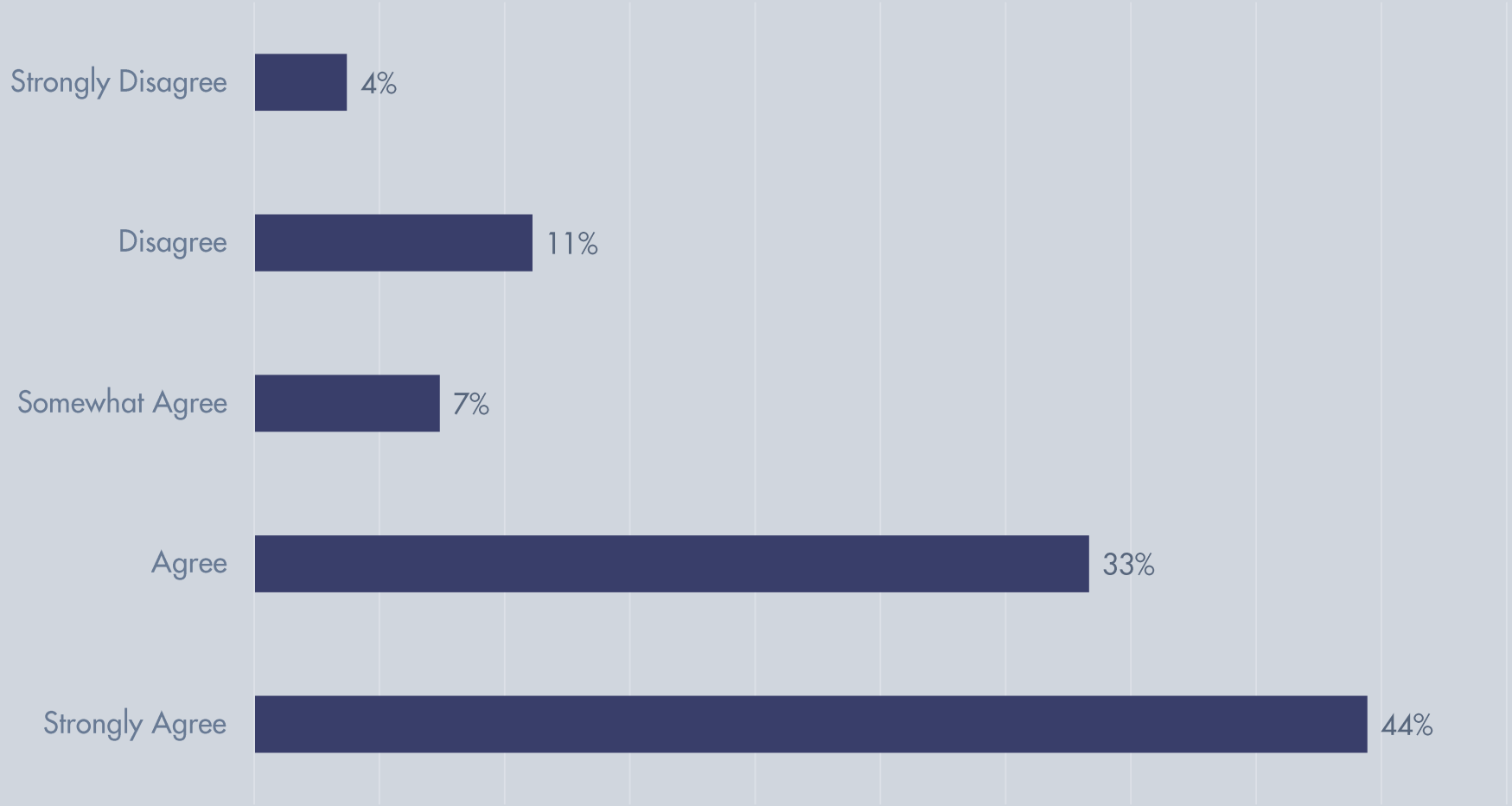



Keene Housing

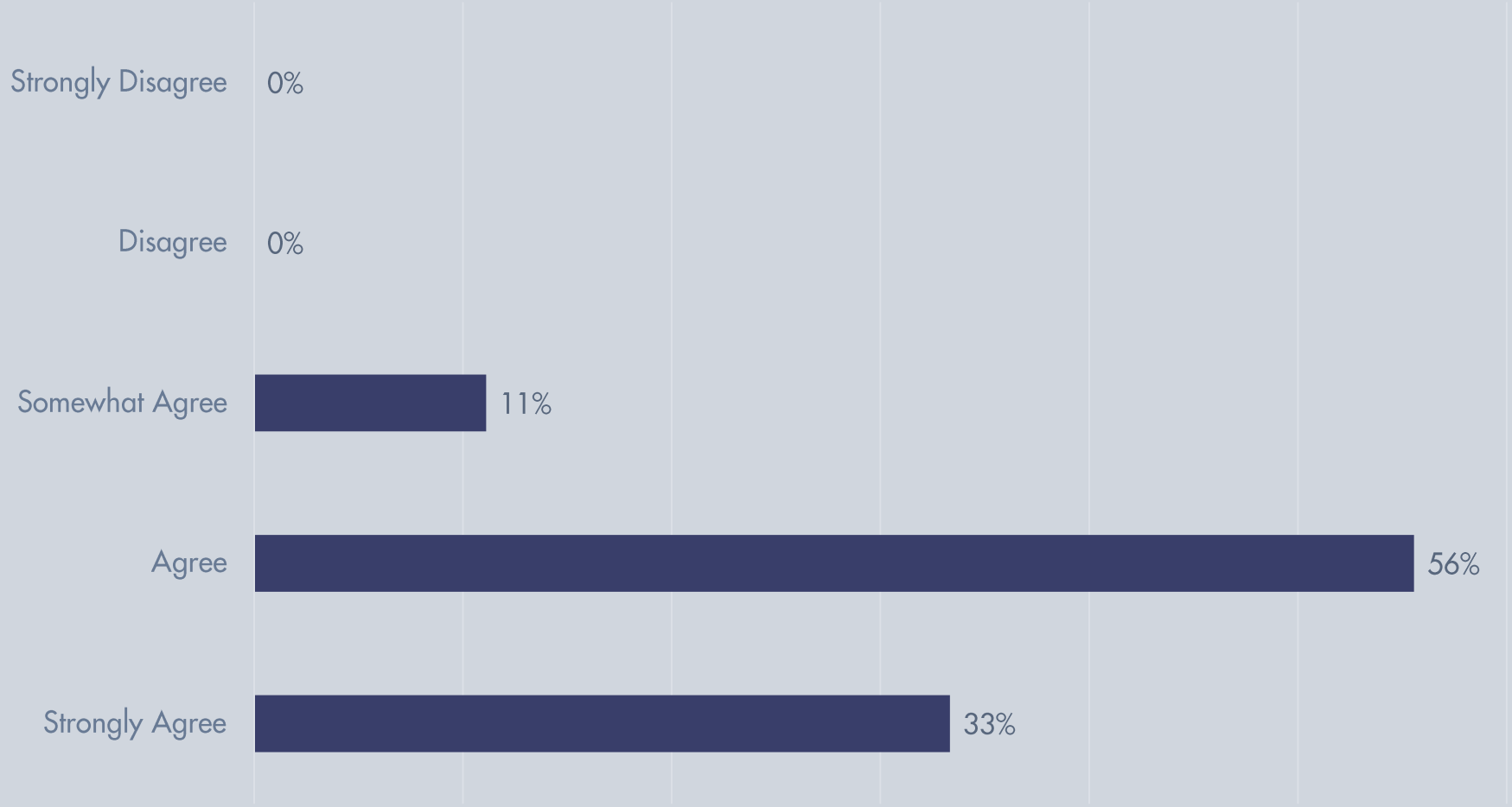
# I understand how the individual departments work together to reach KH's goals



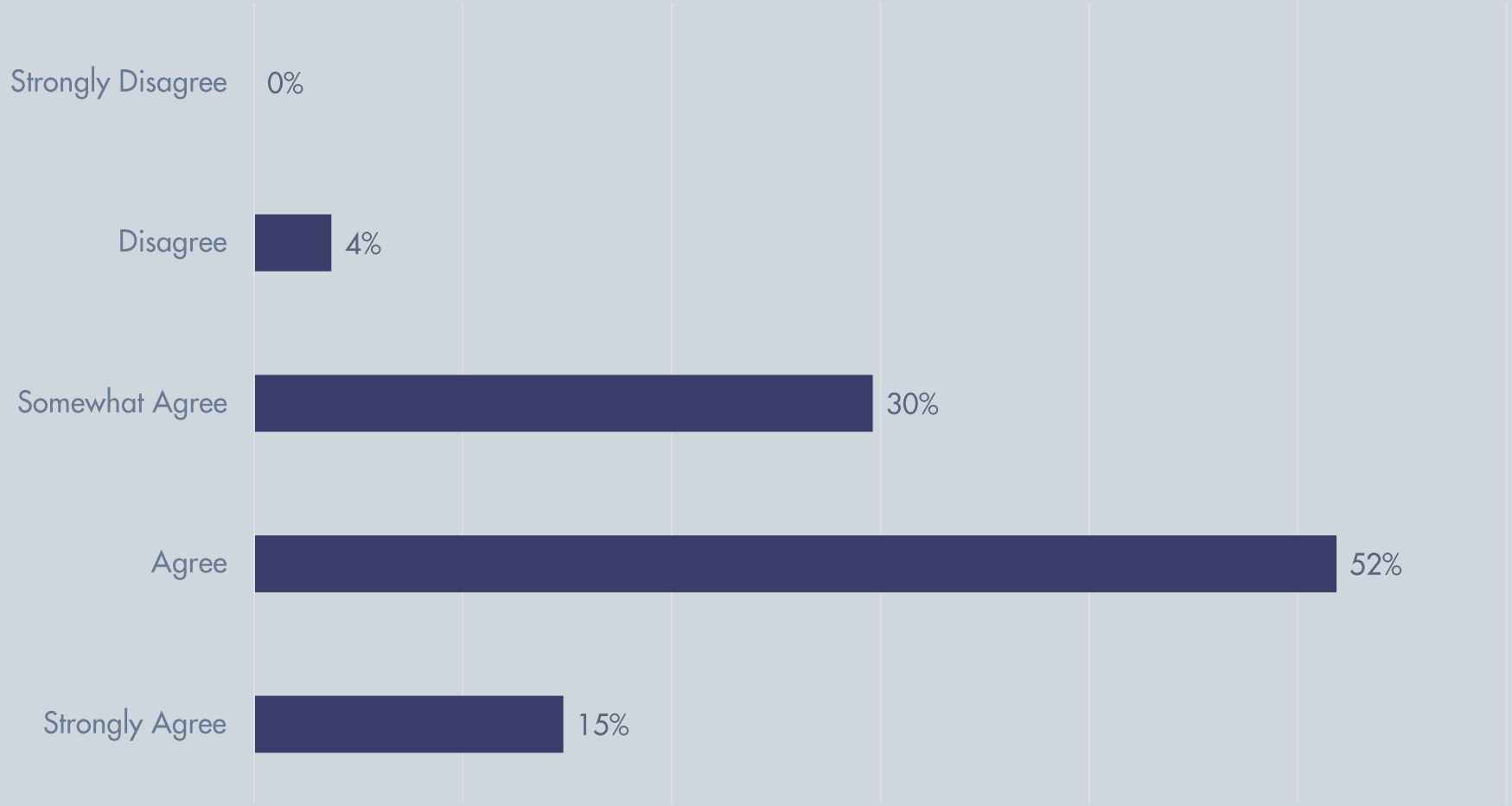
# My Director provides feedback to me and cares about my professional growth & development



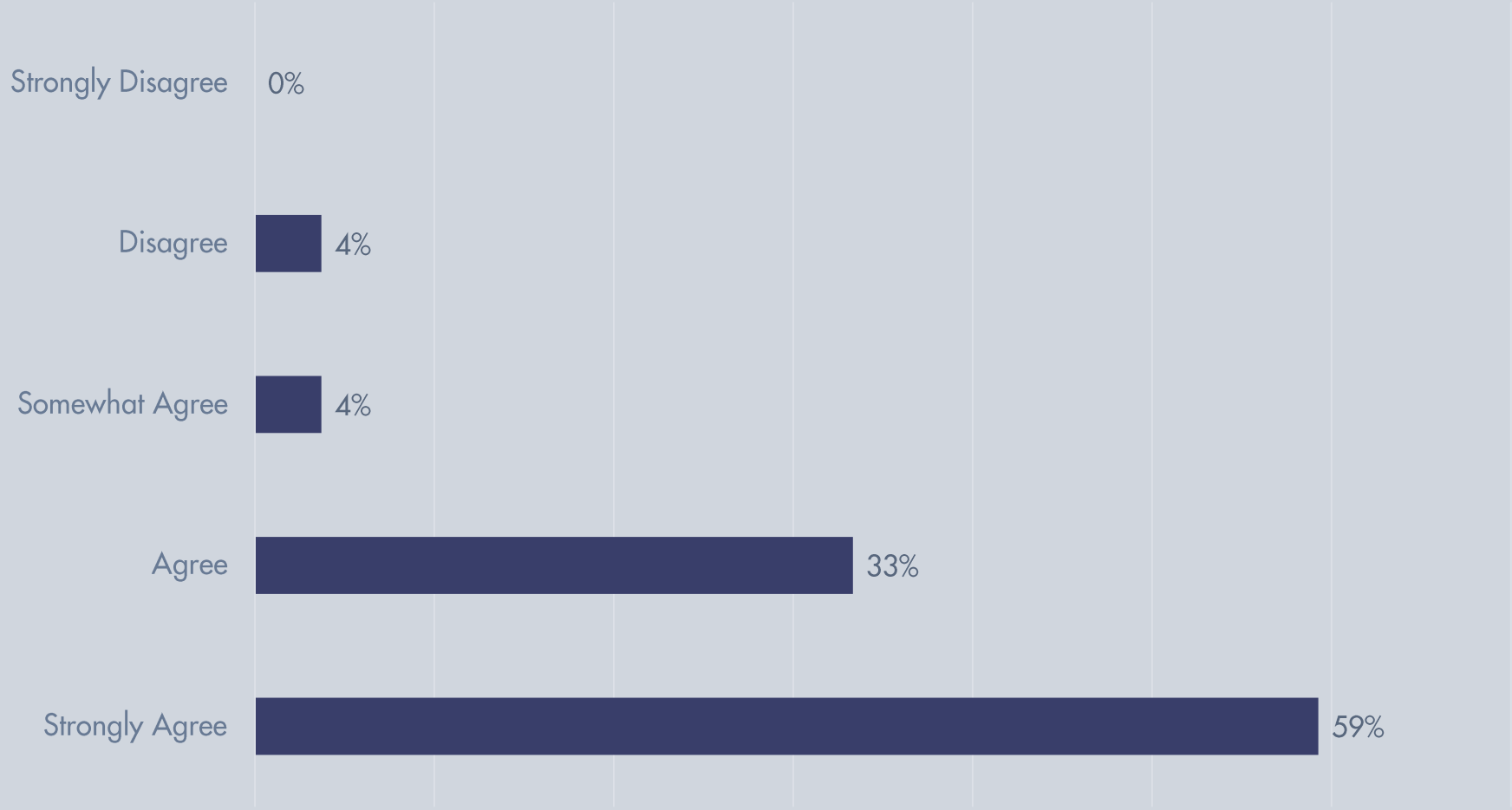
# My department has the staff and tools available to reach out goals



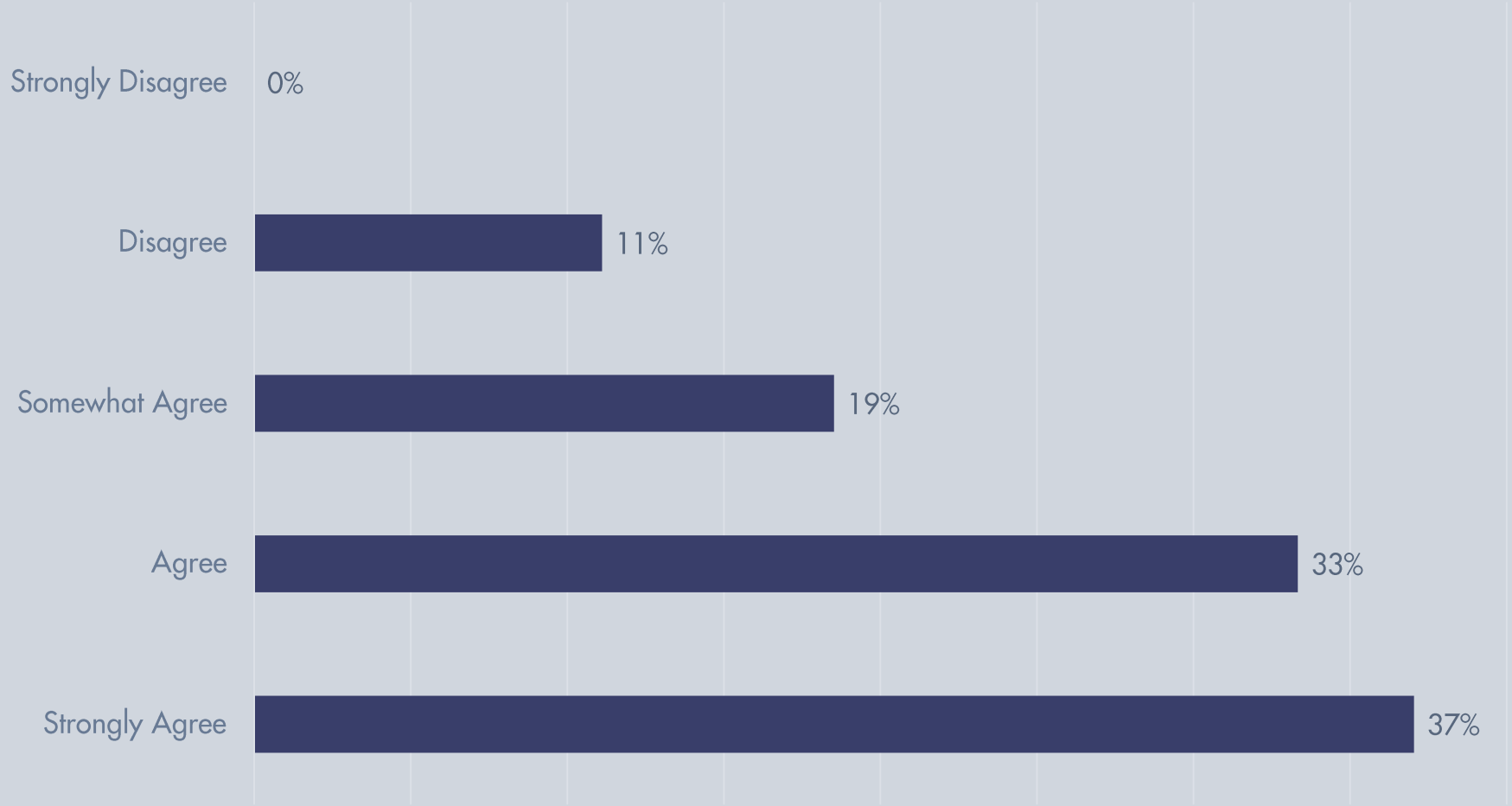
# KH holds its employees to the highest standards & takes prompt action when those high standards are not met



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



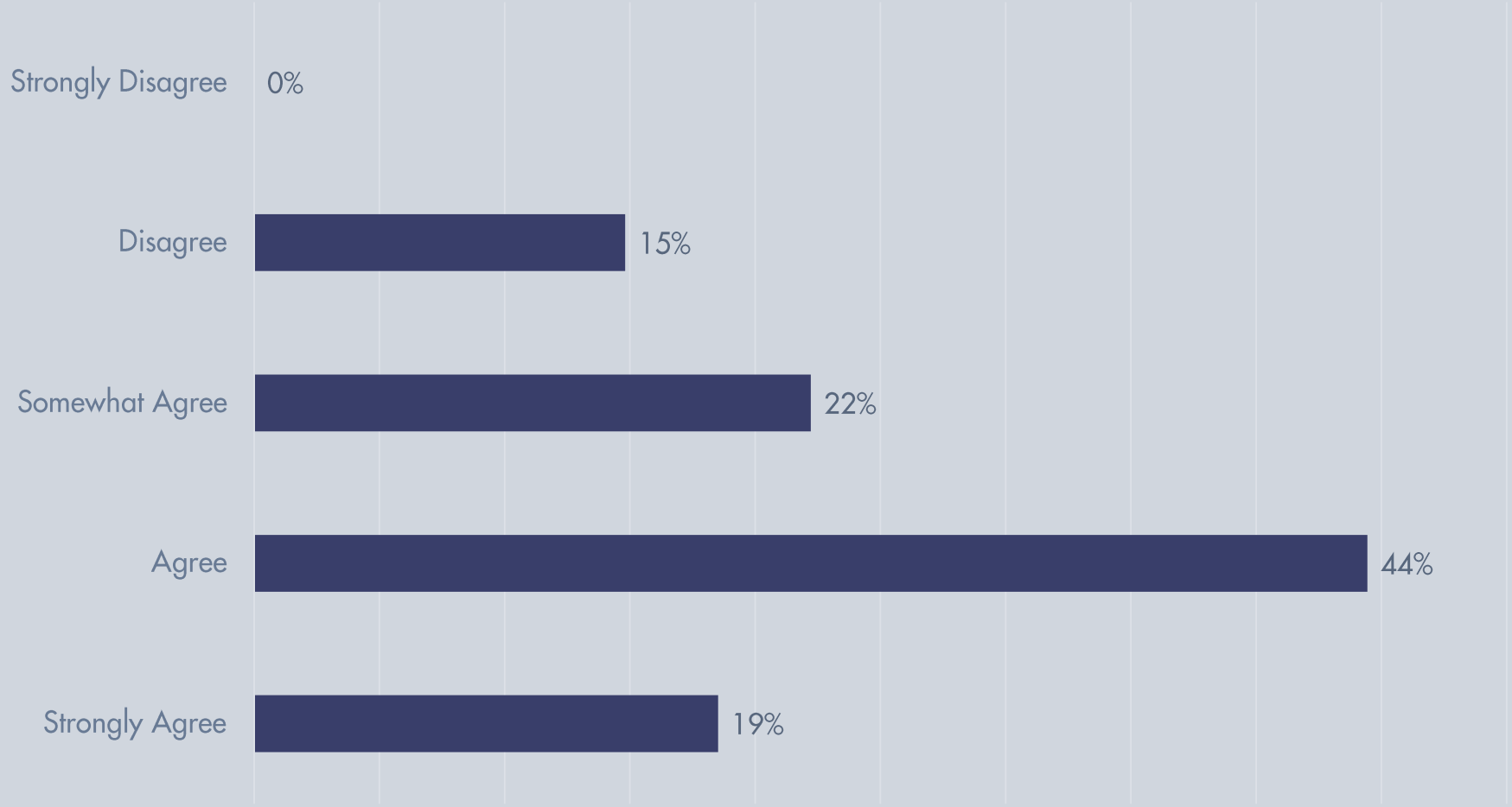
# I have opportunities to improve my skills so that I can progress & grow within the Agency



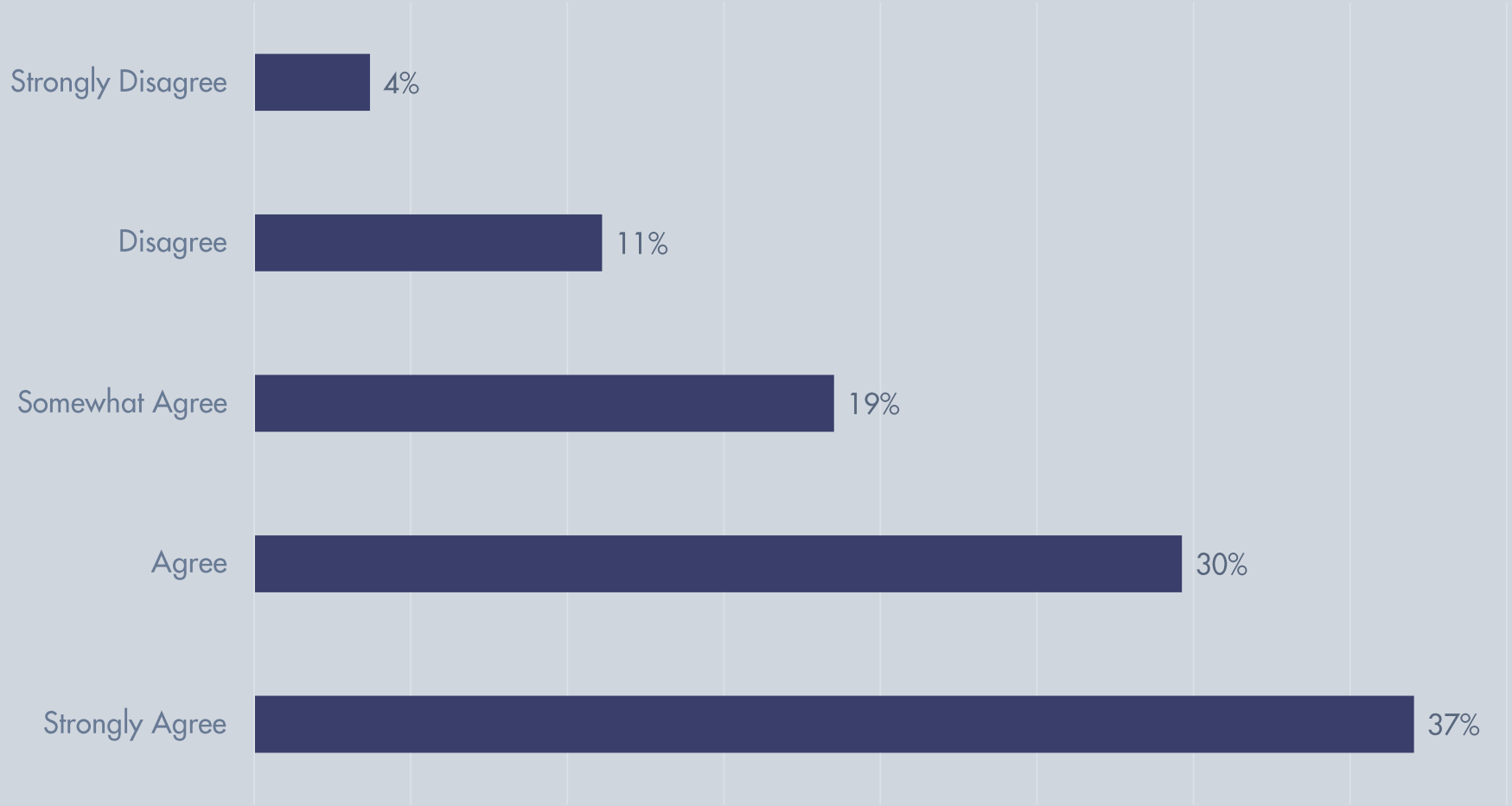



Keene Housing

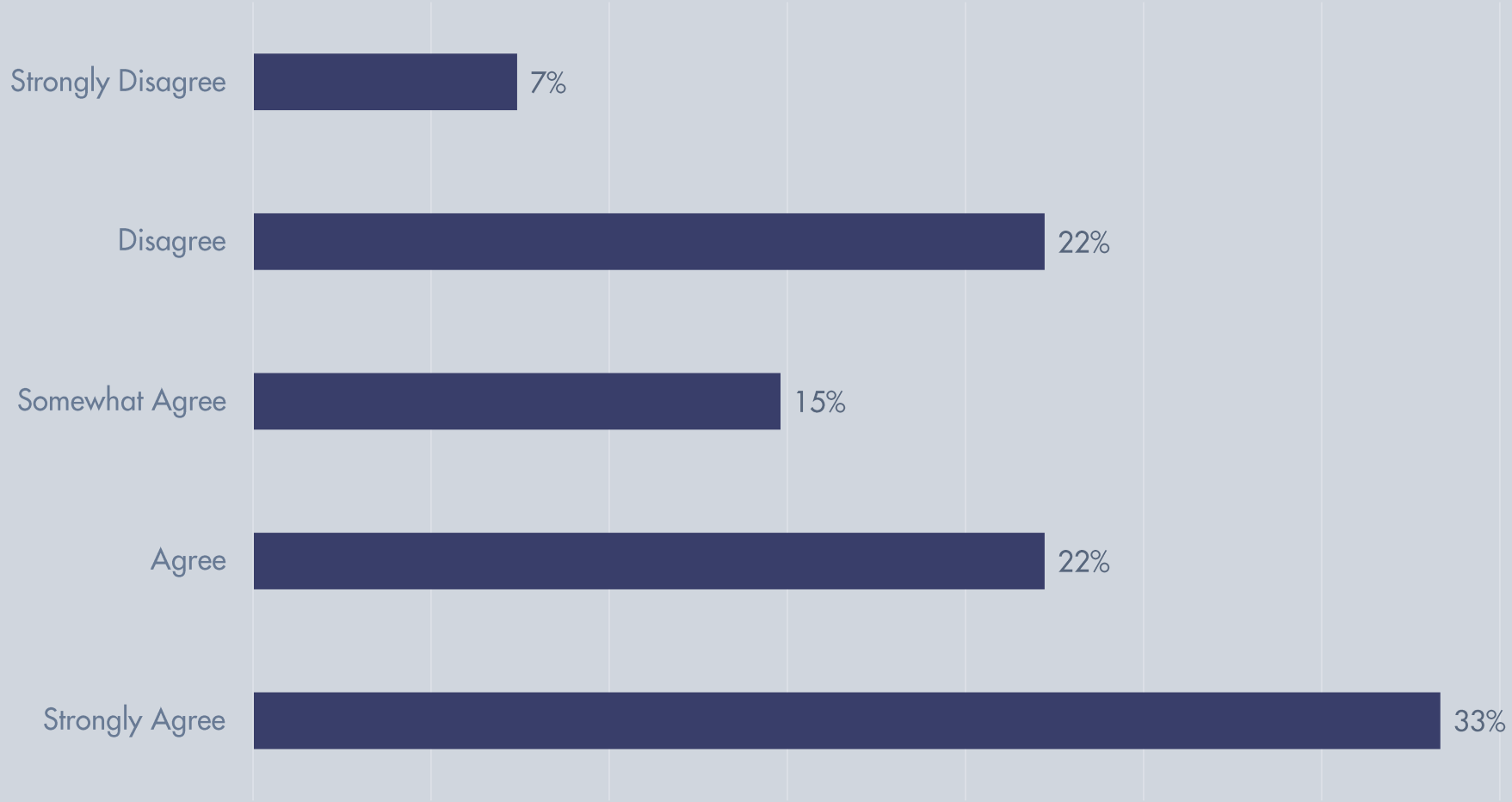
# I feel fairly compensated for my work



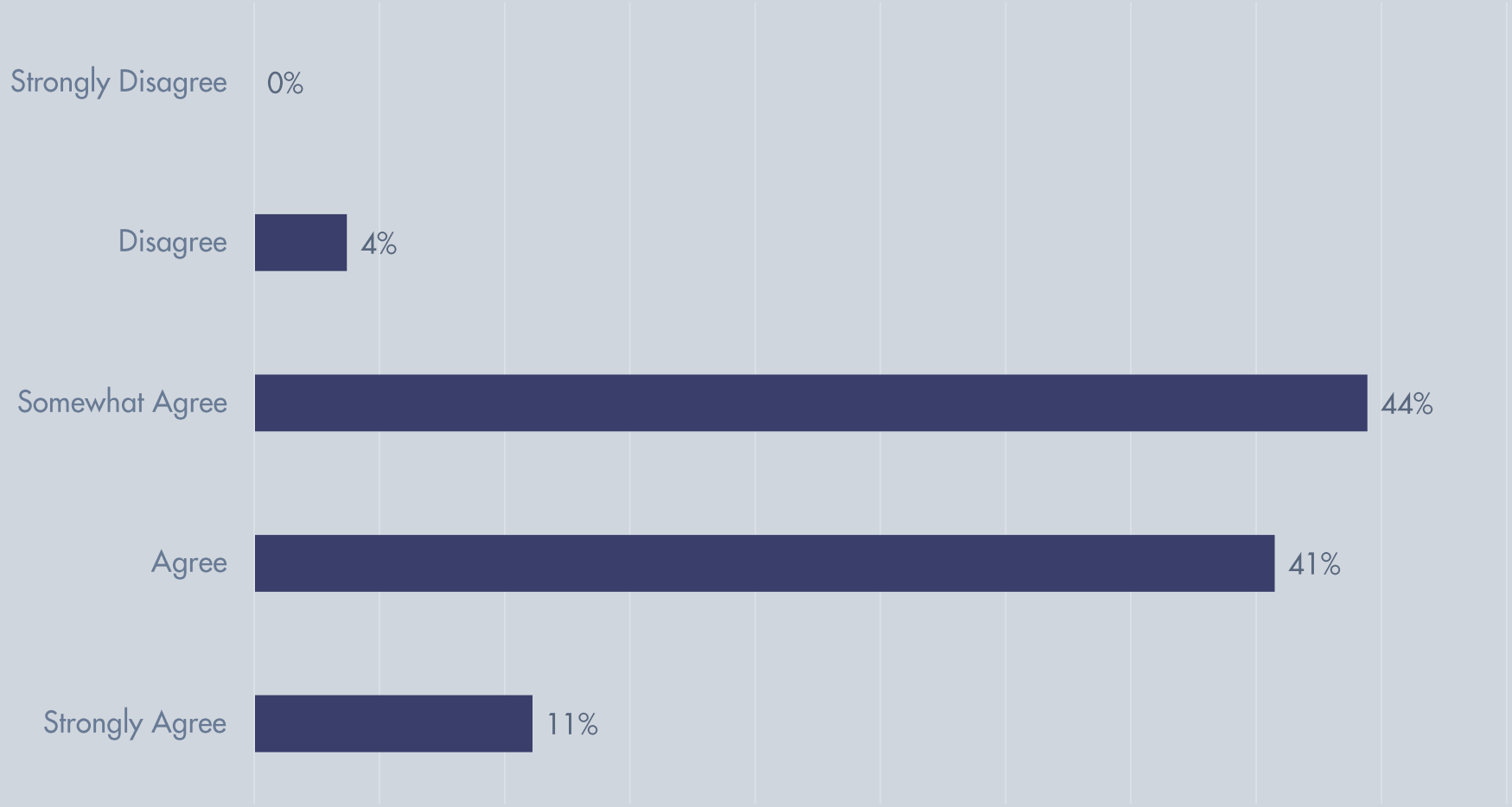
# I feel comfortable reaching out to management with suggestions



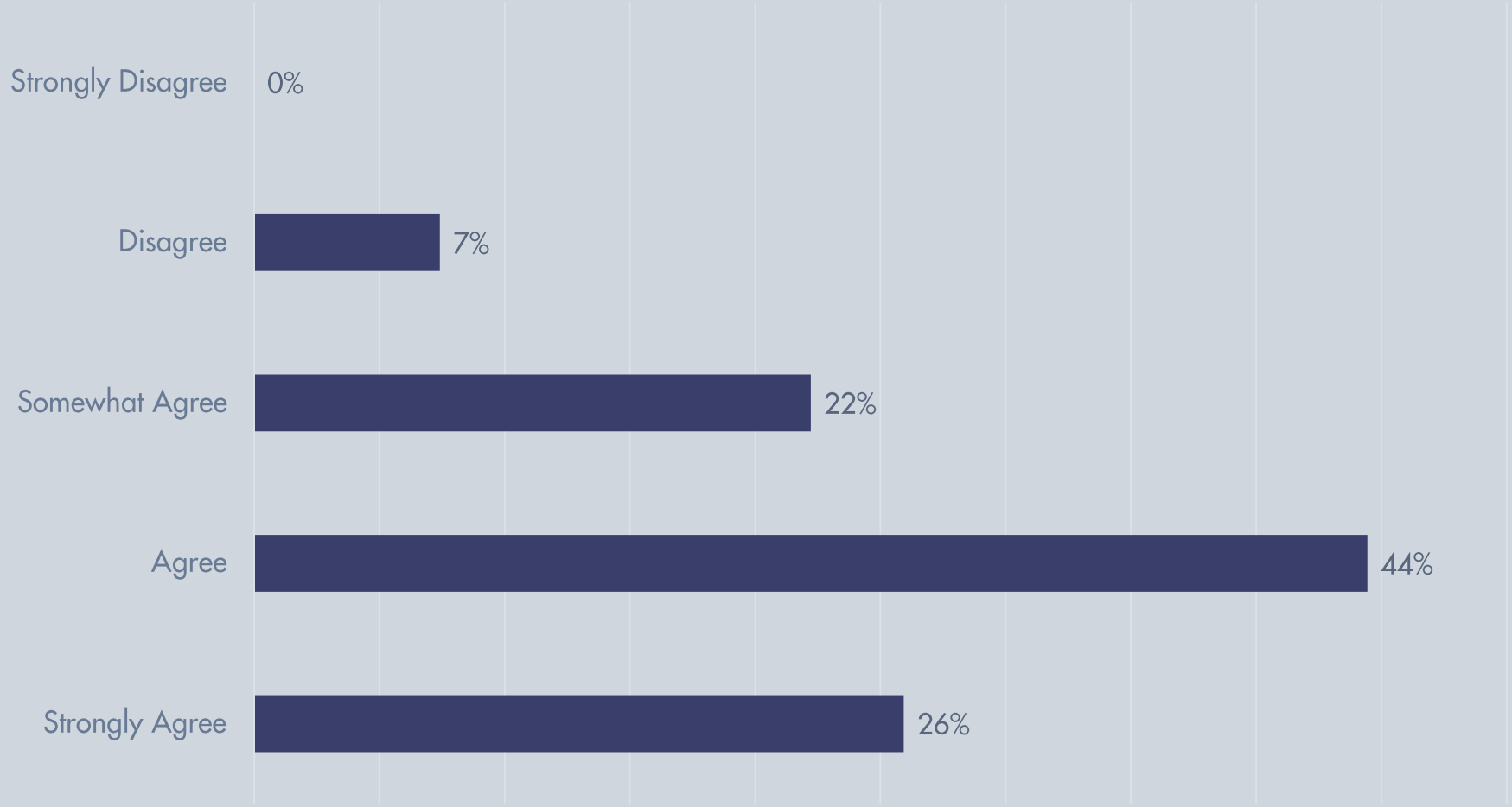
# I feel comfortable reaching out to management with concerns or criticisms



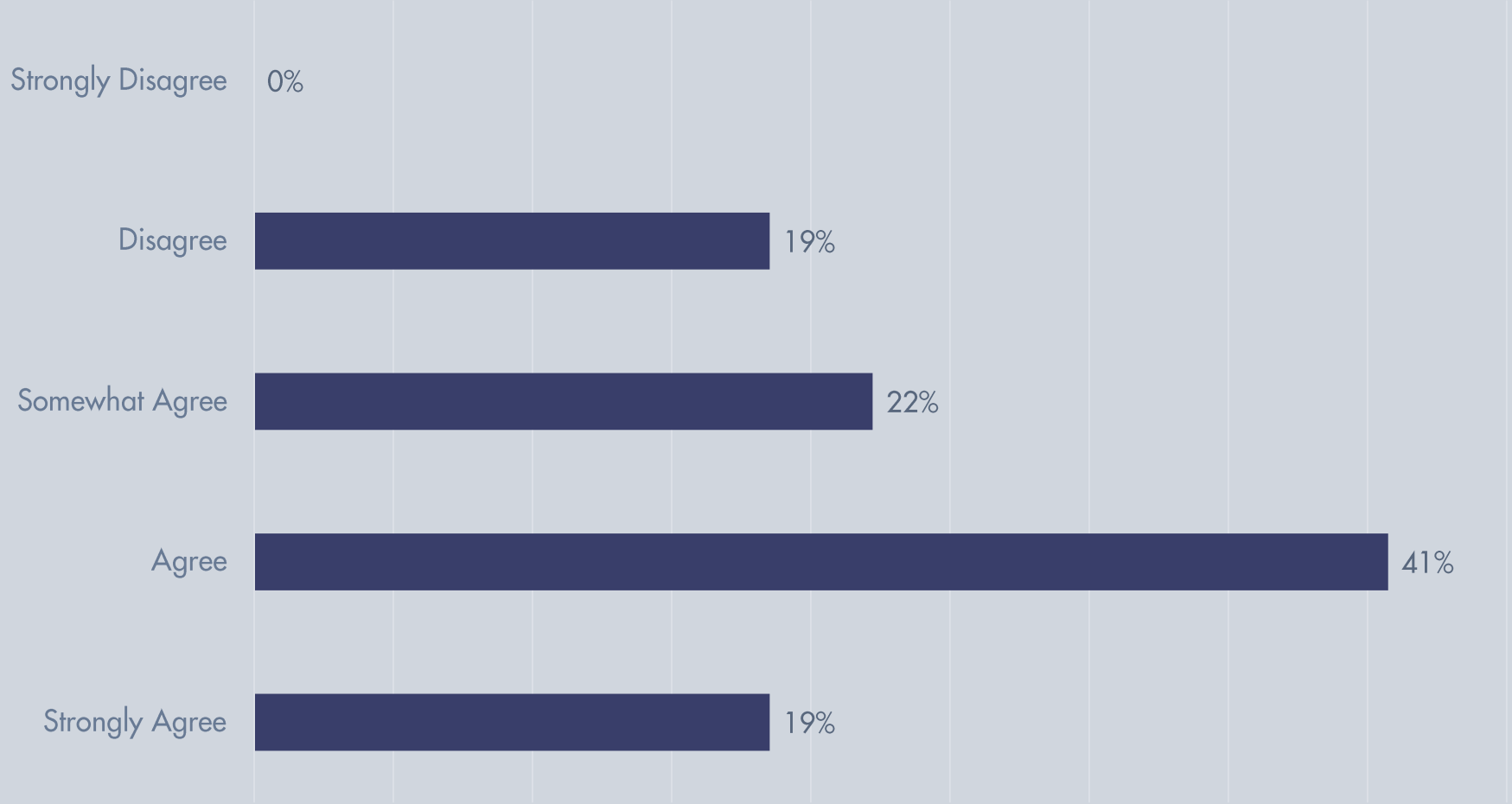
# KH fosters a culture of clear & honest communication



# Creativity & innovation are encouraged



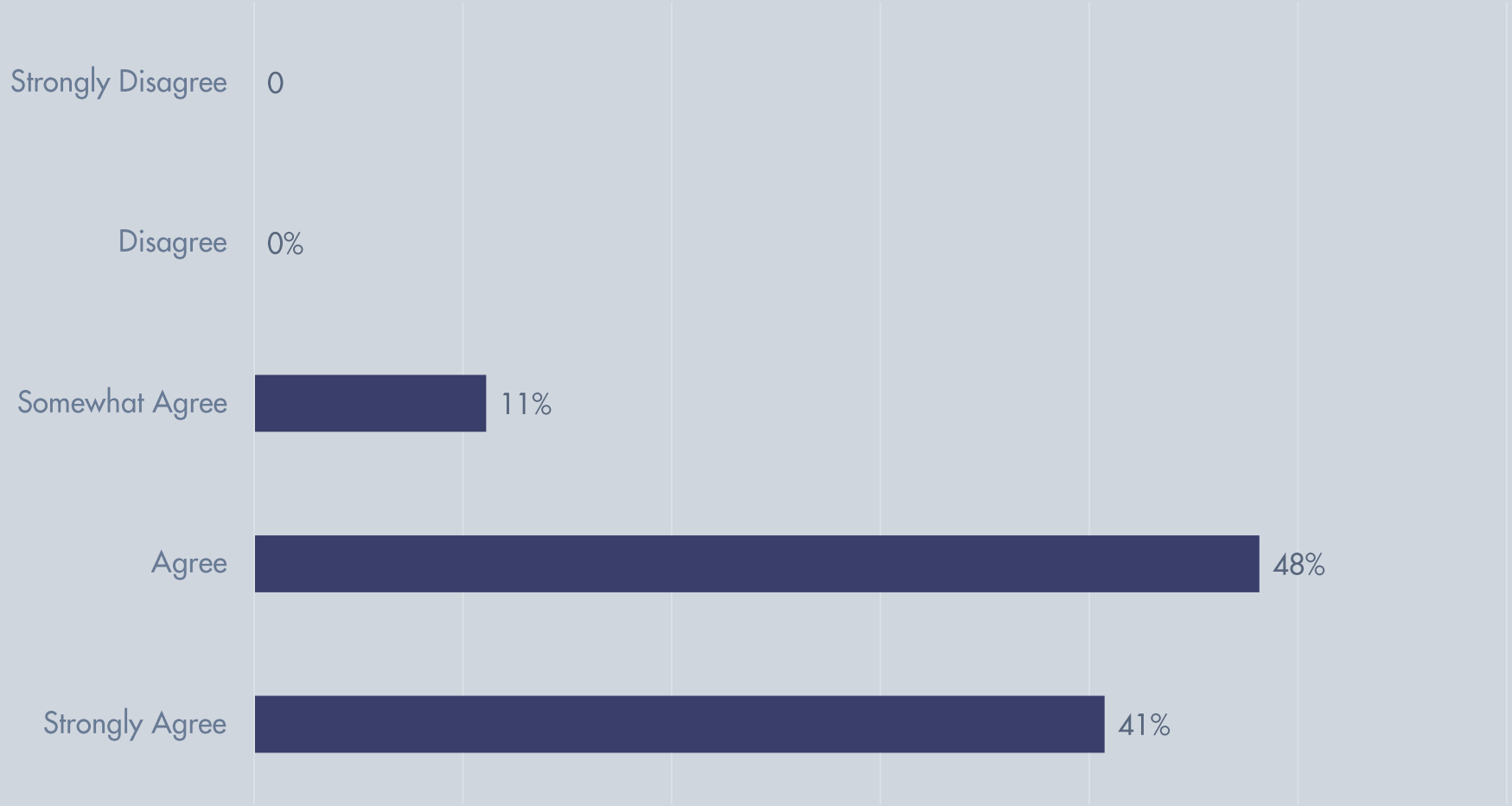
# Exceptional performance is recognized & rewarded



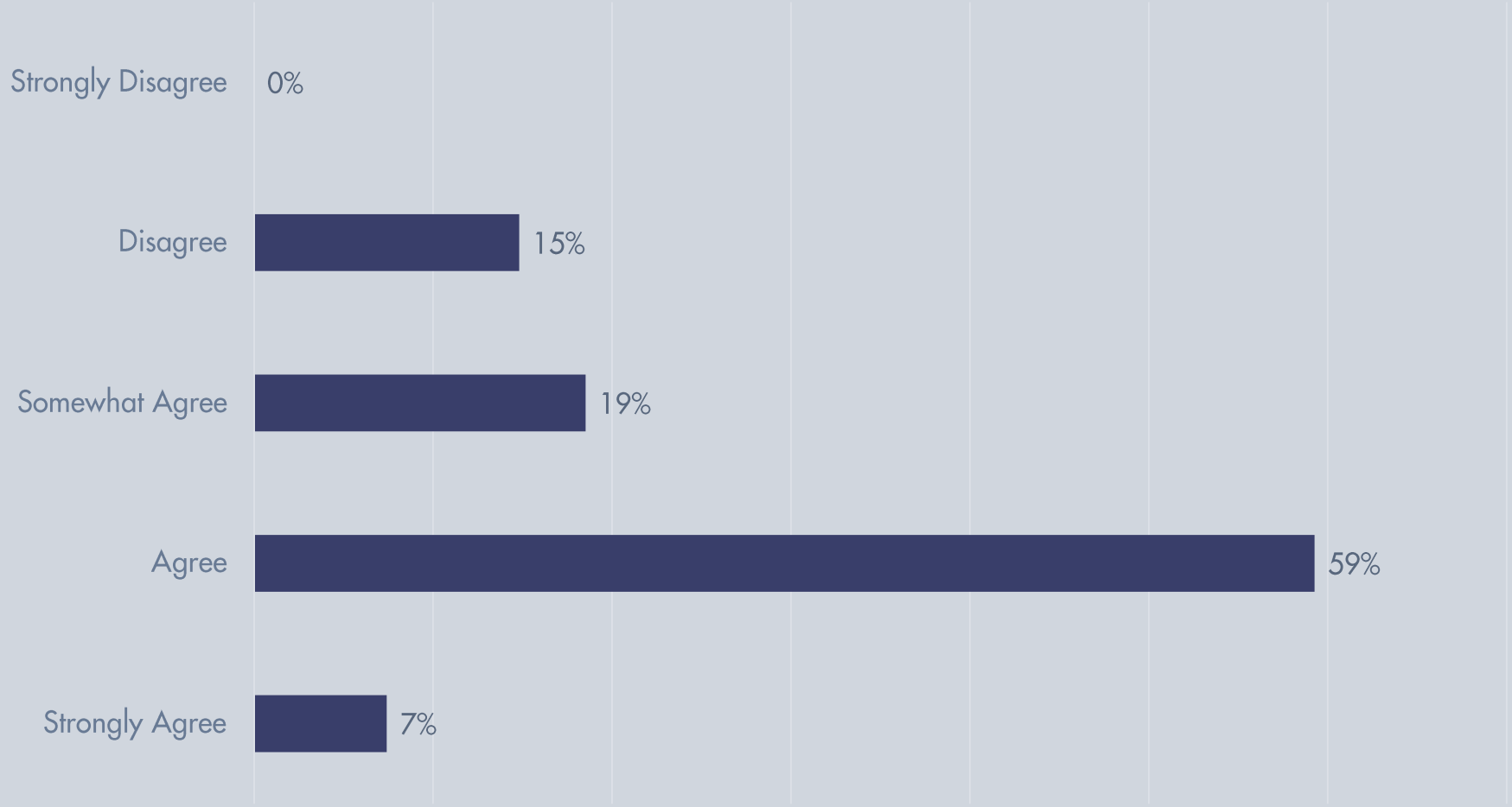



Keene Housing

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

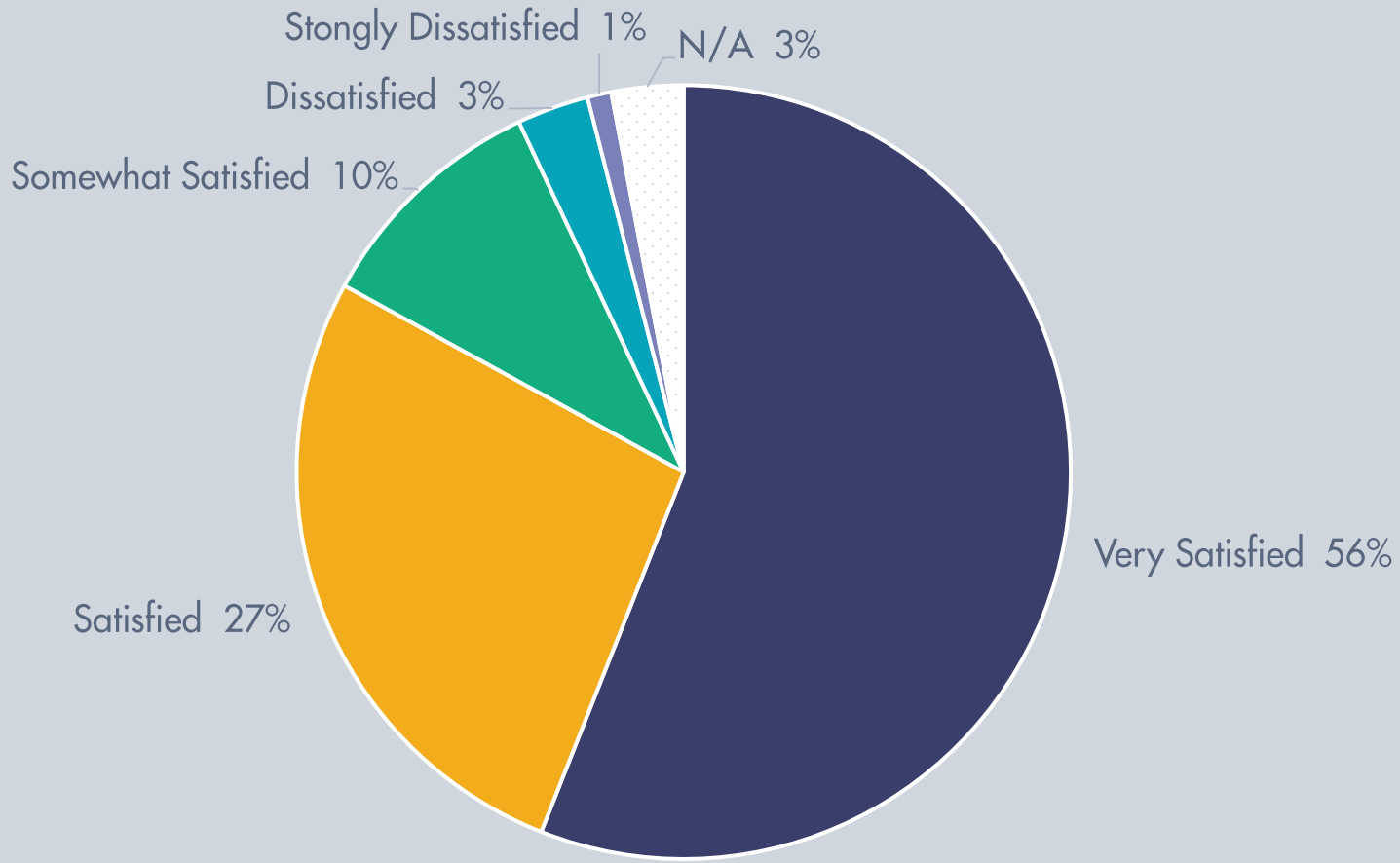


# I believe the overall morale is positive amongst staff



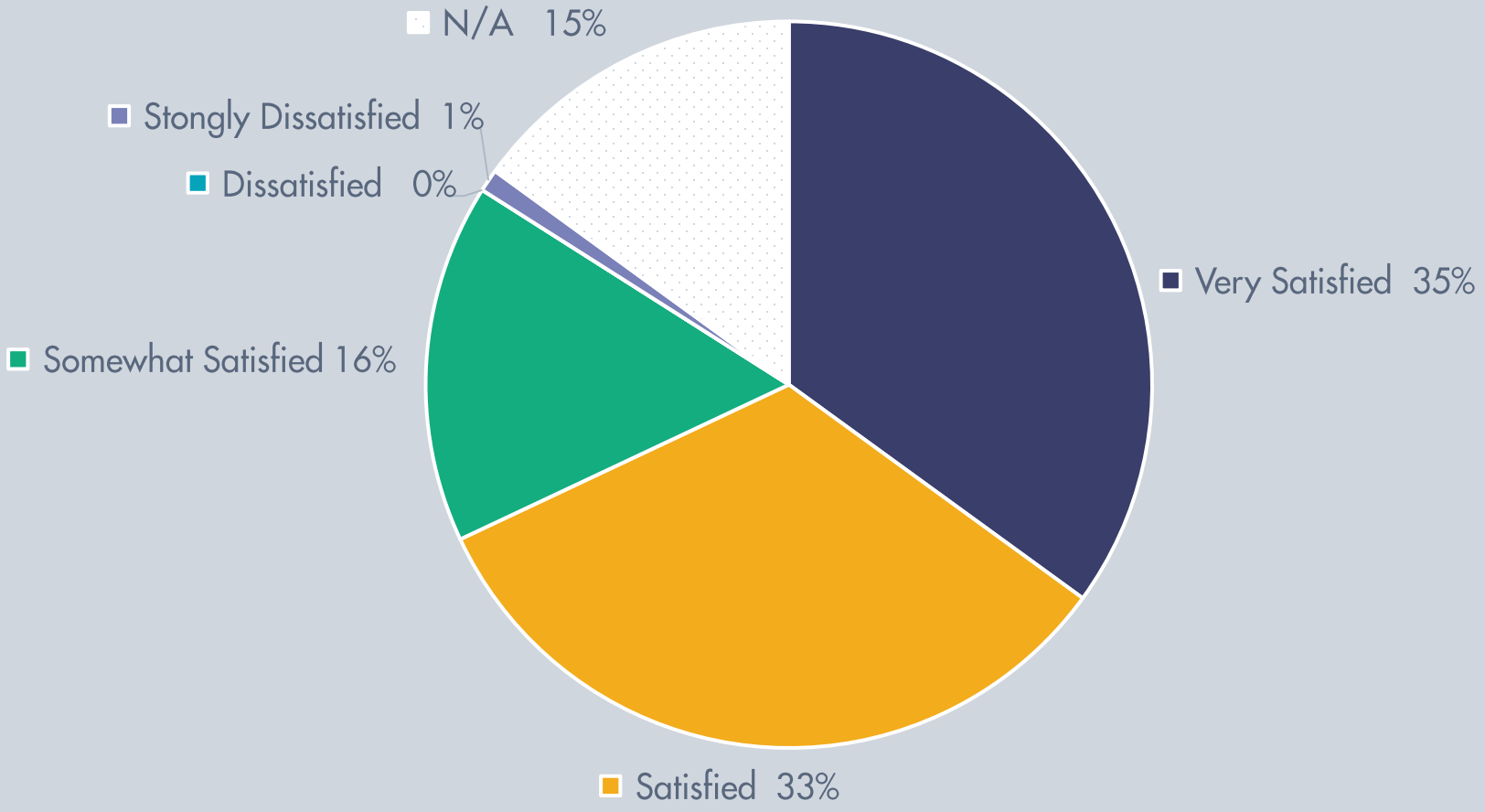
# Benefit Satisfaction – Time Off

## Includes Vacation, Sick & Personal Time and Holidays

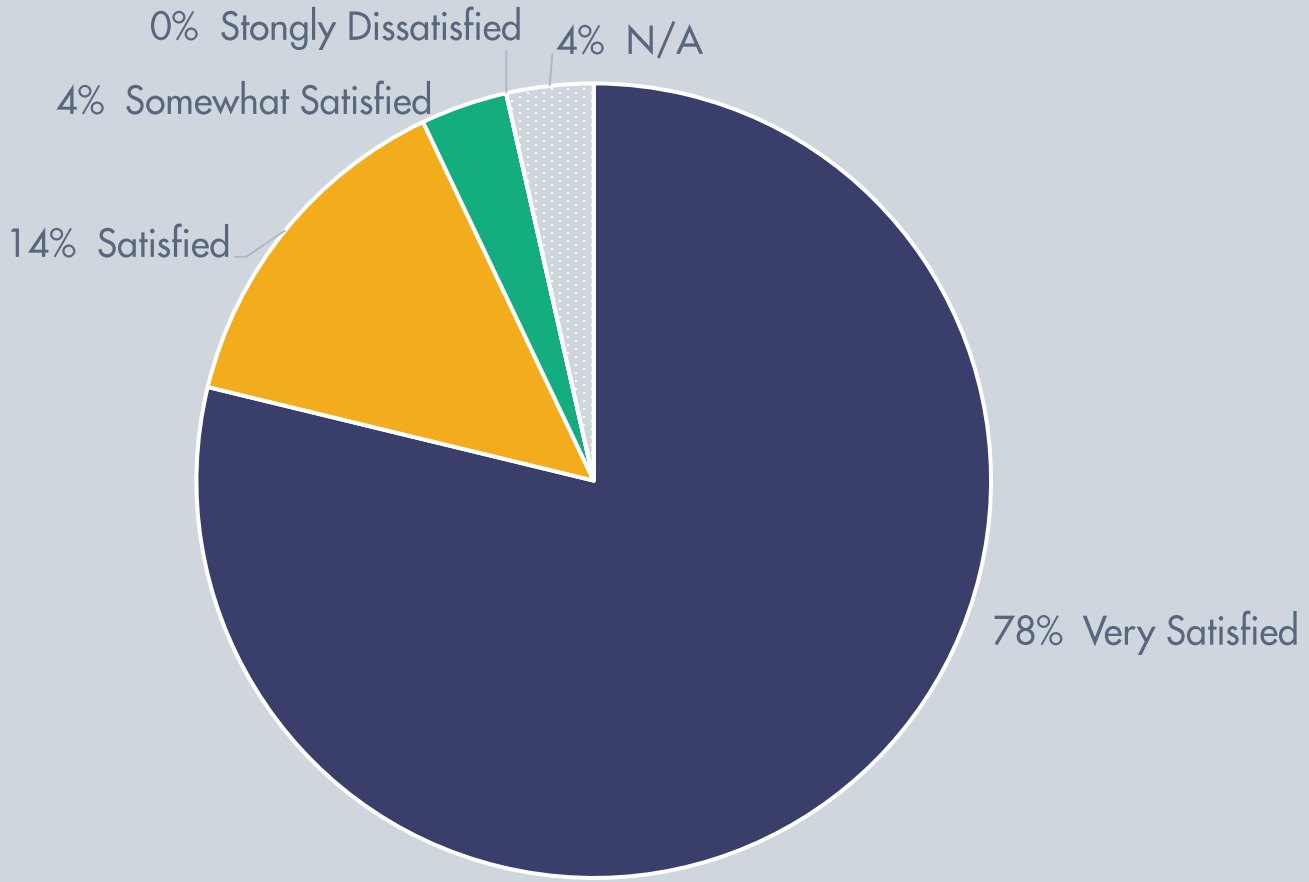


# Benefit Satisfaction – Insurance

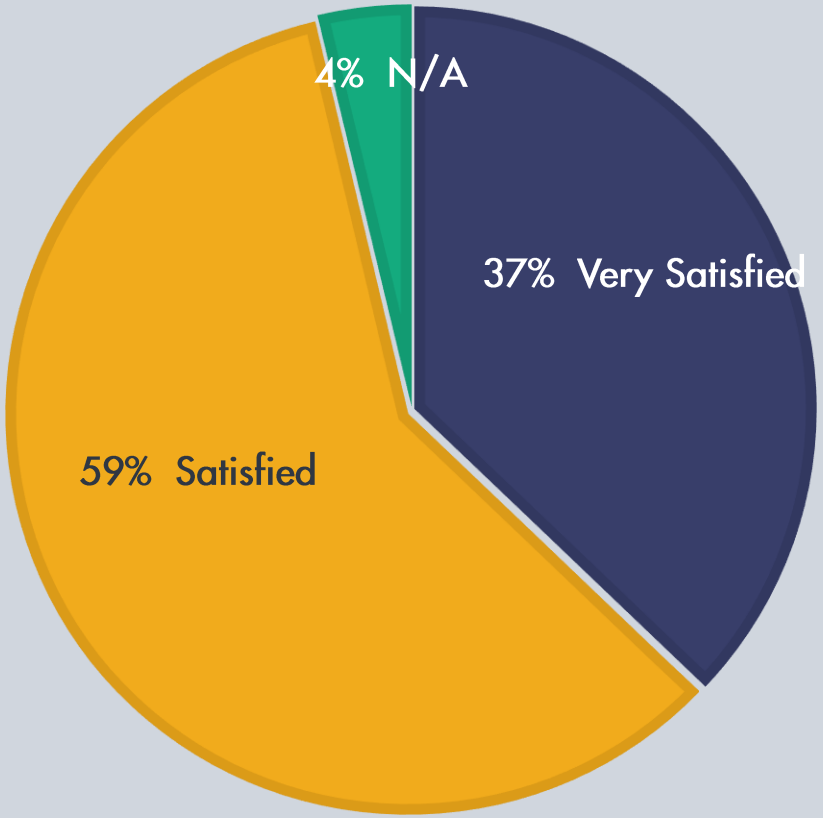
## Includes Health, Dental, Life, Colonial, Long Term Disability, Health Reimbursement Account & Flexible Spending Account



# 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.

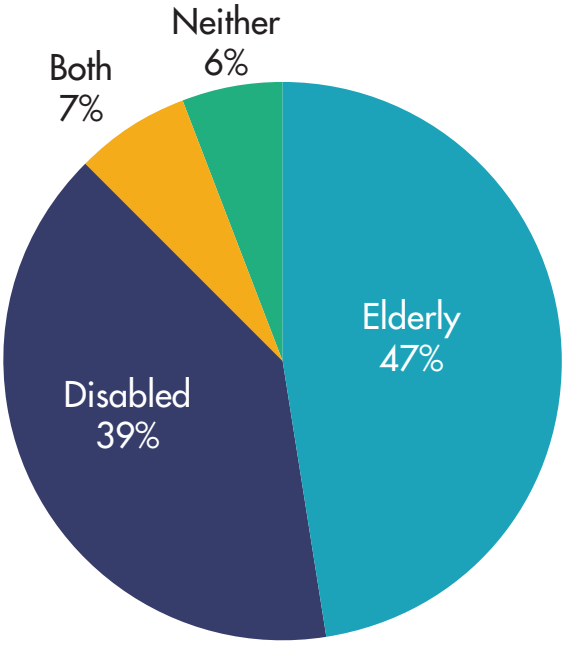
### The Participants

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

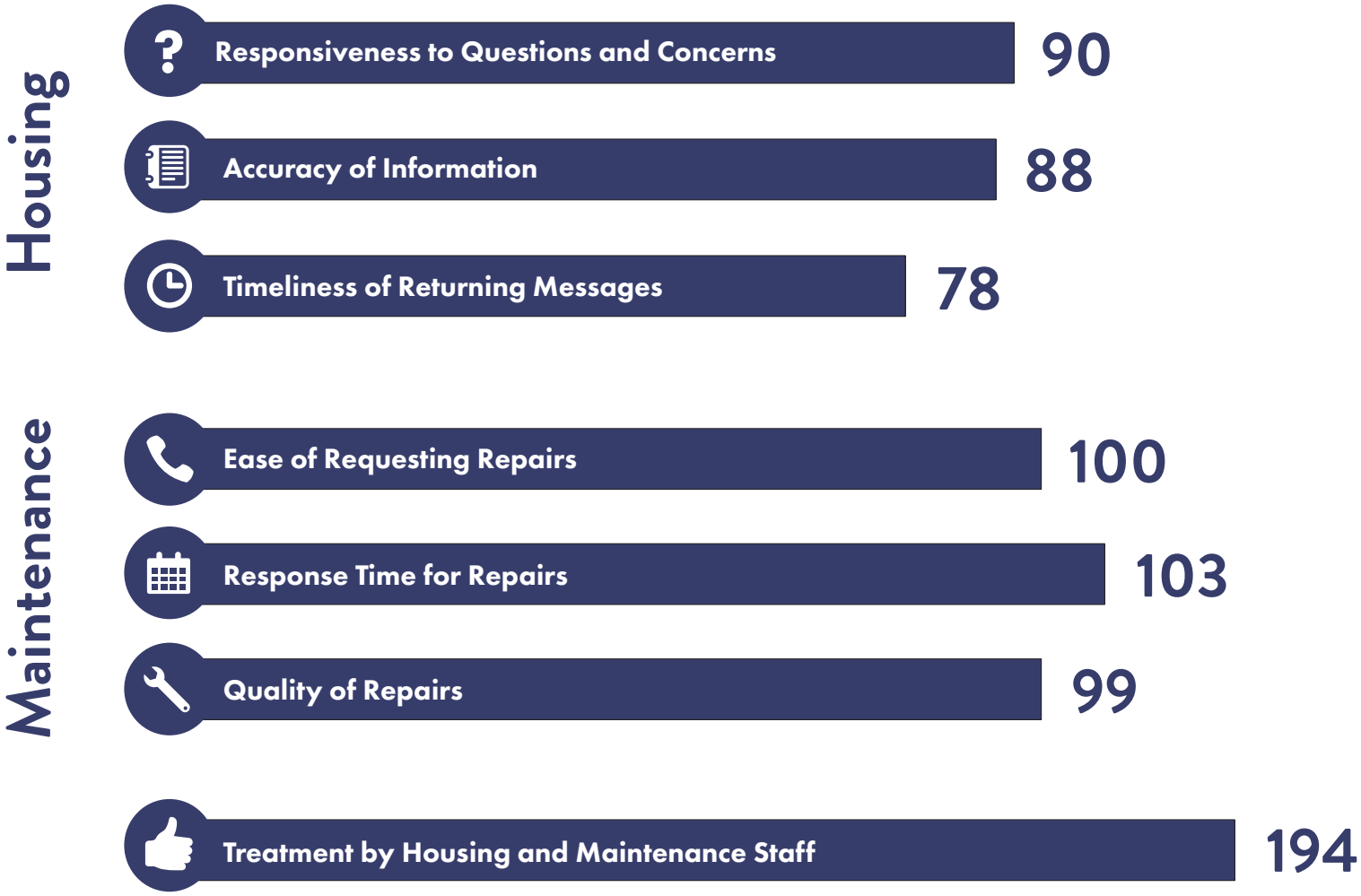
## Overall Residents are Satisfied

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**

# Heard it Through the GRAPEVINE

**Summer 2015**

## POINTS OF INTEREST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### FUN FACT

**The term solstice is Latin for "sun stand still". It's so named because on that day the sun appears to remain at the same height all day long.**

Keene Housing

## The Executive Director's Corner

After a long, tough winter and not much of a spring it finally looks like summer is coming. I am very happy to let you know that, as promised, this summer will be a very busy one on the property improvement front. As detailed later in this edition of the Grapevine, we'll be repairing the parking lots and sidewalks at Forest View, replacing the patios and installing sheds at North & Gilsum, and adding new landscaping at Meadow Road and Harper Acres (full list of projects on page 2).

Of course we're not the only ones working to improve the properties. The kids at Forest View already completed their big spring clean-up and before we know it their raised beds will be overflowing with fresh veggies. Not to be outdone by the Forest View kids, the North & Gilsum gardens have expanded to the new raised beds on North Street and the veggies there are already going gangbusters! Once again I have to give a big shout-out to Carol Jue for helping the resident farmers at Harper Acres have one of the most bountiful gardens in town. Finally, I would be remiss if I didn't point out that the small flower beds along the Roxbury Street entrance of Central Square Terrace are tended by a group of dedicated residents, whose work to beautify the street scape deserves recognition and thanks.

I also want to make sure you check out the article about the launch of the Keene Housing Kids Collaborative (KHKC). Keene Housing is providing KHKC start-up funding to provide even greater services and programming to every child living in a property that is owned or managed by Keene Housing as well as every child living in a market unit rented with assistance from our voucher program. We've been working-on putting KHKC together for several years and we are very excited to see how it will grow in the years ahead.

I hope everyone has a fun, safe, summer. Please make sure to check out your property's bulletin board, our webpage (www.keenehousing.org) or the Keene Housing Facebook page to find out about all the free (and practically free) activities going on this summer!

## Keene Housing Summer Property Improvement Plans

The following are the big projects that you will see this summer on Keene Housing's properties. Please let us know if you have questions about how any particular job will affect your home. You can check with the Property Manager or you can call Sandy Clark at 352-6161 for details.

**Ashbrook** – Asphalt work to start July 31st and be done no later September 18th

**Central Square Terrace** – Eversource, formerly Public Service of New Hampshire, is replacing the transformer this summer. We don't have a date yet and since the work will interrupt electric service, we will let you know as soon as we do.

**Central Square Terrace** – Planning is just beginning for repairs to the outside of the building on Central Square but we plan on replacing the awnings on Roxbury Street soon. June Jones and Carolyn Crane will also be consulting residents about getting some art to decorate the first floor dining room.

**Evergreen Knoll** – New shutters will be installed by the end of June and there will be some plumbing work done this summer.

**North and Gilsum** – A camera has been installed to record activity at the dumpster.

**North and Gilsum** – The project to replace rear doors, build overhangs, new patios, fences and storage units will start in mid-July.

**North and Gilsum** – The North Street Parking lot is being repaired in the fall after all the patio work is done.

**Forest View** – Asphalt and drainage work will start at the end of July.

**309 Water Street** – Paving will start at the end of July.

**Stone Arch Family** – Rear overhangs are planned to start in mid July.

**Stone Arch Village** – Asphalt repairs will start at the end of July.

**Harper Acres and Meadow Road** – Landscaping plans are moving forward with bids due at the end of June.

## Removing Barriers and Rewarding Success

Keene Housing's innovative Development Grant and Rent Credit (DGRC) program reduces and removes financial barriers preventing Resident Self-Reliance (RSR) participants from reaching economic independence. DGRCs also support and reward RSR participants who attain their employment and educational goals. We awarded over $6,000 in DGRC funds to 31 households in 2014. If you'd like more information about the DGRC program, please call Keene Housing at (603) 352-6161 and ask for Laura Scott or Kelly White.

## Our Resident Service Coordinator Dream Team

Our RSCs, Laura and Kelly, attended the 17th Annual New England Resident Service Coordinators (RSC) Conference in May. The conference provides opportunities for RSCs to brush up on their skills, learn new best practices, and network with other RSCs from around the country. Refreshed, re-energized and inspired, Kelly and Laura are excited to share new ideas and resources with families in the Resident Self Reliance Program.

This year's conference featured a red carpet event that Laura and Kelly ROCKED! Check out the link to a video to see more of our RSC Dream Team's adventures.

https://www.youtube.com/watch?v=aAb_cwoRm3g&feature=youtu.be

## Resident Self Reliance Program Superstars

Five participants in the RSR program attained their education goals, one with a BA, one with an MA in Accounting, one with an AS, one with their Accounting Certificate, and one was accepted to law school and no longer needs housing assistance!

One family is realizing their dream of owning their own home, without subsidy!

To date, Development Grants have helped 17 families with education expenses, 7 families with childcare expenses, and 8 families with transportation needs. Rent Credits, from $10 to $100, rewarded many families for attaining their employment and financial goals.

As one RSR participant, recently told us, "I never figured at my age, 64, that I would go back to school and make my lifetime dream come true, it's AMAZING. So don't let anyone say your dreams can't come true, with hard work and determination, you can do it."

We congratulate these individuals, and all RSR participants who work so hard to attain their goals. If you'd like more information about the Resident Self Reliance Program, please call Keene Housing at (603) 352-6161 and ask for Laura Scott or Kelly White.

# Keene Housing Kids Collaborative

## Keene Housing Kids Collaborative Opens

Keene Housing is pleased to announce the opening of the Keene Housing Kids Collaborative (KHKC). KHKC is a youth-focused non-profit sponsored by Keene Housing tasked with expanding our current youth services to all youth assisted by KH. KHKC's offices are in the Forest View Family Activity Center (FAC) at 5 Harmony Lane in Keene.

The KHKC Board of Directors selected Liz Chipman as Executive Director after a six month-long nationwide search. Liz's resume includes over 10 years' experience working with youth as an Associate Director of Big Brothers, Big Sisters of America and as an educator.

Existing programs, such as the Building Bridges Clubhouse programs at Forest View and North & Gilsum, will continue to be run by Youth Services Coordinator, Anna Crosby, under Liz at KHKC. Partnerships with local organizations, such as MoCo Arts and the Keene Family YMCA, will also transfer to KHKC. These transfers will avoid any disruptions in current programming. Look for expanded opportunities and programming starting later this year.

Please join us in welcoming Liz and celebrating the opening of KHKC!

# Farm to Family Buying Club

Farm to Family has arrived! The Farm to Family Buying Club is a buying program that brings local, farm fresh fruits and vegetables to you, our residents. Through Farm to Family, families are able to order produce directly from local farmers each week, often at prices at or below those found at local grocery stores.

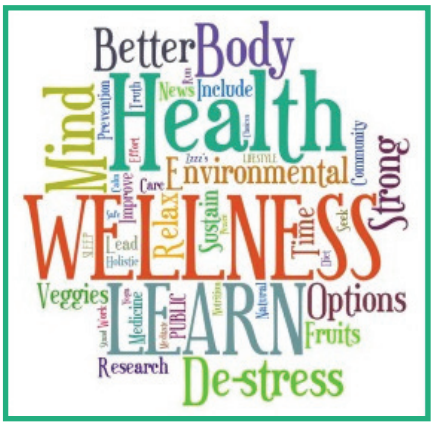
Farm to Family is open to all households receiving assistance through Keene Housing and Keene Housing staff. To order, go to HarvestToMarket.com and follow the prompts to register for the **Keene Housing Farm to Family Buying Club**. Produce is delivered to the Forest View Family Activity Center at 5 Harmony Lane in Keene where you can pick up and pay for your order using EBT, credit card, debit, cash, or check. In addition, use your SNAP benefits and receive up to $10 in Granite State Market Match (formerly Veggie Bucks) towards your order each week.

The first Farm to Family pickup is on **Thursday, June 25th from 3:00 pm to 6:00 pm** at the Forest View Family Activity Center. Orders must be in by the Friday before pickup. Want to learn more? Stop by on Thursday or contact Dee Pratt at dpratt@keenehousing.org or 352–6161 ext. 314. Anyone can join anytime, so if you miss June 19th, feel free to register and order for a different week!

Keene Housing would like to thank Monadnock Menus, the Cheshire County Conservation District, the UNH Cooperative Extension, and KSC Dietetic Department for helping us to bring this exciting program to Keene Housing.

## Healthy Tips - Avoiding Tick Bites

Ticks can transmit Babesiosis, Ehrlichiosis, Lyme Disease and Rocky Mountain Spotted Fever. Symptoms vary by disease, including fever, chills, and fatigue.




**Avoiding Tick Bites**

- Stay on trails outdoors; avoid areas of overgrown brush and tall grasses.
- Wear light-colored clothes so ticks can be easily seen.
- Wear a hat, long-sleeved shirt and long pants tucked into boots or socks.
- Check yourself often for ticks.
- Use insect repellent containing DEET or permethrin (follow directions).

**Is It A Tick Bite?**

- Spider Bite – Several fluid-filled bumps appear at the site of the bite.
- Tick Bite – The bite is hard, itchy, and forms into lumps. A red, rash-like halo surrounds the bite and then slowly spreads outwards.

**Removing An Attached Tick**

- Remove the tick promptly. The sooner you remove it, the less chance of infection.
- Use tweezers to grasp the tick's mouthparts at the surface of the skin.
- With a steady motion, gently pull the tick straight out.
- Wipe the bite area with an antiseptic, or wash with soap and water.
- Be alert for symptoms of illness over the next 7-10 days.
- Do not squeeze the tick.
- Do not rub petroleum jelly or pour kerosene or nail polish on the tick.
- Do not use a hot match or cigarette.

If you remove a tick or see the red, rash-like halo around a bite, the sooner you see a doctor, the less the likelihood that you may get Lyme Disease.

## 2015 Annual Picnic Schedule

All Keene Housing residents are invited to our ANNUAL PICNIC this year scheduled at 6 of our properties. The schedule is shown below, but if it is raining, except for Stone Arch Village and Castle Street, we will post a rain date on our Facebook page, website, www.keenehousing.org, and at the site. We will be serving hamburgers and hot dogs, drinks, potato salad, and dessert. We hope to see you all there!

| Property | Date | Time | Location |
|---|---|---|---|
| Harper Acres and Bennett Block | Monday, June 29 | NOON-1:30 | 105 Castle Street |
| Evergreen/Riverbend | Wednesday, July 1 | 5 PM-6:30 | Evergreen 851 W. Swanzey Rd |
| Stone Arch Village Senior & Family | Monday, July 13 | 5 PM-6:30 | 835 Court Street |
| Forest View & Scattered Sites | Thursday, July 16 | 5 PM-6:30 | Harmony Lane Family Center |
| North and Gilsum | Wednesday, July 22 | 5 PM-6:30 | North Street Family Center |
| Brookbend/Ashbrook/Meadow Road | Thursday, July 30 | 5 PM-6:30 | Brookbend Pavilion |

# Staff Announcements

Keene Housing is excited to announce recent staffing changes. Lorijean Baker, who for the last year has been the front desk Administrative Assistant at the Court Street Office accepted a new position within the agency and is now the Housing Department Administrative Assistant. Lorijean is now working full time at the Brookbend office located at 82 Meadow Road. She is working with June Jones, Senior Property Manager who manages Brookbend East and West, Meadow Road, Central Square Terrace, Fairweather Lodge, and Emerald Street House. June and Lorijean can be reached by calling 352-6161.

Next time you visit Keene Housing's Court Street Office please extend a warm welcome to Lori Thomas, our new front desk Administrative Assistant. For the last 10 years, Lori worked at the Austine School For The Deaf as an Administrative Assistant in the Special Education Department until it closed last summer.

Lori is originally from Caribou, ME and moved to Brattleboro, VT where she lives with her fiancé. Lori has 3 children and enjoys reading, gardening and watching birds.

We are happy to welcome her to the Keene Housing team.

Keene Housing

831 Court Street, Keene, NH 03431
Phone (603) 352-6161 TRS 711
Website www.keenehousing.org

# JULY 2015

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---|---|---|---|---|---|---|
| | | | 1 | 2<br>KHKC<br>Swimming<br>Wheelock Park | 3<br>Office Closed<br>Independence Day | 4 |
| 5 | 6 | 7<br>KHKC<br>Le Studio Gymnastics | 8<br>KHKC<br>Swimming<br>Robin Hood Park | 9<br>KHKC<br>Swimming<br>Wheelock Park | 10 | 11 |
| 12 | 13<br>5:00 p.m. Resident BBQ<br>Stone Arch Senior & Family | 14<br>KHKC<br>Le Studio Gymnastics | 15<br>KHKC<br>Swimming<br>Robin Hood Park | 16<br>5:00 p.m. Resident BBQ<br>Forest View | 17 | 18 |
| 19 | 20 | 21<br>NHHFA Management Review - Riverbend<br>KHKC<br>Le Studio Gymnastics | 22<br>Board of Commissioners Meeting<br>5:00 p.m. Resident BBQ<br>North & Gilsum | 23<br>KHKC<br>Swimming<br>Wheelock Park | 24 | 25 |
| 26 | 27 | 28<br>KHKC<br>Le Studio Gymnastics | 29<br>KHKC<br>Swimming<br>Robin Hood Park | 30<br>5:00 p.m. Resident BBQ<br>Brookbend | 31 | |

Keene Housing

# August 2015

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---|---|---|---|---|---|---|
| | | | | | | 1 |
| 2 | 3 | 4 | 5<br>KHKC<br>Swimming<br>Robin Hood Park | 6<br>KHKC<br>Swimming<br>Wheelock Park | 7 | 8 |
| 9 | 10 | 11<br>KHKC<br>McAuliffe-Shepard<br>Discovery Center | 12<br>5:00 p.m. Resident BBQ<br>Evergreen & Riverbend | 13<br>KHKC<br>Swimming<br>Wheelock Park | 14 | 15 |
| 16 | 17 | 18 | 19<br>Board of Commissioners<br>Meeting | 20<br>KHKC<br>Swimming<br>Wheelock Park | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28<br>Staff Appreciation<br>Picnic | 29 |
| 30 | 31 | | | | | |

Keene Housing