Keene Housing

Keene Housing
Board of Commissioners Meeting
September 23, 2015

Brookbend, Meadow Road & Ash Brook Community Picnic

Meeting Location:
Central Square Terrace
5 Central Square
Keene, NH 03431

Keene Housing

Board of Commissioners Meeting
Wednesday, September 23, 2015
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Keene Housing

BOARD OF COMMISSIONERS ANNUAL MEETING
WEDNESDAY, SEPTEMBER 23, 2015
12:00 P.M.
CENTRAL SQUARE TERRACE
5 CENTRAL SQUARE, KEENE, NH

AGENDA

I. Call to Order

II. Roll Call

III. Approval of the August 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. Keene Housing Kids Collaborative Update

b. Approval of Tenant Selection and Occupancy Plan Revision Regarding Removal from the Waiting List and Applicant Screening Criteria (Resolution No. 531)

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, August 19, 2015

Chairperson Robator called the Keene Housing Board of Commissioners meeting to order at 12:01 p.m. Secretary Meehan called the roll and declared a quorum present.

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

Absent:
- Pam Slack, Commissioner

Also in attendance:
- Joshua Meehan, Secretary
- Amy Wright, Director of Administration
- Linda Griffin, Director of Finance
- April Buzby, Planning and Policy Analyst
- Sandy Clark, Director of Facilities and Assets
- Residents of Harper Acres

MINUTES:

Chairperson Robator called for discussion or approval of the July 22, 2015 Board of Commissioners meeting minutes. Commissioner Mack made a motion to approve the minutes. Commissioner Moses seconded the motion, which upon being put to vote, the minutes passed unanimously.

EXECUTIVE DIRECTOR'S REPORT:

Secretary Meehan stated the Public Comment Period for the Fiscal Year 2016 Moving to Work (MTW) Plan is being held next month. Once again this year, Keene Housing is combining the annual Listening Tours and the MTW Plan public meetings. The Agency is holding the last of this year's resident community picnics on Wednesday, August 26th at the Brookbend pavilion.

Secretary Meehan stated progress is being made regarding the exit strategy at Riverbend. A capital needs assessment estimates approximately $1.3 million is needed for capital improvements at the property. Terms regarding the buyout of the limited partners, represented by Boston Capital, are being negotiated.

Secretary Meehan invited Sandy Clark, Director of Facilities and Assets to review several ongoing capital improvement projects. Ms. Clark stated the Harper Acres landscaping project was awarded to AGM Landscaping. The planting of native plants and shrubs will begin in September 2015. Harper Acres residents will receive notices regarding the project timeline. Construction of the North and Gilsum sheds and patios is underway. 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 late August. The fire panel at the Water Street Shelter was replaced a few weeks ago. Additional upgrades are planned for August 2015. Southwestern Community Services is contributing $15,000 toward the replacement of old fire alarms and the installation of a sprinkler system and the City of Keene is being asked to install the waterline for the sprinkler system at no cost. Ms. Clark is pleased that each project is running smoothly and as planned. Secretary Meehan stated most of these capital improvements are supported by MTW funds.

Secretary Meehan invited Amy Wright, Director of Administration to discuss the results of the 2015 Employee Satisfaction Survey. Ms. Wright stated the purpose of the survey was to get feedback from staff regarding policies, procedures, management, morale, benefits and a general sense of how the Agency is doing. We created an employee survey taskforce comprised of one staff member from

each department to give input on the process and logistics. We are pleased that 64% of staff completed the voluntary survey and the results were extremely positive. Based on employee feedback, the Agency is making a change to the holiday schedule, completing a salary comparison study, creating a performance evaluation taskforce to improve the evaluation template and process and increasing communication surrounding employee feedback, policy and decision making. The Agency plans to conduct an employee satisfaction survey each year.

Secretary Meehan invited April Buzby, Policy and Planning Analyst to discuss the results of the 2014 Resident Satisfaction Survey. Ms. Buzby stated after the disposition of public housing, Keene Housing 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, Keene Housing chose to reintroduce the Resident Satisfaction Survey as part of a larger plan to provide more venues to engage our residents. There was a poor response from the family sites and the analysis focuses heavily on elderly and disabled. The Commissioners were surprised that resident transportation was identified as an obstacle to residents accessing medical care and food considering there is access to the Friendly Bus, City Express and the Red Cross. Ms. Buzby speculated that part of this may be due to residents not being connected to the appropriate resources. Ms. Buzby stated the 2015 Resident Satisfaction Survey is being released in October 2015. The goal is to administer the survey in a way to gain more participation from residents in family sites and expand the survey to Housing Choice Voucher (HCV) participants living in private housing.

MANGEMENT REPORT:

No topics were presented.

FINANCE REPORT:

Ms. Griffin reviewed the consolidated financial operations and variances to budget for Keene Housing owned and managed properties. Most expenses are under budget and she believes this is due to timing. Legal expenses continue to be above budget due to the increase in eviction cases. Ms. Griffin is currently working on the Fiscal Year 2016 budget and a draft will be presented at the November Board of Commissioners meeting.

OLD BUSINESS:

No topics were presented.

NEW BUSINESS:

No topics were presented.

PUBLIC COMMENT:

Secretary Meehan invited residents and other members of the public to make comments to the Board of Commissioners and staff in attendance. A resident asked if the Agency could purchase a replacement picnic table outside 127 Castle Street. Secretary Meehan stated the Agency is working on the fiscal year 2016 budget and made note of the request. Another resident asked if the Agency could install more senior friendly doors at the entrance of each building. The doors are heavy and

difficult to open. She also asked if the Agency could purchase showers that residents could walk into rather than stepping over the side of the tub/shower, which presents a slip/fall hazard. Secretary Meehan stated the property does not have funds to replace all of the showers and entrance doors however this would be considered for a reasonable accommodation.

NON-PUBLIC SESSION:

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

Commissioner Marsh made a motion to adjourn the meeting. Commissioner Mack seconded the motion, which upon being put to vote, was passed unanimously. There being no further business, Chairperson Robator adjourned the Board meeting at 1:12 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

8/28/2015
Date

Keene Housing

Resolution No. 531

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item:

   Revision to Tenant Selection and Occupancy Policy regarding removal from the waiting list and applicant screening criteria.

2. Date of Board Meeting: September 23, 2015

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners approves adoption of two revisions to the Tenant Selection and Occupancy Policy concerning removal from the waiting list and housing history screening pursuant to the August 27, 2015 Memorandum from Carolyn Crane, Director of Housing 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 Carolyn Crane Date: 9-4-15

6. Statement of availability of funds by Finance Manager

   Funds Budgeted and Available Yes ☐ No ☐ Source _____

   Account #_____

   Finance Manager Approval Signature _____ Date: _____

7. Executive Director Approval Signature _____ Date: 9/8/15

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Carolyn Crane, Director of Housing
Subject: Approval of Tenant Selection and Occupancy Policy Revision
Date: August 27, 2015

This memorandum recommends that the Board of Commissioners approve two revisions to the Tenant Selection and Occupancy Policy (TSOP). The need for these changes became apparent as we began to operationalize the new policy document.

Removal from the Waiting List – This is a technical change that did not require public comment.

Historically, Keene Housing's practice has been to remove applicants from all housing waiting lists when they sign a lease at any KH owned or managed property. At the lease signing, this is explained and the Head of Household is asked to sign a form acknowledging this fact. The written policy did not memorialize this practice.

In Chapter 3, I Removal from the Waiting List, the following language should be added:

"KH will remove applicants from all housing waiting lists when they sign an initial one-year lease at any KH owned or managed properties. There is no appeal of this decision. Applicants may reapply for other properties at any time."

Screening for Suitability – This change was published for a 30 day comment period from July 27, 2015 to August 26, 2015 and no comments were received.

Keene Housing screens applicants using references from landlords from the most recent 5 years, when available. We are recommending that the 5 year look-back limit be lifted when the applicant is a former tenant of a Keene Housing owned or managed property and we have documentation about the former tenant's suitability that extends beyond 5 years.

The change in the policy Chapter 4. E. is as follows:

2. KH looks at the applicant's previous five (5) year history to determine suitability.
    a. For former tenants of a KH owned or managed property, KH may consider a tenant history recorded at Keene Housing that extends further back than 5 years.

RECOMMENDATION

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

> **Resolution:** That the Keene Housing Board of Commissioners approves adoption of two revisions to the Tenant Selection and Occupancy Policy concerning removal from the waiting list and housing history screening pursuant to the August 27, 2015 Memorandum from Carolyn Crane, Director of Housing to Joshua R. Meehan, Executive Director.

c. If the post office returns the Update Request letter with no forwarding address, KH will remove the applicant from the waiting list without further notice.

d. If the post office returns the Update Request letter with a forwarding address, the notice will be re-sent to the address indicated.

   i. The household will have fifteen (15) business days to respond from the date the letter was re-sent.

   ii. If the household fails to respond within this time frame, KH will remove the household from the waiting list without further notice.

e. No Informal Review is offered when KH removes a household from the waiting list(s) during the update process for failure to respond. Such failures to act on the part of the applicant prevent KH from making an eligibility determination; therefore, no Informal Review is required.

f. If KH removes a household from the waiting list(s) for failure to respond, KH may reinstate the household's application if KH determines the lack of response was due to a KH error, or to circumstances beyond the household's control.

I. Removal from the Waiting List

1. KH will remove applicants from the waiting list for the following reasons:

   a. The applicant requests to be be removed.

   b. KH determines the household is not eligible for admission (see Chapter 4) at any time while the household is on the waiting list.

   c. The applicant signs an initial one-year lease at any KH owned and managed property, except Ash Brook.

   d. The applicant fails to return the Purge letter within the required amount of time (see Chapter 3 Section H).

2. Applicants removed for the reasons listed above are not eligible for an Informal Review.

3. Failure to report changes in household composition or contact information, in writing, may result in the applicant household being removed from all waiting lists.

4. If KH removes a household from the waiting list, KH will send a notice to the

household's address of record as well as to any alternate address provided on the initial application.

a. The notice will state the reasons KH removed the household from the waiting list.

b. The notice will inform the applicant of their right to an Informal Review , if any, and the process for requesting.

5. Applicants that are removed from the waitlist may submit a new pre-application at any time.

b. Consists of a least one single parent and his or her minor children, and the parent is not a dependent of a third party

c. Receives assistance under AFDC, TANF, or similar program, excluding SSA or SSI

d. Enrolled in a job training program receiving assistance under the Work Investment Act (WIA) or similar federal, state or local laws

e. Is under age 24 and has exited the Foster Care system within the previous 6 years

E. Screening for Suitability

1. In addition to screening for program and income eligibility, KH screens all applicants age 18 or older for suitability prior to residency.
2. KH looks at the applicant's previous five (5) year history to determine suitability.
   a. For former tenants of a KH owned or managed property, KH may consider a tenant history recorded at Keene Housing that extends further back than five (5) years.
3. Suitability criteria includes, but is not limited to:
   a. The applicant's record of meeting financial obligations, including rent.
      i. KH considers the existence of mitigating factors, such as loss of employment or other financial difficulties, before denying admission to an applicant based on the failure to meet prior financial obligations.
   b. The applicant household's ability to obtain tenant-supplied utilities;
   c. Past record of disturbance of neighbors, destruction of property, or living or housekeeping habits at prior residences which may adversely affect the health, safety, or welfare of other tenants.
   d. Past record of eviction from any housing or termination from housing assistance program.
      i. Record of eviction includes eviction or termination from any KH program.
   e. Misrepresentation of, or not providing, complete information related to eligibility, including income, award of preferences for admission, expenses, household composition or rent

Keene Housing

INFORMATIONAL MEMORANDUM

To: Joshua Meehan, Executive Director
From: April Buzby, Planning and Policy Analyst
Subject: Informational Memorandum – FY 2016 Annual MTW Plan Overview
Date: September 16, 2015

This informational memo provides an overview of the changes to existing Moving to Work (MTW) activities and new MTW initiative being proposed as part of the FY2016 Annual MTW Plan.

BACKGROUND

As part of our MTW agreement with the Department of Housing and Urban Development (HUD) Keene Housing is required to create and adopt an annual plan that describes new and ongoing activities that utilize authority granted to KH under MTW. These plans outline how the agency utilizes the flexibilities provided by participation in the MTW program and outlines all new and proposed changes to existing activities in the coming year.

The FY2016 Plan proposes only one new activity, the Project Based Unit Agency Conducted Inspection activity. HUD determined in 2014 that PHA-owned and managed Project Based Voucher (PBV) units cannot be inspected for Housing Quality Standards (HQS) by PHA staff. After a Request for Proposals (RFP) for a third party inspector received no bids, we consulted our attorney who suggested development of this activity to bring us in compliance with the new HUD requirement by essentially waiving it. The activity would apply to the Keene Housing Affordable Properties (KAHP) portion of our PBV units and Meadow Road. Our remaining PBV units are inspected at a higher protocol than HQS which we accept in lieu of HQS under our HQS Alternative Inspection Protocol activity and therefore are not affected by the new regulations.

As with our FY2015 Plan, the FY2016 Plan contains few major changes to our existing activities. Changes proposed are a result of our ongoing monitoring of program performance and desire to fine-tune the extensive changes implemented in our FY2014 Plan. For our income based households, we are expanding the number of elderly and disabled households eligible for the more streamlined Cost of Living (COLA) recertification in two ways. The COLA recertification option provides relief to vulnerable households that find the recertification process stressful and difficult. It also reduces the administrative burden on our staff, freeing up money and time that can be directed towards services that enhance the lives of those we serve. We propose expanding the sources of income that make a household eligible for a COLA recertification and extending the COLA recertification option to households participating in our Affordable Housing Preservation Program (AHPP). Increasing the number of households receiving COLA recertification will increase the already substantial savings we've garnered since implementing this activity in 2013.

For work-able households we are proposing to bring many of the households who received waivers to the Resident Self-Reliance (RSR) program prior to 2014 back into active status. Many of these households have been in waived status for several years and have stalled in their progression towards self-sufficiency, as evidenced by longer stays in housing assistance than households that did not receive a waiver. By returning to active status the households will now have access to the Development Grant and Rent Credit fund as well as other supports available to households actively

participating in the RSR program. Returning waived households to active status in the RSR program acknowledges that the realities all households in the region face today are much different than just a few years ago and we hope that providing access to the same variety of funds and services other MTW work-able households receive may be all a household needs to take the last steps towards self-sufficiency.

Please see attached *Proposed Changes to MTW Activities for FY2016* for a complete overview of all the proposed changes.

TIMELINE

Public Comment Period Begin: Tuesday, September 1st

Public Hearing Schedule:

Wednesday, September 2nd @ 5:00p – Brookbend Pavillion

Wednesday, September 9th @ Noon – Central Square Terrace Community Room

Wednesday, September 9th @ 5:00p– Forest View FAC

Thursday, September 17th @ Noon – Harper Acres Mill Building

Thursday, September 17th @ 5:00p – North & Gilsum FAC

Wednesday, September 23rd @ Noon – Keene Housing Administrative Office

Wednesday, September 30th @ 5:00p – Swanzey Location TBD

Public Comment Period Closes: Wednesday, September 30th

Final FY2016 MTW Annual Plan to Board for Approval: October 14th

Final FY2016 MTW Annual Plan to HUD: October 16th

HUD Response to FY2016 MTW Annual Plan to Keene Housing: no later than December 31, 2014

CONCLUSION

The proposed changes to our existing MTW activities reflect our philosophy that each household is capable of attaining greater levels of security and stability given the appropriate resources. It also represents our continuing dedication to innovate and craft programs that benefit of those we serve and the organization. As with every change we propose, we intend to monitor our policy decisions for any unintended effects and are prepared to adjust course as needed.

Keene Housing

Proposed Changes to MTW Activities for FY2016

Current Policy	2016 Proposed Change(s)	Expected Impact
2016.01.CE Project-Based Unit Agency Conducted Inspections (NEW)		
HUD recently changed HQS inspection regulations to require PHAs to use an independent inspector for PHA owned PBV units.	After multiple requests for bids on the third party inspector contract, KH has been unable to locate a third party inspector. This activity waives the third party inspection requirement until such time that an independent inspector can be found.	No changes to current practice. Independent inspector requirements only effects former public housing properties (KAHP) and Meadow Road.
1999.05.SS Resident Self-Reliance (RSR) Program		
Prior to 2014, participants that completed the RSR program received an RSR waiver. Those households remained in the Stepped Subsidy program but were no longer required to attend meetings with their RSC or participate in RSR activities.	Requires waived households to participate in the RSR program if the household would be paying a higher tenant share at 30% of gross income than at their current Step 3 TTP.	Currently 16 waived households meet the proposed criteria. Many of these households have remained at this level (Step 3 – 45% of VPS) for several years and are close to reaching self-sufficiency. Access to Development Grants and Rent Credits coupled with supports from Resident Service Coordinators may provide these families with the necessary tools to become self-sufficient.

Current Policy	2016 Proposed Change(s)	Expected Impact
2005.01.CE Elderly and Disabled Household Alternative Recertification Schedule		
Uses the published Cost of Living Adjustment (COLA) and Enterprise Income Verification (EIV) system to calculate income for elderly and disabled households with fixed income sources from the following sources – Social Security (SS), Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), or assistance from the Aid to the Terminally and Permanently Disabled (ATPD) program – and net assets below $50,000.	Expands the COLA recertifications to all households that receive 100% of their income from <u>any</u> fixed income source and does not have net assets exceeding $50,000.	Expands the number of households that receive a COLA recertification.
2015.01.CE Affordable Housing Preservation Program (AHPP) Rent Reform		
Provides a streamlined methodology for calculating rent while providing households an opportunity to increase income and assets without immediate increases in rent.	Adopt KH's COLA recertification, as described in the Elderly and Disabled Household Alternative Recertification Schedule activity, for eligible AHPP participants.	The addition of a COLA recertification option to the activity will reduce the stress and burden of the recertification process on eligible households whose income changes little from year to year. 5 Meadow Road households appear eligible for a COLA recertification.
2015.02.CE AHPP Alternative Inspection Schedule		
Allows the administering PHA of an AHPP property to inspect 20% of a property's units for HQS compliance biennially upon passing an initial HQS inspection 30 days prior to conversion.	Extends the amount of time for initial inspection prior to conversion to 90 days.	Will provide time for owners to respond to any HQS failures before conversion.

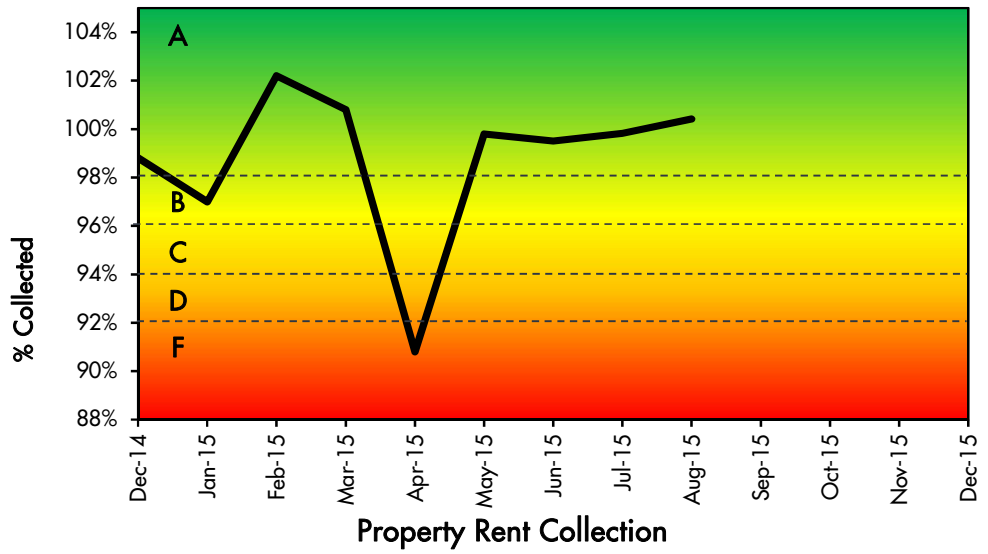
Written comments regarding the **DRAFT** Plan can be submitted prior to 4:30 pm, September 30th to Keene Housing, Attn: April Buzby, Planning and Policy Analyst, 831 Court Street, Keene, NH 03431 or via email at abuzby@keenehousing.org

Keene Housing

MANAGEMENT REPORT
AUGUST 2015

Residential Property Rent Collection Report
August 2015

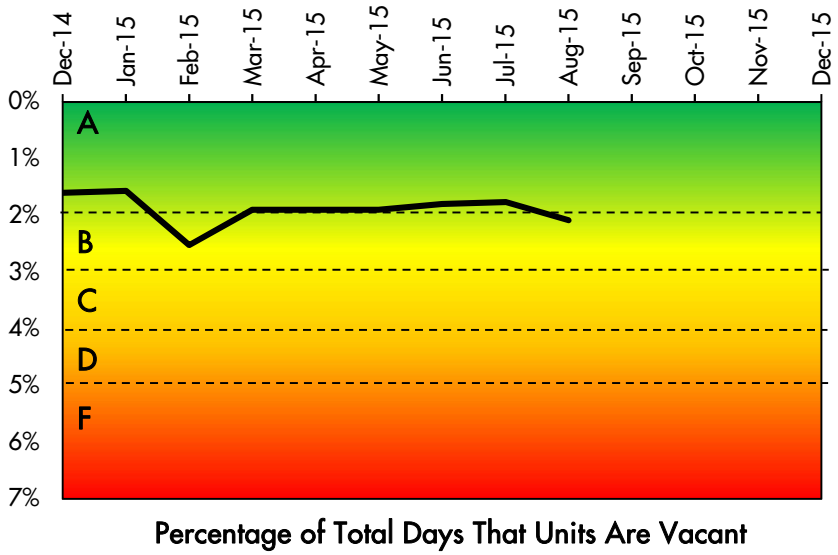
Community	Month Billed	Month Collected	% Collected	Monthly Grade	YTD Billed	YTD Collected	% YTD Collected	YTD Grade
Ash Brook Apartments	$9,468	$9,468	100.0%	A	$72,368	$72,368	100.0%	A
Bennett Block	$4,358	$4,502	103.3%	A	$34,358	$34,343	100.0%	A
Brookbend East	$13,882	$13,584	97.9%	B	$99,542	$99,445	99.9%	A
Brookbend West	$12,038	$11,121	92.4%	D	$80,353	$78,979	98.3%	A
Central Square Terrace	$27,216	$27,006	99.2%	A	$213,772	$209,597	98.0%	A
Cottage Street	$846	$891	105.3%	A	$9,296	$9,256	99.6%	A
Evergreen Knoll LP	$11,381	$12,644	111.1%	A	$75,655	$76,991	101.8%	A
Forest View	$17,785	$17,582	98.9%	A	$135,754	$136,281	100.4%	A
Harper Acres	$40,728	$40,901	100.4%	A	$313,444	$313,837	100.1%	A
Meadow Road Apartments	$5,610	$5,683	101.3%	A	$46,322	$47,243	102.0%	A
North and Gilsum	$15,798	$16,404	103.8%	A	$124,730	$124,561	99.9%	A
Riverbend Apartments	$10,199	$10,319	101.2%	A	$81,448	$81,476	100.0%	A
Scattered Sites	$7,601	$7,274	95.7%	C	$60,449	$60,259	99.7%	A
Stone Arch Village Family	$8,645	$8,999	104.1%	A	$64,446	$64,723	100.4%	A
Stone Arch Village Senior	$11,814	$11,814	100.0%	A	$93,717	$93,738	100.0%	A
Totals	**$197,369**	**$198,190**	**100.4%**	**A**	**$1,433,286**	**$1,430,728**	**99.8%**	**A**



Monthly Vacancy Report

August 2015

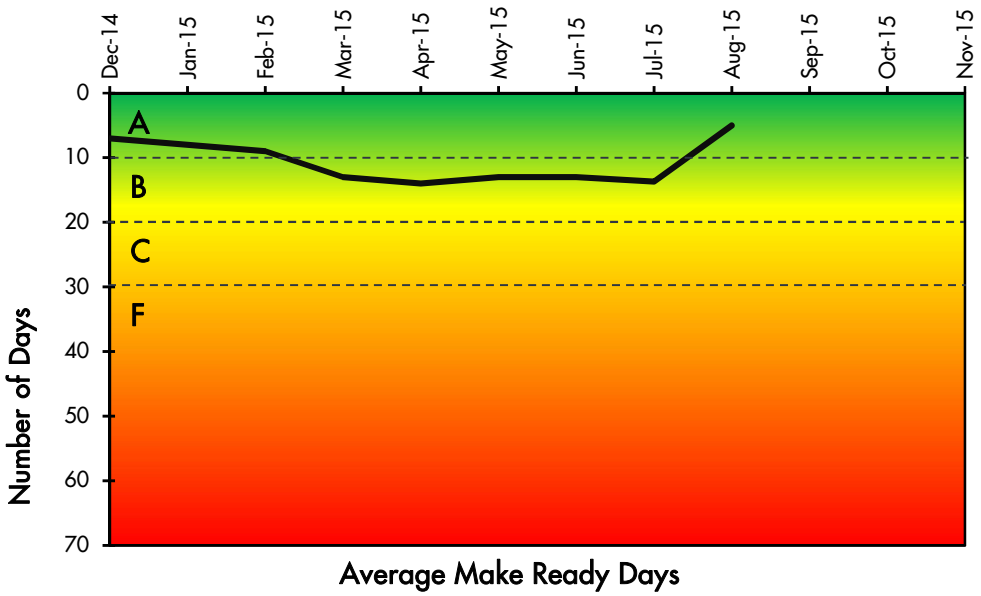
Community	Units Available	Available Days	Vacant Days	Monthly Vacancy Percentage	Monthly Grade	YTD Vacancy Percentage	YTD Grade
Ash Brook Apartments	24	744	0	0.0%	A	0.5%	A
Bennett Block	14	434	25	5.8%	F	1.4%	A
Brookbend East	40	1240	85	6.9%	F	6.2%	F
Brookbend West	35	1085	36	3.3%	C	3.7%	C
Central Square Terrace	90	2790	6	0.2%	A	0.8%	A
Cottage Street	3	93	0	0.0%	A	0.0%	A
Evergreen Knoll LP	32	992	54	5.4%	F	1.4%	A
Forest View	38	1178	0	0.0%	A	3.8%	C
Harper Acres	112	3472	31	0.9%	A	1.1%	A
Meadow Road	18	558	31	5.6%	F	2.3%	B
North and Gilsum	29	899	0	0.0%	A	1.0%	A
Riverbend Apartments	24	744	0	0.0%	A	0.5%	A
Scattered Sites	18	558	31	5.6%	F	1.8%	A
Stone Arch Village Family	24	744	26	3.5%	C	1.2%	A
Stone Arch Village Senior	33	1023	20	2.0%	A	0.8%	A
Report Totals:	**534**	**16,554**	**345**	**2.1%**	**B**	**1.8%**	**A**



Percentage of Total Days That Units Are Vacant

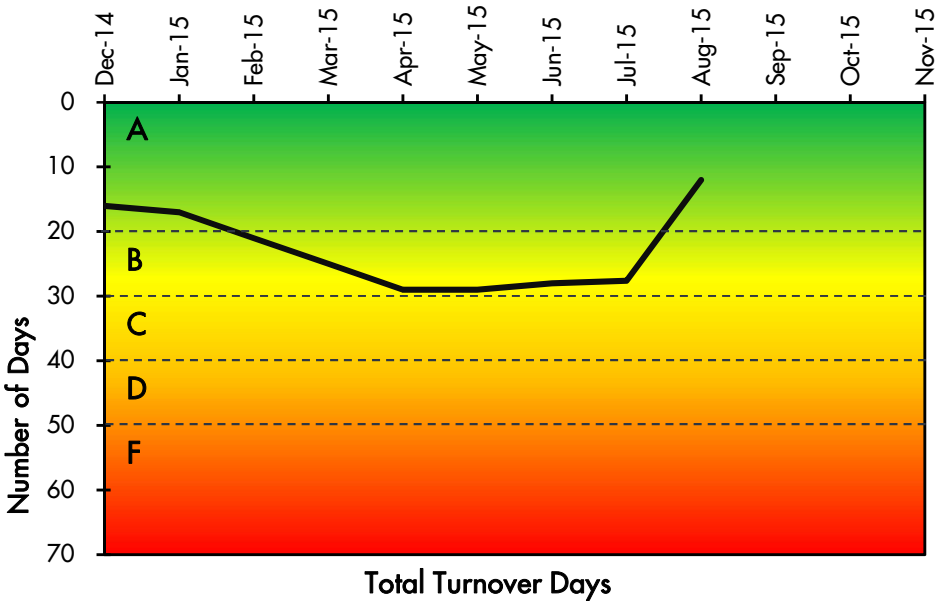
Unit Make Ready Days
August 2015

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	1	A	2	1	A
Bennett Block	1	11	B	2	14	B
Brookbend East	5	3	A	13	6	A
Brookbend West	2	6	A	7	11	B
Central Square Terrace	2	0	A	7	8	A
Cottage Street	0	0	A	-	0	A
Evergreen Knoll LP	4	13	B	7	5	A
Forest View	1	1	A	8	4	A
Harper Acres	3	7	A	12	5	A
Meadow Road	1	7	A	3	17	B
North and Gilsum	1	1	A	4	7	A
Riverbend Apartments	0	0	A	2	16	B
Scattered Sites	1	13	B	2	24	C
Stone Arch Village Family	2	9	A	4	9	A
Stone Arch Village Senior	1	7	A	2	4	A
Report Totals:	**25**	**5**	**A**	**75**	**9**	**A**



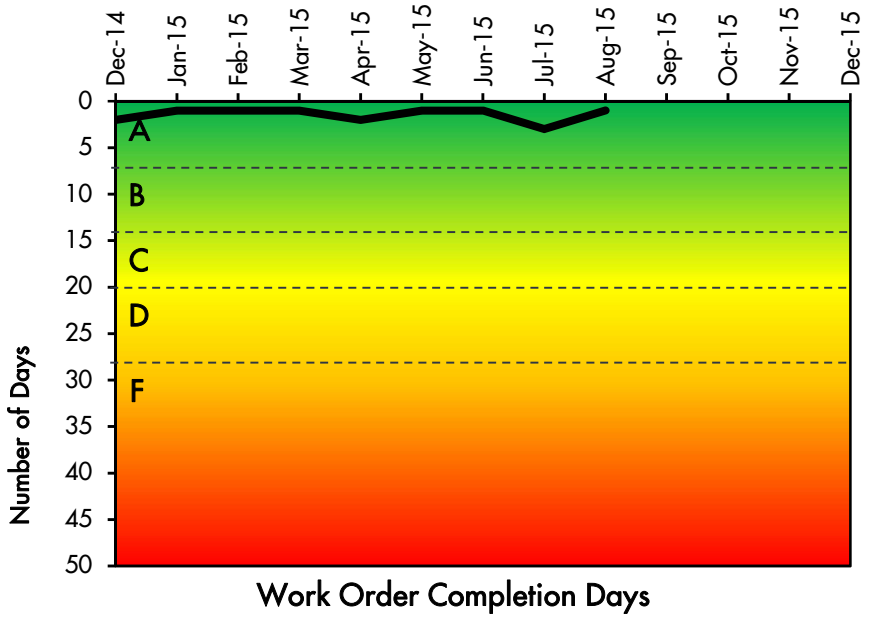
Unit Turnover
August 2015

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	2	2	A
Bennett Block	26	B	2	22	B
Brookbend East	15	A	13	12	A
Brookbend West	19	A	7	22	B
Central Square Terrace	4	A	7	18	A
Cottage Street	0	A	-	0	A
Evergreen Knoll LP	14	A	7	11	A
Forest View	1	A	8	12	A
Harper Acres	11	A	12	10	A
Meadow Road	31	C	3	23	B
North and Gilsum	1	A	4	12	A
Riverbend Apartments	0	A	2	17	A
Scattered Sites	31	C	2	40	C
Stone Arch Village Family	13	A	4	13	A
Stone Arch Village Senior	20	A	2	18	A
Report Totals:	**12**	**A**	**75**	**15**	**A**



Residential Property Non-Emergency Work Order Completion Days
August 2015

Community	Number of Work Orders	Avg Days to Complete	Monthly Grade
139 Roxbury Street	1	0	A
Ash Brook Apartments	9	0	A
Bennett Block	13	1	A
Brookbend East	25	2	A
Brookbend West	11	1	A
Central Square Terrace	27	0	A
Cottage Street	3	1	A
Emerald Street House	2	2	A
Evergreen Knoll LP	20	2	A
Forest View	22	0	A
Harper Acres	48	1	A
Keene Housing Main Office	14	2	A
Meadow Road	17	0	A
North and Gilsum	11	3	A
Riverbend Apartments	6	0	A
Scattered Sites	10	2	A
Stone Arch Village Family	5	8	B
Stone Arch Village Senior	23	0	A
Report Totals:	**267**	**1**	**A**



Residential Property Emergency Work Order Completion Days
August 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	1	0	P
Meadow Road	-	-	None
North and Gilsum	-	-	None
Riverbend Apartments	-	-	None
Scattered Sites	-	-	None
Stone Arch Village Family	-	-	None
Stone Arch Village Senior	1	0	P
Report Totals:	**2**	**0**	**P**

Keene Housing

FINANCE REPORT
AUGUST 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	$393,659	$325,985	83%	601	$542	102%	587	$156	$67,674
September									$0
October									$0
November									$0
December									$0
Total	$3,101,491	$2,625,653	85%	4900	$536	104%	4696	$4,467	$475,838

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	$393,659	$317,805	81%	540	$589	92%	587	$156	$75,854
September									$0
October									$0
November									$0
December									$0
Total	$3,101,491	$2,561,463	83%	4395	$583	94%	4696	$4,467	$540,028

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	$54,746	$53,142	97%	97	$548	97%	100	$0	$1,604
September									
October									
November									
December									
Total	$434,018	$426,852	98%	793	$538	99%	800	$0	$7,166

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	$27,970	$27,347	98%	49	$558	98%	50	$0	$623
September									
October									
November									
December									
Total	$221,057	$226,500	102%	390	$581	98%	400	$0	($5,443)

FY15 targets are 100% Utilization in NEDs and Mainstream, 93% in MTW without THASP, and 104% in MTW with THASP.

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

Financial Report – August, 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 $898k which is a net increase of $312 from the budget of $586k.

OPERATING REVENUES are $9,544k, a net increase of $181k as compared to the budget of $9,363k. The most significant changes are related to:

VARIANCES for Revenue categories Incr/(Decr) compared to Budget		
127,892	Rent Revenue	Change in tenant rent – related to subsidy changes.
(266,435)	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).
43,636	Other Income	Other Income is related to a Public Housing 2010 fund balance $17k, grant Roxbury St Shelter received from KDHC for $10k, Bennet Block $8k, misc.
(28,408)	Grants	Grants funds expected to be received for CDBG, CHT, FSS. The FSS funds are in arrears $18k as the new HUD procedures require funds to be spent then reimbursed. CDBG admin revenue is under budget by $8k and may be permanent. CHT admin revenue is under budget by $3k and may be timing.
(787)	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).
(14,655)	Vacancy Loss	Vacancy Loss (reduction to revenue). Emerald St had 2 vacancies earlier in the year $4k but are now full, there was no budget and variance is permanent. BBE over budget by $10, BBW over by $7k, Meadow over by $2k, Ashbrook under by $4k and KAHP under by $2k These variances are expected to continue to grow.
10,181	Tenants Charges	Higher than expected revenue in KAHP $4k, BBE $5k properties related to damages charged to Tenants, there is no budget for this line item.
(35,446)	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.
172,292	MTW Transfer	MTW funds if transferred to KHKC and KAHP to be used for resident services or capital improvements. Transfers have started in June.
180,620	Higher than Budget	

OPERATING EXPENSES are $8,646k, a net decrease of $132k as compared to budget of $8,778k. The most significant changes are related to:

VARIANCES for Expense categories Incr/(Decr) compared to Budget		
33,398	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.
(140,258)	Payroll Expenses	Benefit Expense is running under budget by $78k, may be timing. Salaries are also running under budget by $62k ($40k of that is related to reduction in staff in the tenant services dept).
(39,102)	Utilities Expenses	Utilities expense, for Fuel is under budget by $24k (CST $18k), Water & Sewer under budget by $51k (KAHP), Electric is over budget by $36k (KAHP $30k). It may be some timing but the water cost at KAHP is projected to be lower due to monitoring leaks.
(145,511)	Maint Expenses	Maintenance Expenses are running under budget, may all be timing since some flooring work is not scheduled until later in the year. Line items under budget are Grounds $19k, Flooring $60k (KAHP), Misc Equip $28k.
(1,882)	Insurance expenses	Insurance Expenses on budget.
4,683	Property Tax Expenses	Property Taxes on budget.
7,360	Partnership taxes	Taxes for CST are running over budget.
(23,957)	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.
(15,299)	Resident services	Residential Services running under budget may timing. Resident's Development Grants and Rent credits are $13k under budget but are picking up.
206,907	Partnership Distributions	SAVS, SAVF, BBW, BBE have all been paid, all over budget.
(113,894)	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.
96,061	MTW Transfer	MTW funds transferred from Locals to be used for resident services. Transfers started in June.
(131,495)	Lower than Budget	

Keene Housing

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

Program/Property	BUDGET	ACTUALS	NOTES	
	Operational Surplus/ (Deficit)	Operational Surplus/ (Deficit)	changes in Revenue	changes in Expenses
Central Office (Locals)	26,421	202,754	291,814 Higher Revenue	115,481 Higher Expenses
Monadnock Affordable (MAHC)	197	(8,661)	(11,186) Lower Revenue	(2,328) Lower Expenses
Keene Affordable (KAHP)	104,542	357,052	136,885 Higher Revenue	(115,624) Lower Expenses
Meadow Road	27,701	36,983	4,756 Higher Revenue	(4,526) Lower Expenses
Roxbury St Shelter	6,172	20,135	12,416 Higher Revenue	(1,547) Lower Expenses
Low Income Tax Credits Properties (LIHTC)				
Brookbend East	*79,928*	*(32,882)*	(5,577) Lower Revenue	107,234 Higher Expenses
Brookbend West	*64,642*	*21,333*	(6,355) Lower Revenue	36,954 Higher Expenses
Evergreen Knoll	*32,764*	*58,929*	(955) on Budget	(27,120) Lower Expenses
Riverbend	*22,194*	*38,183*	3,735 Higher Revenue	(12,255) Lower Expenses
Stone Arch Family	*32,108*	*322*	388 on Budget	32,174 Higher Expenses
Stone Arch Senior	*9,038*	*16,538*	(1,024) Lower Revvenue	(8,524) Lower Expenses
Multi-Family Properties				
Central Square Terrance	*132,037*	*155,619*	1,717 Higher Revenue	(21,865) Lower Expenses
Voucher Programs				
Section 8	*724*	*(38,846)*	(234,785) Lower Revenue	(195,214) Lower Expenses
Non-Elderly Disabled (NED)	*18*	*8,402*	(13,920) Lower Revenue	(22,304) Lower Expenses
Mainstream Vouchers	*(8)*	*3,349*	6,383 Higher Revenue	3,026 Higher Expenses
Non-Owned/Managed Properties				
Cottage Street	*790*	*127*	(2,629) Lower Revenue	(1,966) Lower Expenses
Ashbrook	*28,431*	*40,829*	3,189 Higher Revenue	(9,209) Lower Expenses
Emerald Street	*14,656*	*12,507*	(4,237) Lower Revenue	(2,088) Lower Expenses
Fairweather Lodge	*3,152*	*5,021*	3 On Budget	(1,866) Lower Expenses
TOTALS	585,507	897,693	180,620 Lower Revenue	(131,564) Lower Expenses

(a) excluding depreciation

Keene Housing

Cash Outlay - Year to Date - as of August 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**	**202,754**	(47,317)	0	(46,146)	0	159,378	(41,444)	(87,618)	**2,393,901**	139,607
Monadnock Affordable (MAHC)	**684,501**	**(8,661)**	(188,259)	0	(2,824)	0	(66,495)	(44,611)	5,499	**379,150**	(305,351)
Keene Affordable (KAHP)	**739,337**	**357,052**	(189,407)	(47,930)	(171,600)	0	(106,401)	(64,780)	0	**516,271**	(223,066)
Meadow Road	**49,917**	**36,983**	(20,223)	(2,098)	(9,419)	0	78,425	(95,236)	0	**38,349**	(11,568)
Roxbury St Shelter	**474**	**20,135**	(1,006)	0	(2,920)	0	(1,203)	3,102	35	**18,617**	18,143
Low Income Tax Credits (LIHTC)											
Brookbend East	*305,646*	*(32,882)*	(2,821)	(13,477)	0	50,000	(28,016)	(42,817)	0	**235,633**	(70,013)
Brookbend West	*122,320*	*21,333*	(71,364)	(7,085)	0	0	25,474	4,499	0	**95,177**	(27,143)
Evergreen Knoll	*46,014*	*58,929*	(27,282)	(2,597)	(7,768)	0	(7,345)	(11,956)	0	**47,995**	1,981
Riverbend	*38,236*	*38,183*	(12,693)	(9,602)	0	0	(6,007)	(4,777)	0	**43,340**	5,104
Stone Arch Family	*167,176*	*322*	53,433	7,736	(9,665)	(6,125)	(9,105)	6,063	0	**209,835**	42,659
Stone Arch Senior	*77,420*	*16,538*	(23,568)	(8,623)	(2,826)	(1,691)	(8,763)	(1,788)	0	**46,699**	(30,721)
Multi-Family Properties											
Central Square Terrance	*110,357*	*155,619*	(90,944)	(40,883)	0	0	(70,315)	35,352	0	**99,186**	(11,171)
Voucher Programs											
Section 8 - Moving to Work (MTW)	*260,416*	*(38,846)*	n/a	n/a	n/a	n/a	12,801	89,304	0	**323,675**	63,259
Non-Elderly Disabled (NED)	*20,331*	*8,402*	n/a	n/a	n/a	n/a	(57,287)	(482)	49,368	**20,332**	1
Mainstream Vouchers	*121,376*	*3,349*	n/a	n/a	n/a	n/a	(28,484)	(834)	25,969	**121,376**	0
Non-Owned/Managed Properties											
Cottage Street	*42*	*127*	0	(1,600)	0	1,857	1,644	(185)	143	**2,028**	1,986
Ash Brook	*11,955*	*40,829*	(16,434)	(5,605)	(1,955)	0	(19,954)	4,316	0	**13,152**	1,197
Emerald Street	*252*	*12,507*	1,715	20,589	(21,962)	0	2,476	(5,896)	0	**9,681**	9,429
Fairweather Lodge	*4,494*	*5,021*	0	(1,412)	0	0	1,525	647	0	**10,275**	5,781
TOTAL	5,014,558	897,693	(636,170)	(112,587)	(277,085)	44,041	(127,652)	(171,523)	(6,604)	4,624,671	(389,887)

(a) excluding depreciation

Keene Housing

Balance Sheet Summary - Assets - as of August 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)	**2,393,901**	**0**	**0**	**0**	**0**	**10,996,324**	**122,173**	**415,000**	**13,927,398**
Monadnock Affordable (MAHC)	**379,150**	**0**	**79,015**	**0**	**0**	**853,781**	**1,503,038**	**0**	**2,814,984**
Keene Affordable (KAHP)	**516,271**	**269,854**	**510,293**	**0**	**0**	**161,495**	**16,926,139**	**37,611**	**18,421,663**
Meadow Road	**(13,663)**	**31,156**	**51,963**	**0**	**0**	**15,375**	**731,083**	**0**	**815,914**
Roxbury St Shelter	**18,582**	**0**	**0**	**0**	**0**	**3,126**	**111,097**	**0**	**132,805**
Low Income Tax Credits (LIHTC)	**678,679**	**264,436**	**465,845**	**764,927**	**4,063**	**71,866**	**22,844,929**	**166,993**	**25,261,738**
Brookbend East	*235,633*	*42,797*	*61,834*	*262,385*	*0*	*19,515*	*6,345,358*	*73,767*	*7,041,289*
Brookbend West	*95,177*	*46,186*	*62,359*	*203,630*	*0*	*21,065*	*5,892,964*	*51,151*	*6,372,532*
Evergreen Knoll	*47,995*	*43,836*	*156,387*	*86,390*	*0*	*4,126*	*3,212,985*	*6,397*	*3,558,116*
Riverbend	*43,340*	*31,311*	*29,650*	*0*	*4,063*	*5,775*	*1,259,528*	*0*	*1,373,667*
Stone Arch Family	*209,835*	*46,201*	*52,302*	*89,846*	*0*	*16,601*	*2,872,731*	*13,372*	*3,300,888*
Stone Arch Senior	*46,699*	*54,105*	*103,313*	*122,676*	*0*	*4,784*	*3,261,363*	*22,306*	*3,615,246*
Multi-Family Properties	**99,186**	**132,684**	**125,899**	**0**	**16,411**	**10,497**	**1,548,383**	**41,454**	**1,974,514**
Central Square Terrance	*99,186*	*132,684*	*125,899*	*0*	*16,411*	*10,497*	*1,548,383*	*41,454*	*1,974,514*
Voucher Programs	**465,383**	**0**	**0**	**0**	**0**	**356,248**	**4,417**	**0**	**826,048**
Section 8 - Moving to Work	*323,675*	*0*	*0*	*0*	*0*	*340,069*	*4,417*	*0*	*668,161*
Non-Elderly Disabled (NED)	*20,332*	*0*	*0*	*0*	*0*	*9,538*	*0*	*0*	*29,870*
Mainstream Vouchers	*121,376*	*0*	*0*	*0*	*0*	*6,641*	*0*	*0*	*128,017*
Non-Owned/Managed Properties	**35,136**	**41,434**	**163,214**	**12,578**	**21,184**	**5,522**	**1,300,341**	**13,710**	**1,593,119**
Cottage Street	*2,028*	*2,413*	*8,247*	*12,578*	*10,087*	*1,964*	*429,683*	*7,500*	*474,500*
Ash Brook	*13,152*	*29,391*	*81,764*	*0*	*8,842*	*1,481*	*691,634*	*6,210*	*832,474*
Emerald Street	*9,681*	*9,630*	*61,266*	*0*	*2,255*	*1,382*	*150,008*	*0*	*234,222*
Fairweather Lodge	*10,275*	*0*	*11,937*	*0*	*0*	*695*	*29,016*	*0*	*51,923*
TOTALS	**4,572,624**	**739,564**	**1,396,229**	**777,505**	**41,658**	**12,474,234**	**45,091,600**	**674,768**	**65,768,182**

(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 August 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)	1,725	0	288,593	0	16,834	13,434,797	185,449	13,927,398
Monadnock Affordable (MAHC)	0	0	539,862	0	7,107	2,315,112	(47,097)	2,814,984
Keene Affordable (KAHP)	21,832	40,439	15,659,672	0	168,316	2,627,510	(96,106)	18,421,663
Meadow Road	1,049	90,477	352,341	0	40	359,878	12,128	815,913
Roxbury St Shelter	0	35,665	56,224	0	756	25,273	14,889	132,807
Low Income Tax Credits (LIHTC)	5,596	131,920	6,957,964	0	158,609	18,449,893	(442,236)	25,261,746
Brookbend East	*1,177*	*2,124*	*1,477,835*	*0*	*(9,409)*	*5,742,307*	*(172,740)*	*7,041,294*
Brookbend West	*1,185*	*2,006*	*1,822,637*	*0*	*29,448*	*4,614,587*	*(97,327)*	*6,372,536*
Evergreen Knoll	*1,778*	*0*	*1,832,427*	*0*	*35,478*	*1,722,919*	*(34,485)*	*3,558,117*
Riverbend	*858*	*127,790*	*617,950*	*0*	*46,953*	*580,925*	*(809)*	*1,373,667*
Stone Arch Family	*231*	*0*	*597,723*	*0*	*23,853*	*2,748,740*	*(69,660)*	*3,300,887*
Stone Arch Senior	*367*	*0*	*609,392*	*0*	*32,286*	*3,040,415*	*(67,215)*	*3,615,245*
Multi-Family Properties	604	82,136	3,103,517	878,593	61,786	(2,249,111)	96,989	1,974,514
Central Square Terrance	*604*	*82,136*	*3,103,517*	*878,593*	*61,786*	*(2,249,111)*	*96,989*	*1,974,514*
Voucher Programs	13,276	93,885	0	0	4,263	733,684	(27,762)	817,346
Section 8 - Moving to Work	*13,222*	*93,885*	*0*	*0*	*1,787*	*590,079*	*(39,513)*	*659,460*
Non-Elderly Disabled (NED)	*28*	*0*	*0*	*0*	*1,424*	*20,016*	*8,402*	*29,870*
Mainstream Vouchers	*26*	*0*	*0*	*0*	*1,052*	*123,589*	*3,349*	*128,016*
Non-Owned/Managed Properties	1,306	11,195	1,536,577	0	19,936	12,356	11,752	1,593,122
Cottage Street	*9*	*5,836*	*511,631*	*0*	*842*	*(36,014)*	*(7,803)*	*474,501*
Ash Brook	*945*	*3,460*	*833,813*	*0*	*13,069*	*(28,850)*	*10,037*	*832,474*
Emerald Street	*9*	*1,899*	*191,133*	*0*	*5,450*	*28,728*	*7,004*	*234,223*
Fairweather Lodge	*343*	*0*	*0*	*0*	*575*	*48,492*	*2,514*	*51,924*
TOTALS	45,388	485,717	28,494,750	878,593	437,647	35,709,392	(291,994)	65,759,493

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 8/15/15	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	1.25/1.35 PER GALLON	RENEWED 7/1/15	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

KEENE HOUSING KIDS COLLABORATIVE

Program Title **Total Youth Served**

	2014	2015
Kids on Campus	n/a	4
Cheshire Children's Museum Passes	n/a	150
Reading Well	434	275
Imagination Library	n/a	24
ABC Mouse	n/a	22
Head Start Pre-school	n/a	1
Project KEEP Franklin	n/a	6
Project KEEP Fuller	n/a	5
ACES Swanzey	n/a	4

MoCo Arts Programming 2015 **Total Youth Served**

	2014	2015
Spring Classes	n/a	5
February Vacation Camp	2	3
April Vacation Camp	3	6
Summer Camp	n/a	13
Summer Classes	n/a	2
Fall Classes	5	7
Fall KHKC Clubhouse	8	n/a
Spring KHKC Clubhouse	9	n/a

Rec Center Programming 2015 **Total Youth Served**

	2014	2015
Basketball	8	n/a
Volleyball	1	n/a
Archery	2	n/a
Toddler Play Group	1	n/a
Pool Passes	11	59
Flag Football	n/a	1
Soccer	4	4

YMCA Programming 2015 **Total Youth Served**

	2014	2015
Spring Swimming	n/a	3
Fall Swimming	3	8
Gymnastics	n/a	5
Tumbling	n/a	1
Ninja Challenge	n/a	4
Sports Sampler	n/a	2
Fencing	n/a	1

KIDS COLLABORATIVE

Providing Youth with Opportunities to play, participate, and contribute.

September 2015 Newsletter

BACK TO SCHOOL ICE CREAM SOCIAL

Come meet the staff of KHKC at the ice-cream social. Liz, Anna, and Zach will be onsite from 3-6pm for a meet and greet, helping parents complete school forms, and serving ice-cream! FREE books, too! We can't wait to meet all the families we serve and tell you about all the amazing opportunities we have in store for the kids this year!
September 8th Forest View Ice Cream Social **September 9th North and Gilsum** Ice Cream Social.

TENNIS LESSONS

Interested in learning the game of Tennis? Professional Tennis Coach Bill Hay has volunteered his Tuesday afternoons to turn beginners into winners! Both Clubhouses are invited to join us at the Wheelock Tennis Courts Tuesday, September 15th, 22rd, 29th from 4-5pm. Transportation will be provided for both groups. Forest View kids will be dropped off at 3:30 with Zac, North and Gilsum kids should be at the FAC at 3:45 ready to go. All equipment is provided by Bill, but please come prepared in active gear and sneakers.

FIELD TRIP TO ALYSON'S ORCHARD

It's that time of year again! Join us Thursday, September 10th and Friday, September 11th for our annual trip to Alyson's Orchard. Each child will pick a bag of apples to bring home and will enjoy a wagon ride provided by farmer Max.

"Teachers open the door, but you must enter by yourself"

--Chinese Proverb

ART LESSONS

Sage Wentzell will be returning to the Clubhouses this year. Sage will walk the kids step-by-step through a creative art project once a month. Join us on Wednesday, September 16th FV and Thursday, September 17th N/G for a fun fall craft.

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.)

FAMILY BEFIT

A wellness program for the whole family! Healthy Eating tips, kid-friendly recipes, fun family exercises, giveaways, and more. The program starts September 30th, 6-7pm, and will be held at Forest View Family Activity Center, 5 Harmony Lane, Keene, NH. To register contact Anna Crosby at 603-352-0109 or acrosby@keenekidscollaborative.org.

CHESHIRE CHILDREN'S MUSEUM

Have you been to the Cheshire Children's Museum yet? KHKC provides FREE passes to all Keene Housing families! The Clubhouse kids will get to explore the museum on September 23rd and 24th. Parents interested in visiting should stop in at 5 Harmony Lane to pick up passes.

Contact Us

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

IMPORTANT NOTICE

Last month we announced we would be changing the N/G Clubhouse schedule. Due to use of the FAC on Mondays, THE SCHEDULE WILL REMAIN UNCHANGED. Clubhouse will be held Wednesdays and Fridays at North and Gilsum Family Activity Center from 3-6pm. Thank You!

KEENE HOUSING KIDS COLLABORATIVE

5 Harmony Lane
Keene, NH 03431

Heard it Through the GRAPEVINE

FALL 2015

POINTS OF INTEREST

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Protect Your Identity 3
Medicare Open Enrollment 3
Farm to Family Buying Club 4
Meet Finn 4
Development Grants & Rent Credits 4
School Bus Safety 5

FUN FACT

Fifty percent of kids prefer to receive chocolate candy for Halloween.

Keene Housing

EXECUTIVE DIRECTOR'S CORNER

It's hard to believe that summer is ending, the kids are back to school and the leaves will be changing soon. With fall on its way I am very happy to report that the modernization projects currently underway at so many of our properties, your homes, are on schedule, with most wrapping-up before the leaves have fallen.

We have repaving and asphalt repair projects happening at Stone Arch Village, Forest View, North and Gilsum, Ash Brook and Water Street. The patio, fencing, storage shed and door overhang work at North and Gilsum, our largest construction project of the year, is going very well, with no major hiccups yet (knock on wood). Both Harper Acres and Meadow Road will be seeing some landscape improvements with the planting of new trees, and thanks to contributions from the City of Keene and our friends at Southwestern Community Services, we are making long-overdue life and safety improvements to our shelter for homeless families.

I would like to thank all of the residents who came out to meet with us as when we first began planning these projects. Resident input, especially when it comes to landscape design, is incredibly helpful. I would also like to thank the folks at Forest View and North and Gilsum, in particular, for being so cooperative with the contractors. Your cooperation is a big part of why these projects are moving ahead as smoothly as they are.

North & Gilsum Construction

As this issue of the Grapevine goes to press, we're in the middle of our annual Listening Tour. The Listening Tour gives residents a chance to hear more about everything we've accomplished so far this year and to hear about, and comment on, our plans for 2016. We really look

Continued on last page

AED INFORMATION

An automated external defibrillator (AED) is a portable electronic device that automatically diagnoses the life-threatening cardiac rhythms of ventricular fibrillation (V-fib) and ventricular tachycardia (V-tach), and is able to treat them through the application of electrical therapy — a shock — which stops the arrhythmia, thus allowing the heart to reestablish an effective rhythm.

An AED is "automatic" because of the unit's ability to analyze the patient's condition. "External" refers to the fact that the operator applies the electrode pads to the patient's bare chest.

When turned on, the AED will instruct the user to apply the electrodes (pads) to the patient's bare chest. Once the pads are attached, everyone should avoid touching the patient to avoid false readings by the unit. The pads allow the AED to examine the electrical output from the heart and determine if the patient has a shockable rhythm-either VFIB or VTACH. If the device determines that a shock is warranted, it will use the battery to charge its internal capacitor to deliver a shock. The system is quite safe as it will only charge when required. When charged, the unit instructs the user to ensure that no one is touching the patient and then to press a button to deliver the shock. After the shock is delivered, most devises will analyze the patient and instruct CPR to be given.

Typically, an AED kit will contain a face mask for providing a barrier between the patient and first aider during rescue breathing, a pair of gloves, a pair of shears for cutting through patient's clothing to expose the chest, a small towel for wiping away any moisture on the chest, and a razor for shaving those with very hairy chests.

AED's are located in public areas where large groups of people gather, regardless of age or activity. All AEDs approved for use in the United States use an electronic voice to prompt users through each step. Because the user of an AED may be hearing impaired, many AEDs now include visual prompts as well. Most units are designed for use by non-medical operators, training is minimal and not required in order for effective use of the device.

Keene Housing has AEDs in the following locations: the lobby of the office on Court Street; the lobby at Central Square Terrace; at Harper Acres in the 105 Castle Street Building; and at the office at Brookbend East/West Apartments on Meadow Road.

VOTER REGISTRATION

It is easy to register to vote. In New Hampshire here is what you do:

You can apply to your town or city clerk's office. You need to fill out a standard voter registration form.

NH residents can also register to vote at the polling place on election day.

No matter when or where you register to vote, you will need to fill out a standard voter registration form, and you will be asked to show proof of identity, age, citizenship, and where you live. For most people a driver's license or state issued photo ID will do the trick. These qualifications may be established by signing affidavit(s) if you don't have documentation.

PROTECT YOUR IDENTITY

It seems we hear or read daily about hackers accessing our confidential financial information. Frequently seniors are the unfortunate victims of financial scams. The following tips can help you and your family avoid scammers and the financial destruction they can cause.

Beware of Telephone and Internet scams:

- "You've been specially selected for..."
- "Free bonus if you purchase..."
- "You've WON!..."
- "Low risk, high return investment..."
- "You must decide NOW..."
- "FREE trial offer..."
- "This Charity needs your help..."

Protect Yourself:

- NEVER give out any personal information over the phone
- Review all statements, bank, credit card, healthcare – for accuracy
- SHRED all documents with any personal information before discarding
- Don't carry your Medicare or Social Security card in your wallet
- NEVER give your personal information or numbers to someone you don't know
- If it sounds too good to be true – it likely is!
- Don't let someone pressure you into making a decision. Do your research, and sleep on it

For more information about the services Keene Housing offers or local resources, give Laura or Kelly, our RSR Dream Team Coordinators, a call at 352-6161 or email at info@keenehousing.org!

MEDICARE OPEN ENROLLMENT

Mark your Calendar! October 15, 2015 is the date Medicare Open Enrollment begins. If you are on Medicare this is the time when you can make changes in your health and prescription drug plans. If you do nothing, your current plan will stay the same in 2016. The open enrollment period runs through December 7th.

You can find information on Medicare plans by calling 1-800-633-4227, 24 hours a day even on weekends. On a computer you can try medicare.gov and locally, call Kim Lauer at ServiceLink at 357-1922.

About Us

It's all about the kids!

Keene Housing Kids Collaborative is a new non-profit whose mission is to help kids bridge the opportunity divide.

We are partnering with lots of community organizations to provide free or low cost access to enrichment opportunities to kids living in affordable housing owned or managed by Keene Housing, including Housing Choice voucher holders.

We hope you'll find something on our list that your children will enjoy. Give us a call at **352-0109 or email Anna at acrosby@keenekidscollaborative.org**.

We have new things happening all the time! Call or email to get on our contact list so we can let you know about new programs as they become available.

Keene Housing Kids Collaborative

Free Out of School Time Activities

We have partnerships with local community organizations to provide FREE or discounted rates for youth programming. For this fall, Keene Housing youth can join any program offered through the Keene Parks and Recreation center for **FREE**. Take any class at the YMCA for **FREE**, and participate in any MoCo Arts classes with an **80% discount.**

Additional Free Programs

- Dolly Parton's Imagination Library
- Reading Wells
- Passes to Cheshire Children's Museum
- Tickets to Redfern Theater
- Project KEEP and ACES afterschool programs
- Head Start pre-school

Contact

Anna Crosby
Youth Services Administrator
603-352-0109
acrosby@keenekidscollaborative.org

READY! for Kindergarten

A FREE program for Keene School District Parents/Caregivers of children ages Birth to Five

You receive

- **Toys, books, puzzles, games & information on purposeful play**
- **Important information about how children grow and learn**

Monday evenings @ Jonathan Daniels School, 227 Maple Ave., Keene from 6-7:30pm

(1st time participants will have Orientation at 5:45)

	FALL	WINTER	SPRING
For Parents of **4-5** year olds	9/21	12/7	3/7
For Parents of **3-4** year olds	9/28	12/14	3/14
For Parents of **2-3** year olds	10/5	1/11	3/28
For Parents of **1-2** year olds	10/19	2/1	4/4
For Parents of **0-1** year olds	10/26	2/8	4/11

We regret that we cannot provide child care; this is a class for **adults only**.

REGISTER TODAY BY DETACHING & RETURNING THE REGISTRATION FORM BELOW TO 171 WEST STREET KEENE, NH 03431, BY FAX TO (603) 357-9070 OR BY EMAIL TO KEENEREADY@GMAIL.COM. CONFIRMATION OF REGISTRATION WILL BE MADE BY PHONE/EMAIL FOR EACH SESSION.

NAME OF ATTENDEE (S): _____

RELATIONSHIP TO CHILD:

_____

PHONE #:_____ **EMAIL:**_____

STREET ADDRESS:

_____

(CHILD MUST LIVE WITHIN KEENE/SURRY; PLEASE INDICATE IF THIS IS KEENE HOUSING AS WE HAVE A COOPERATIVE RELATIONSHIP WITH THEM.) _____ **YES** _____ **NO**

NAME & DATE OF BIRTH OF CHILD:

_____

HAVE YOU PREVIOUSLY PARTICIPATED IN READY!?_____

FARM TO FAMILY BUYING CLUB

What a great growing season it's been for our local farmers and a great season for Keene Housing to partner with Monadnock Menus to bring the Farm to Family (F2F) Buying Club to Keene Housing families. The F2F Buying Club brings families and farmers together by providing the option to order fresh, local produce and have it delivered to the Forest View Family Activity Center ready for pick up. Joining the Buying Club is free & families with EBT benefits can use Market Match to maximize their purchase power! KH can help with registration and ordering. Give Dee Pratt a call at 352-6161 or email at dpratt@keenehousing.org to learn more.

DEVELOPMENT GRANTS & RENT CREDITS

Summer seems to be hanging in there making it difficult for kiddos to change gears from pool time to school time! Adults in the Resident Self-Reliance (RSR) program wanting to return to school may be trying to figure out how to finance their education goals. KH's Development Grant/Rent Credit program (DGRC) may be just what you need to get over the financial hump and get you on your way!

Over 60 RSR families have used the DGRC program to help them make their education and employment dreams become reality. Our Resident Services Coordinators help map out a plan using the DGRC program to help YOU realize YOUR goals! Call Kelly or Laura at 352-6161 or email info@keenehousing.org to get started with a plan today.

MEET FINN

Meet Finn, because who doesn't love puppies? Kim O, Senior Staff Accountant, has been working hard this week taking extra good care of Finn. Staff have taken turns bottle feeding and giving lots of TLC to this little love.

SCHOOL BUS SAFETY

As summer draws to a close, back-to-school season is upon us. Remember to safely share the roads with school buses, pedestrians and bicyclists, and provide children with the necessary knowledge to stay safe at school.

Whether children walk, ride their bicycle or take the bus to school, it is extremely important that they - and the motorists around them - take proper safety precautions

While school buses are, by far, the safest way for students to travel, children need to do their part to stay alert and aware of their surroundings to prevent injury. Keene Housing urges parents to teach their children the following safety rules for getting on and off the bus, and for exercising good behavior while riding.

Getting on the Bus:

- When waiting for the bus, stay away from traffic and avoid roughhousing or other behavior that can lead to carelessness
- Do not stray onto the street, alleys or private property
- Line up away from the street or road as the bus approaches
- Wait until the bus has stopped and the door opens before approaching the bus
- Use the handrail when boarding
- Behavior on the Bus:
- Don't speak loudly or make loud noises that could distract the driver
- Stay in your seat
- Don't put your head, arms or hands out the window
- Keep aisles clear of books and bags
- Get your belongings together before reaching your stop
- Wait for the bus to stop completely before getting up from your seat

Getting Off the Bus:

- Use the handrail when exiting
- If you have to cross in front of the bus, first walk at least 10 feet ahead until you can see the driver
- Make sure the driver can see you
- Wait for a signal from the driver before crossing
- When the driver signals, look left, right, then left again.
- Do not cross the center line of the road until the driver signals it is safe
- Stay away from the rear wheels of the bus at all times

EXECUTIVE DIRECTOR'S CORNER (CONT.)

Continued from cover

forward to the Tour each year, and we hope to see many of you come out. We won't know what we're doing well and what you'd like to see us improve unless you tell us.

The Listening Tours are not the only way, however, that you can keep in touch with us and stay informed about what's going on at Keene Housing and the Kids Collaborative. Our website, www.keenehousing.org is always up to date, but the easiest way to see what's going on, and to let us know what you think, is on the Keene Housing Facebook page.

As the Listening Tours wind down at the end of this month we'll be putting the final touches on our planning for 2016. I can't say too much yet, but I think its fair to say that the improvements at the properties and the expanded opportunities for residents to take part in community activities will continue. Look out for the next edition of the Grapevine for details.

THANK YOU FOR A GREAT TIME AT THIS YEAR'S ANNUAL BBQS!

Keene Housing

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

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 KHKC - Riverbend Back to School Paperwork Help Desk & Ice Cream Social	4	5
6	7 Office Closed Labor Day	8 KHKC - Forest View Back to School Paperwork Help Desk & Ice Cream Social	9 Listening Tour 12:00 pm at CST and 5:00 pm at Forest View	10 KHKC - Apple Picking Alyson's Orchard	11	12
13	14	15 KHKC Tennis Lessons with Bill Hay	16 KHKC Art Lessons with Sage Wentzel	17 Listening Tour 5:00 pm North & Gilsum	18 NHHFA Management Review - Evergreen Knoll	19
20	21	22 KHKC Tennis Lessons with Bill Hay	23 Board of Commissioners Meeting	24 KHKC Children's Museum	25	26
27	28	29 KHKC Tennis Lessons with Bill Hay	30			

Keene Housing

OCTOBER 2015

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12 Office Closed Columbus Day	13	14 Board of Commissioners Meeting	15	16	17
18	19	20	21	22	23	24
25	26	27	28 KHKC Halloween Party	29 KHKC Halloween Party	30	31

Keene Housing