Keene Housing

Keene Housing
Board of Commissioners Meeting
February 17, 2016

Keene Housing Kids Collaborative
Reading Well Program

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

Keene Housing

Board of Commissioners Meeting
Wednesday, February 17, 2016
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Keene Housing

BOARD OF COMMISSIONERS MEETING
WEDNESDAY, FEBRUARY 17, 2016
12:00 P.M.
HARPER ACRES MILL BUILDING
168 CASTLE STREET, KEENE, NH

AGENDA

I. Call to Order

II. Roll Call

III. Approval of the January 20, 2016 Keene Housing Board Meeting Minutes

IV. Executive Director's Report

V. Management Report

VI. Finance Report

VII. Old Business

VIII. New Business

a. Approval of Project M.A.R.C.H. (Monadnock Area Resources Curing Homelessness) (Resolution No. 544)

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, January 20, 2016

Chairperson Robator called the Keene Housing Board of Commissioners meeting to order at 12:02 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
- Pam Slack, Commissioner
- Jennifer Marsh, Commissioner

Also in attendance:
- Joshua Meehan, Secretary
- Amy Wright, Director of Administration
- Linda Griffin, Director of Finance
- Carolyn Crane, Director of Housing
- April Buzby, Planning and Policy Analyst

MINUTES:

Chairperson Robator called for approval of the December 16, 2015 Board of Commissioners meeting minutes. Commissioner Slack made a motion to approve the minutes. Commissioner Mack seconded the motion, which upon being put to vote, the minutes passed unanimously.

EXECUTIVE DIRECTOR'S REPORT:

Secretary Meehan announced the Fiscal Year 2016 Omnibus Spending Bill was signed which included language to extend current Moving to Work (MTW) agreements until the end of Fiscal Year 2028. Keene Housing is waiting for its new MTW agreement and has been told it includes only statutory updates.

Keene Housing is actively recruiting a Resident Service Coordinator (RSC) who will coordinate with local service providers and resources to enhance the social, emotional and physical well-being of Keene Housing's elderly and disabled residents. The job opportunity was first posted during the holiday season and we did not receive a good response. The job opening was reposted and we received several qualified applicants. Interviews are being scheduled in the next few weeks.

Secretary Meehan announced Keene Housing and Monadnock Affordable Housing Corp. (MAHC) now are the sole owners of Riverbend. Linda Mangones, Community Development Block Grant (CDBG) Administrator, is submitting a CDBG application for the Riverbend rehabilitation project today.

Keene Housing has not received a response from Rural Development regarding approval of the Tenant Selection Occupancy Plan (TSOP). Secretary Meehan is planning to contact the Regional Director this week.

Keene Housing received a 50% energy rebate from Eversource for the retrofit of Harper Acres, Central Square Terrace and Bennett Block. Harper Acres exceeded the rebate program's maximum annual allotment and Eversource agreed to make Harper Acres a two year project. The cost savings will allow Keene Housing to apply for the energy rebate at Riverbend.

Secretary Meehan invited Ms. Buzby to distribute the Fiscal Year 2015 Annual Report. Ms. Buzby stated an Annual Report will be mailed to everyone on the Thank You list on the back of the report.

MANGEMENT REPORT:

Chairperson Robator inquired about the monthly vacancy grades of Evergreen Knoll and Forest View. Ms. Crane stated both properties have 3 bedroom units which are hard to lease due to family demographics.

FINANCE REPORT:

The December Finance Report will be presented at the February Board meeting.

OLD BUSINESS:

No topics were presented.

NEW BUSINESS:

Keene Housing Kids Collaborative (KHKC) Update

Liz Chipman, KHKC Executive Director, stated the KHKC Board of Directors has made substantial progress in strategic planning and adopted an organizational mission and vision. The mission is "Building the foundation for successful adulthood". The vision is "Every work able person who lives in Keene Housing as a child will become an economically independent adult". The Board identified the following benchmark goals for ages 0-5:

- All children residing in Keene Housing will enter kindergarten with acceptable pre-reading skills.
- All children residing in Keene Housing will enter kindergarten with acceptable math skills.
- All children residing in Keene Housing will enter kindergarten with behavior that is generally school appropriate.

Cathy Turrentine, Director of Institutional Research and Assessment at Keene State College volunteered to help KHKC develop a survey to measure participant progress toward reaching these benchmarks. She will facilitate two parent/child focus groups in the next couple of weeks to gather feedback that will be used to develop survey questions and measures to administer to all parents of children who are participating in KHKC activities.

Ms. Chipman announced new partnerships with Keene ICE and Miracles in Motion. In addition, the Child Development Center (CDC) daycare and preschool on the Keene State College campus offered two slots specifically for Keene Housing kids for the fall semester of 2016. This is exciting news, as the CDC is a highly regarded program with a substantial waiting list. One of the KHKC's strategic goals is to have all of Keene Housing's 4 year old children (approximately 32) enrolled in a quality preschool program by fall 2016. This means partnering with several preschool programs in the community, as no single facility has the capacity to take 32 children in addition to those they may already have enrolled.

Resolution No. 543 – Approval to Revise the Tenant Selection Occupancy Plan (TSOP)

The Keene Housing Board of Commissioners approves adoption of the revision to the Tenant

Selection and Occupancy Policy concerning the Informal Hearing on adverse decisions pursuant to the January 4, 2016 memorandum from Carolyn Crane, Director of Housing to Joshua R. Meehan, Executive Director. Commissioner Slack moved the motion to approve the resolution. Commissioner Mack seconded the motion, which upon being put to vote, was passed unanimously.

PUBLIC COMMENT:

No members of the public were in attendance.

NON-PUBLIC SESSION:

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

Commissioner Slack 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 12:37 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

1/28/2016
Date

Keene Housing

Resolution No. 544

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item: Approval of Project M.A.R.C.H. (Monadnock Area Resources Curing Homelessness)

2. Date of Board Meeting: February 17, 2016

3. Proposed Board Resolution:

That the Keene Housing Board of Commissioners authorizes the Executive Director to submit to the U.S. Department of Housing and Urban Development an amendment to the Keene Housing Fiscal Year 2016 Moving to Work Annual Plan requesting approval of Project MARCH pursuant to the February 12, 2016 Memorandum from Denise Pratt, Director of Programs & Services 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: _____

6. Statement of availability of funds by Director of Finance

Funds Budgeted and Available Yes ☒ No ☐ Source _____

Account #_____

Director of Finance Approval Signature _____ Date: 2/12/2016

7. Executive Director Approval Signature _____ Date: 2/12/16

Keene Housing

MEMORANDUM

To: Joshua R. Meehan, Executive Director
From: Denise Pratt, Director of Programs and Services (JW) for D.P.
Subject: Approval of Project M.A.R.C.H.
Date: February 12, 2016

This memorandum recommends that the Board of Commissioners authorize the Executive Director to submit an amendment to the Fiscal Year 2016 Moving to Work Annual Plan to permit Keene Housing to launch, in collaboration with Southwestern Community Services, Project MARCH (Monadnock Area Resources Curing Homelessness).

BACKGROUND

In recent years state and federal officials have turned their attention to ending homelessness, with an initial focus on ending veterans' homelessness. On October 22, 2015 Keene Housing received a letter from Governor Hassan urging us to create a waitlist preference for homeless veterans. Adding a preference is the only option most housing authorities can consider when prioritizing the housing needs of one group over another. Unfortunately, adding or reprioritizing preferences only nudges us towards our desired outcome; even a household with a preference may wait months or even years for an affordable unit or voucher. Fortunately, our participation in HUD's Moving to Work (MTW) deregulation demonstration allows us to approach our work differently, taking local circumstances, barriers and opportunities into account. So, instead of creating a homeless veterans' or homeless priority we are creating a new program, Project MARCH, that is designed to, in relatively short order, functionally end veteran homelessness in the Monadnock region.

PROGRAM DESCRIPTION

Project MARCH will build off, and expand upon, the successes we've realized through our Transitional Housing Assistance Subsidy Program (THASP). Whereas THASP subsidies are tied to specific shelters — essentially project basing shelter beds — Project MARCH will use a Housing First model that provides partner agencies fixed subsidies to secure and maintain private market housing for their homeless clients. The first Project MARCH Partner will be Southwestern Community Services (SCS). SCS is our region's Community Action Agency, and our largest THASP partner.

KH is pledging up to twenty (20) Project MARCH subsidies to SCS in 2016. Each subsidy will provide $500.00 per month for a total annual cost to KH not to exceed $120,000. This commitment expands affordable housing options in the community and provides options beyond the shelters for those who may otherwise find it difficult to secure permanent, affordable housing.

Project MARCH outreach will initially focus on the region's homeless veteran population, and veterans will receive a preference for Project MARCH subsidies throughout the program's life, or until every homeless vet in the Monadnock Region is housed. Every household who receives housing through Project MARCH will also receive two months of intensive supportive services from SCS. SCS has pledged to continue working with households who request their assistance after two months.

As with THASP, Project MARCH partners are responsible for initial and ongoing certification of participant eligibility. Units leased through Project MARCH will be subject to KH's Housing Quality Standards (HQS) protocols, all participants must otherwise be statutorily eligible for assistance, and in no case can a Project MARCH participants' rent burden exceed 45% of monthly income.

PUBLIC COMMENT

As required by our MTW Agreement, a public comment period to solicit community feedback on the proposed initiative was held from December 15, 2015 through January 15, 2016. During the comment period we received letters of support from Senator Kelly Ayotte, Congresswoman Ann McLane Kuster, NH Bureau of Homelessness and Housing Services Administrator Maureen Ryan and Laurie Tyler, SCS's Director of Housing Stabilization Services. Senator Jeanne Shaheen is sending a letter of support for our Plan amendment directly to HUD Secretary Castro this Monday (February 22nd). Copies of the letters of support are attached to this memorandum.

In closing, we believe that Project MARCH is the natural next step in our effort to end homelessness in our community. Like THASP, Project MARCH combines KH's ability to develop locally responsive housing programs with SCS's experience housing and providing supportive services to homeless individuals and families. We are especially proud to be focusing this activity on homeless veterans. It is only right that we make sure that those who served us so well are in turn equally well served by us.

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 submit to the U.S. Department of Housing and Urban Development an amendment to the Keene Housing Fiscal Year 2016 Moving to Work Annual Plan requesting approval of Project MARCH pursuant to the February 12, 2016 Memorandum from Denise Pratt, Director of Programs & Services to Joshua R. Meehan, Executive Director.

JEANNE SHAHEEN
NEW HAMPSHIRE

SUITE SH-520
HART BUILDING
WASHINGTON, DC 20510
(202) 224-2841

United States Senate

WASHINGTON, DC 20510

February 10, 2016

The Honorable Julian Castro
Secretary
United States Department of Housing and Urban Development
451 Seventh Street, SW
Washington, DC 20410

Dear Secretary Castro:

I write today to express my support for Keene Housing's amended Moving to Work (MTW) Plan which includes the new Project MARCH program. This program would create a new path to end veteran homelessness in the Monadnock region, and provide a new opportunity for families in the area to find permanent, private market housing.

Keene Housing in New Hampshire has become a proven leader in MTW agencies across the country. Its innovative and effective programs have dramatically improved the lives of its clients and put them on a path to healthy, safe and successful lives. Southwestern Community Services, an equally respected institution, is a natural partner for the Project MARCH program and will ensure that clients are granted a complete range of intensive support services along with the affordable housing opportunities provided through Keene Housing. I am pleased to see that veterans will be given preference for this program and look forward to hearing that veteran homelessness has been eradicated in the region through this program's efforts.

I am confident that Keene Housing and Southwestern Community Services will be successful stewards of the new Project MARCH initiative and support Keene Housing's amended MTW Plan. Thank you for your attention to this matter. Should you have any questions, please do not hesitate to contact Emily Cashman in my office at (603) 647-7500.

Sincerely,

Jeanne Shaheen

Jeanne Shaheen
United States Senator

KELLY A. AYOTTE
NEW HAMPSHIRE

COMMITTEES:
ARMED SERVICES
COMMERCE
HOMELAND SECURITY & GOVERNMENTAL AFFAIRS
BUDGET
SMALL BUSINESS

United States Senate
WASHINGTON, DC 20510
(202) 224-3324

144 RUSSELL BUILDING
WASHINGTON, DC 20510

1200 ELM STREET, SUITE 2
MANCHESTER, NH 03101

144 MAIN STREET
NASHUA, NH 03060

14 MANCHESTER SQUARE, SUITE 140
PORTSMOUTH, NH 03801

19 PLEASANT STREET, SUITE 13B
BERLIN, NH 03570

December 16, 2015

Ms. April Buzby
Planning & Policy Analyst
Keene Housing Authority
831 Court Street
Keene, NH 03431

Dear Ms. Buzby:

I write to express support for Keene Housing's request to amend their Fiscal Year 2015 Moving to Work (MTW) Annual Plan to include Project MARCH.

Since 2000, Keene Housing has used the local flexibility of the MTW program to find innovative ways to address homelessness in the Monadnock Region. Based on the success of Keene Housing's Transitional Housing Assistance Subsidy Program, Project MARCH will focus on finding transitional housing and supportive services for the region's homeless veteran population.

By partnering with Southwestern Community Services, Project MARCH will allow homeless veterans to benefit from Keene's ability to develop locally responsive programs as well as Southwestern Community Services' experience in providing housing and supportive services to homeless individuals and families.

Through Project MARCH, Keene Housing will pledge up to twenty (20) subsidies in 2016 to help veterans transition into permanent housing.

Homelessness among veterans is a serious issue, and we must ensure that all of America's veterans receive the support and care that they have earned through years of service to our nation.

Thank you for considering and communicating my comments to the U.S. Department of Housing and Urban Development.

Sincerely,

Kelly A. Ayotte

Kelly A. Ayotte
U.S. Senator

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ANN McLANE KUSTER
SECOND DISTRICT, NEW HAMPSHIRE

WWW.KUSTER.HOUSE.GOV

COMMITTEE ON VETERANS' AFFAIRS
RANKING MEMBER:
SUBCOMMITTEE ON OVERSIGHT & INVESTIGATIONS
SUBCOMMITTEE ON HEALTH

COMMITTEE ON AGRICULTURE
SUBCOMMITTEE ON CONSERVATION & FORESTRY
SUBCOMMITTEE ON BIOTECHNOLOGY, HORTICULTURE, AND RESEARCH

Congress of the United States
House of Representatives

WASHINGTON OFFICE:
137 CANNON HOUSE OFFICE BUILDING
WASHINGTON, DC 20515-2902
P: (202) 225-5206

CONCORD OFFICE:
18 NORTH MAIN STREET, 4TH FLOOR
CONCORD, NH 03301
P: (603) 226-1002

NASHUA OFFICE:
70 EAST PEARL STREET
NASHUA, NH 03060
P: (603) 595-2006

NORTH COUNTRY OFFICE:
107 GLESSNER ROAD
BETHLEHEM, NH 03574
P: (603) 444-7700

December 17, 2015

Joshua Meehan
Executive Director
Keene Housing
831 Court Street
Keene, NH 03431

Dear Mr. Meehan,

I write today to express my full support for Keene Housing, Project MARCH, a Moving to Work program intended to further address and eliminate homelessness in the Monadnock Region of Southwestern New Hampshire.

Building off the successes of Keene Housing's other Moving to Work programs, Project MARCH will employ a Housing First model that provides partner agencies fixed subsidies to secure and maintain affordable housing for their homeless clients. Keene Housing has already enlisted Southwestern Community Services (SCS), the Monadnock Region's Community Action Agency, as a partner, and has committed to providing up to twenty Project March subsidies in 2016 to SCS clients, including local veterans and their families.

Under Project MARCH, veterans will receive preference for the housing subsidies. As a member of the House Veterans' Affairs Committee, I find it unacceptable that those who sacrifice so much to keep us safe must fight for housing once they return home. This program will go far to meet the commitment of the U.S. Department of Veterans Affairs, as well as the State of New Hampshire, to end veteran homelessness in the Granite State.

In addition to housing subsidies, veterans and all clients of Project MARCH will receive a minimum of two months of workforce training and other support services, provided by SCS, to help them secure and maintain employment.

In short, Project MARCH combines the resources of Keene Housing, which develops locally responsive housing programs, with SCS' vital support services to ensure that all members of the Keene community can access secure housing, support their families, and contribute to the local economy.

I stand in full support of Project MARCH, and I am ready to assist Keene Housing in any way as it strives to bring an end to homelessness in the Monadnock Region, in the Granite State and throughout our country.

I look forward to our continued work together.

Sincerely,

Ann McLane Kuster

Ann McLane Kuster
Member of Congress

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF HUMAN SERVICES
BUREAU OF HOMELESS AND HOUSING SERVICES

Nicholas A. Toumpas
Commissioner

Mary Ann Cooney
Associate
Commissioner

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-9196 1-800-852-3345 Ext. 9196
Fax: 603-271-5139 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

January 4, 2016

Joshua Meehan, Executive Director
Keene Housing
831 Court Street
Keene, NH 03431

Dear Mr. Meehan:

I am writing in support of the Keene Housing DRAFT Amended Moving to Work (MTW) Annual Plan for Fiscal Year 2015. Specifically, the Department of Health and Human Services, Bureau of Homeless and Housing Services, is in support of Project Monadnock Area Resources Curing Homelessness (M.A.R.C.H), a new initiative to help homeless veterans and non-veteran individuals and families move out of situations of homelessness.

This partnership with Southwestern Community Services, which will provide subsidies to support 20 units of affordable permanent housing for persons experiencing homelessness, is an innovative opportunity to address homelessness in the Monadnock region. We applaud the inclusion of two months of support services, with additional housing/tenancy support services available to households as needed/requested by the household, to assist in maintaining housing stability.

New Hampshire's limited availability of housing for low and very low income households is a primary barrier in efforts to reduce homelessness in the state. We are pleased to support this initiative to expand the number of units available specifically for persons experiencing homelessness, in particular veterans, who often have multiple barriers preventing them from accessing safe affordable housing.

If I can be of further assistance, please do not hesitate to contact me at 271-9197, or at Maureen.u.ryan@dhhs.state.nh.us.

Sincerely,

Maureen Ryan, Administrator
Bureau of Homeless and Housing Services

MUR:mry

Southwestern Community Services

Over 45 years of people helping people in Cheshire and Sullivan counties

January 7, 2016

Ms. April Buzby
Keene Housing
831 Court Street
Keene, NH 03431

Dear Ms. Buzby,

I am writing this letter to express full support for Project MARCH (Monadnock Area Resources Curing Homelessness). This program, using a Housing First model, will partner with Southwestern Community Services (SCS), to provide and administer 20 housing vouchers to permanently house 20 Homeless Veteran and/or Chronically Homeless households.

As Director of Housing Stabilization Services for SCS, having the resources and ability to permanently house 20 Homeless Veteran and/or Chronically Homeless households will bring our region well on the way to Functional Zero status. This means that for every Homeless Veteran or Chronically Homeless household, we will have the means to permanently housing

SCS truly appreciates our partnership with Keene Housing and their ability to be creative with resources in helping us resolve homeless issues. We are very much looking forward to the startup of this exciting and valuable project.

Sincerely,

Laurie Tyler

Laurie Tyler
Director of Housing Stabilization Services

63 Community Way
PO Box 603
Keene, NH 03431-0603
Phone: (603) 352-7512
Fax: (603) 352-3618

United Way
Call Toll Free: (800) 529-0005
TTY-NH: (800) 735-2964

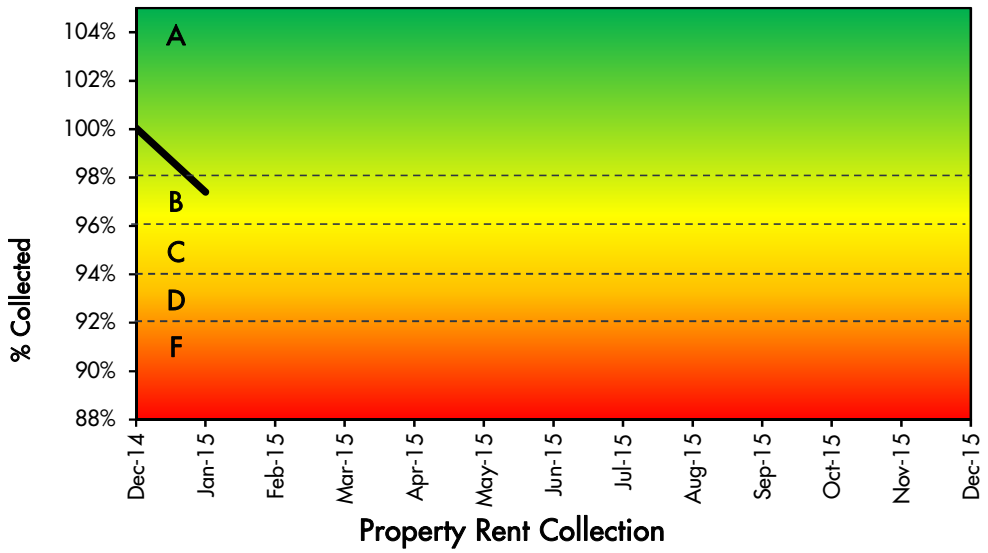
96-102 Main Street
PO Box 1338
Claremont, NH 03743
Phone: (603)-542-9528
Fax: (603) 542-3140

Keene Housing

MANAGEMENT REPORT
JANUARY 2016

Residential Property Rent Collection Report
January 2016

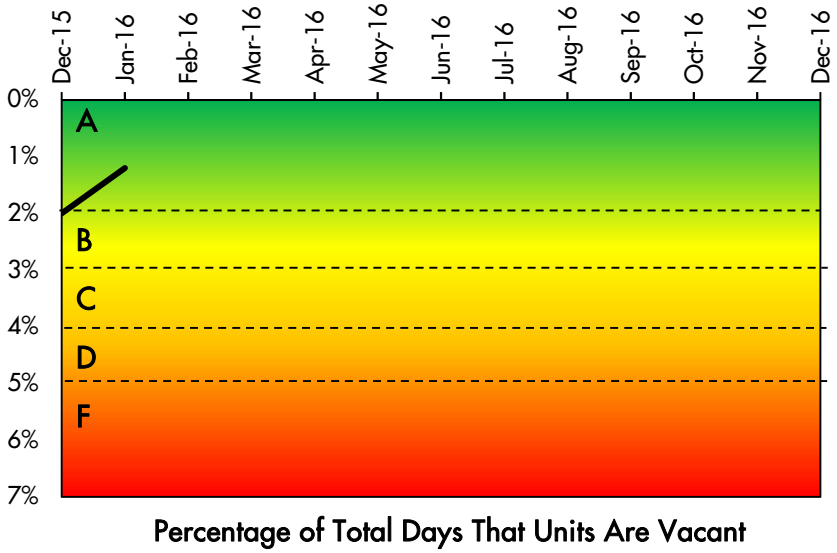
Community	Month Billed	Month Collected	% Collected	Monthly Grade	YTD Billed	YTD Collected	% YTD Collected	YTD Grade
Ash Brook Apartments	$9,501	$9,501	100.0%	A	$9,501	$9,501	100.0%	A
Bennett Block	$4,763	$4,569	95.9%	C	$4,763	$4,569	95.9%	C
Brookbend East	$14,196	$13,685	96.4%	B	$14,196	$13,685	96.4%	B
Brookbend West	$11,191	$10,707	95.7%	C	$11,191	$10,707	95.7%	C
Central Square Terrace	$26,712	$26,722	100.0%	A	$26,712	$26,722	100.0%	A
Cottage Street	$912	$919	100.8%	A	$912	$919	100.8%	A
Evergreen Knoll LP	$14,239	$12,304	86.4%	F	$14,239	$12,304	86.4%	F
Forest View	$17,935	$17,771	99.1%	A	$17,935	$17,771	99.1%	A
Harper Acres	$41,221	$40,587	98.5%	A	$41,221	$40,587	98.5%	A
Meadow Road Apartments	$5,787	$5,407	93.4%	D	$5,787	$5,407	93.4%	D
North and Gilsum	$16,062	$15,966	99.4%	A	$16,062	$15,966	99.4%	A
Riverbend Apartments	$10,212	$10,039	98.3%	A	$10,212	$10,039	98.3%	A
Scattered Sites	$8,521	$8,518	100.0%	A	$8,521	$8,518	100.0%	A
Stone Arch Village Family	$7,870	$7,531	95.7%	C	$7,870	$7,531	95.7%	C
Stone Arch Village Senior	$12,089	$12,089	100.0%	A	$12,089	$12,089	100.0%	A
Totals	**$201,211**	**$196,315**	**97.6%**	**B**	**$191,710**	**$186,814**	**97.4%**	**B**



Monthly Vacancy Report

January 2016

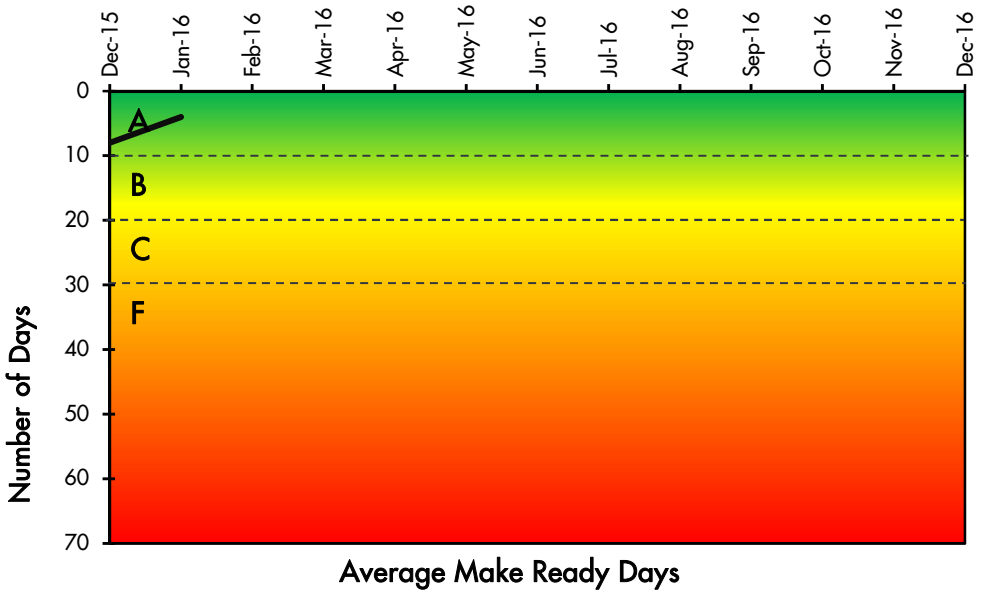
Community	Units Available	Available Days	Vacant Days	Monthly Vacancy Percentage	Monthly Grade	YTD Vacancy Percentage	YTD Grade
Ash Brook Apartments	24	744	0	0.0%	A	0.0%	A
Bennett Block	14	434	0	0.0%	A	0.0%	A
Brookbend East	40	1240	17	1.4%	A	1.4%	A
Brookbend West	35	1085	0	0.0%	A	0.0%	A
Central Square Terrace	90	2790	12	0.4%	A	0.4%	A
Cottage Street	3	93	0	0.0%	A	0.0%	A
Evergreen Knoll LP	32	992	14	1.4%	A	1.4%	A
Forest View	38	1178	32	2.7%	B	2.7%	B
Harper Acres	112	3472	38	1.1%	A	1.1%	A
Meadow Road	18	558	0	0.0%	A	0.0%	A
North and Gilsum	29	899	31	3.4%	C	3.4%	C
Riverbend Apartments	24	744	31	4.2%	D	4.2%	D
Scattered Sites	18	558	0	0.0%	A	0.0%	A
Stone Arch Village Family	24	744	16	2.2%	B	2.2%	B
Stone Arch Village Senior	33	1023	0	0.0%	A	0.0%	A
Report Totals:	**534**	**16,554**	**191**	**1.2%**	**A**	**1.2%**	**A**



Percentage of Total Days That Units Are Vacant

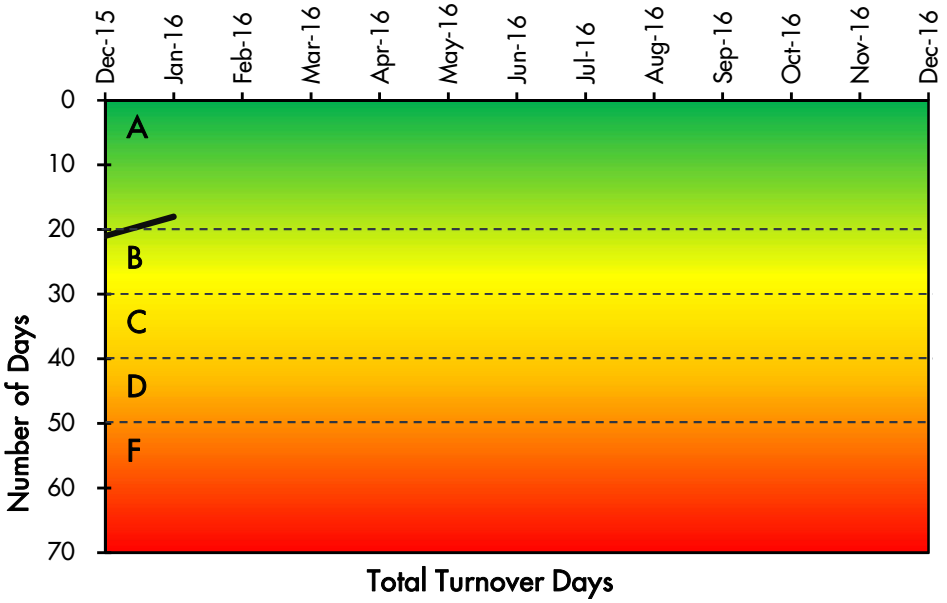
Unit Make Ready Days
January 2016

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	-	-	None	-	-	None
Bennett Block	-	-	None	-	-	None
Brookbend East	1	17	B	1	17	B
Brookbend West	-	-	None	-	-	None
Central Square Terrace	1	0	A	1	0	A
Cottage Street	-	-	None	-	-	None
Evergreen Knoll LP	1	0	A	1	0	A
Forest View	2	0	A	2	0	A
Harper Acres	2	5	A	2	2	A
Meadow Road	-	-	None	-	-	None
North and Gilsum	1	0	A	1	0	A
Riverbend Apartments	1	11	B	1	11	B
Scattered Sites	-	-	None	-	-	None
Stone Arch Village Family	-	-	None	-	-	None
Stone Arch Village Senior	-	-	None	-	-	None
Report Totals:	**9**	**5**	**A**	**9**	**4**	**A**



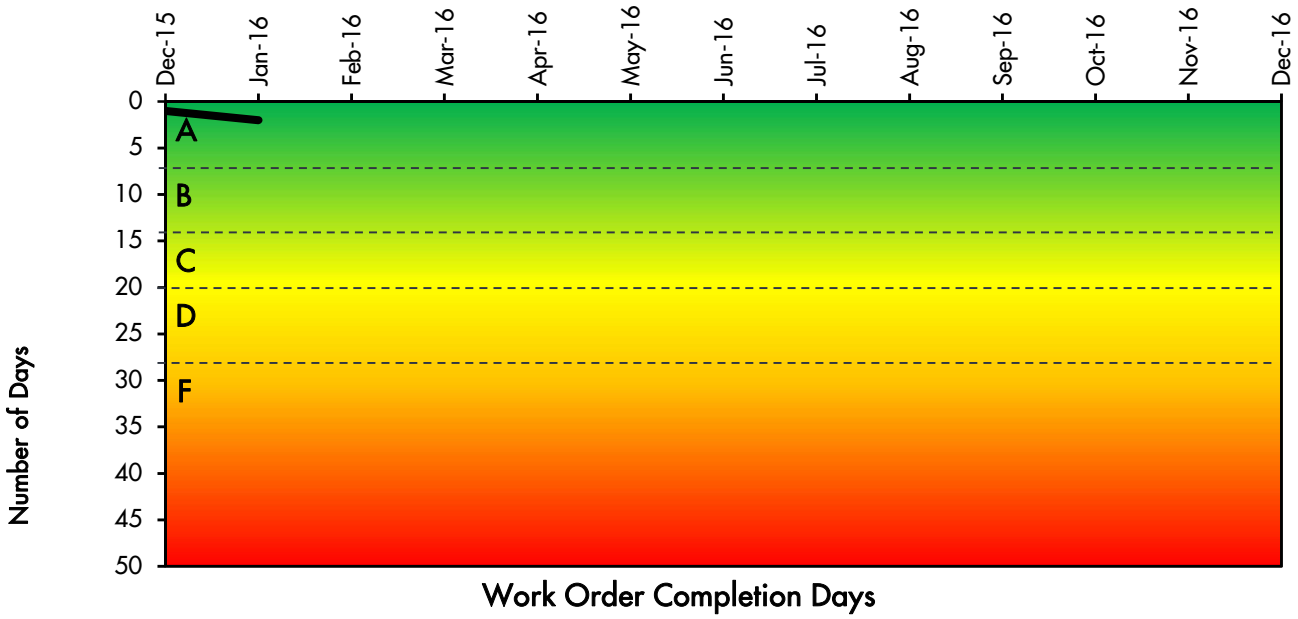
Unit Turnover
January 2016

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	-	None	-	-	None
Bennett Block	-	None	-	-	None
Brookbend East	17	A	1	17	A
Brookbend West	-	None	-	-	None
Central Square Terrace	13	A	1	13	A
Cottage Street	-	None	-	-	None
Evergreen Knoll LP	15	A	1	15	A
Forest View	17	A	2	9	A
Harper Acres	20	A	2	10	A
Meadow Road	-	None	-	-	None
North and Gilsum	31	C	1	31	C
Riverbend Apartments	31	C	1	31	C
Scattered Sites	-	None	-	-	None
Stone Arch Village Family	-	None	-	-	None
Stone Arch Village Senior	-	None	-	-	None
Report Totals:	**21**	**B**	**9**	**18**	**A**



Residential Property Non-Emergency Work Order Completion Days
January 2016

Community	Number of Work Orders	Avg Days to Complete	Monthly Grade	YTD Number of Work Orders	YTD Avg Days to Complete	YTD Grade
139 Roxbury Street	3	3	A	3	3	A
Ash Brook Apartments	5	0	A	5	0	A
Bennett Block	4	12	B	4	12	B
Brookbend East	14	3	A	14	3	A
Brookbend West	12	1	A	12	1	A
Central Square Terrace	42	1	A	42	1	A
Cottage Street	1	2	A	1	2	A
Emerald Street House	1	1	A	1	1	A
Evergreen Knoll LP	16	0	A	16	0	A
Forest View	17	1	A	17	1	A
Harper Acres	40	1	A	40	1	A
Keene Housing Main Office	7	3	A	7	3	A
Meadow Road	5	0	A	5	0	A
North and Gilsum	21	1	A	21	1	A
Riverbend Apartments	11	0	A	11	0	A
Scattered Sites	5	5	A	5	5	A
Stone Arch Village Family	6	1	A	6	1	A
Stone Arch Village Senior	8	5	A	8	5	A
Report Totals:	**218**	**2**	**A**	**218**	**2**	**A**



Residential Property Emergency Work Order Completion Days
January 2016

Community	Number of Work Orders	Average Days To Complete	Monthly Grade	YTD Number of Work Orders	YTD Average Days To Complete	YTD Grade
139 Roxbury Street	-	-	None	-	-	None
Ash Brook Apartments	-	-	None	-	-	None
Bennett Block	-	-	None	-	-	None
Brookbend East	1	0	P	1	0	P
Brookbend West	-	-	None	-	-	None
Central Square Terrace	-	-	None	-	-	None
Cottage Street	-	-	None	-	-	None
Emerald Street House	-	-	None	-	-	None
Evergreen Knoll LP	-	-	None	-	-	None
Forest View	-	-	None	-	-	None
Harper Acres	1	0	P	1	0	P
Keene Housing Main Office	-	-	None	-	-	None
Meadow Road	-	-	None	-	-	None
North and Gilsum	-	-	None	-	-	None
Riverbend Apartments	-	-	None	-	-	None
Scattered Sites	-	-	None	-	-	None
Stone Arch Village Family	-	-	None	-	-	None
Stone Arch Village Senior	1	0	P	1	0	P
Report Totals:	**3**	**0**	**P**	**3**	**0**	**P**

Keene Housing

FINANCE REPORT
JANUARY 2016

Programs and Services FY 2016 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	$401,932	$329,447	82%	609	$541	101%	605	$96	$72,485
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$401,932	$329,447	82%	609	$541	101%	605	$96	$72,485

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	$388,350	$325,462	84%	553	$589	94%	587	$96	$62,888
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$388,350	$325,462	84%	553	$589	94%	587	$96	$62,888

Non-Elderly Disabled (NEDs)

Month	HAP Budget Authority	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$54,663	$55,909	102%	101	$554	101%	100	$0	($1,246)
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$54,663	$55,909	102%	101	$554	101%	100	$0	($1,246)

Mainstream

Month	HAP Budget Authority	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$27,670	$27,463	99%	49	$560	98%	50	$0	$207
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$27,670	$27,463	99%	49	$560	98%	50	$0	$207

FY16 utilization targets are 98% in NEDs and Mainstream, 93% in MTW without THASP and Project MARCH, 105% with.

2015 Summary			
Program	UMA	UML	% UML
MTW	7044	7316	104%
NED	1200	1189	99%
MS	600	588	98%

Financial Report – December, 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 $1.9M which is a net increase of $1M from the budget of $860k.

OPERATING REVENUES are $16.7M, a net increase of $2.7M as compared to the budget of $14M. The most significant changes are related to:

VARIANCES for Revenue categories Incr/(Decr) compared to Budget		
197,042	Rent Revenue	Change in tenant rent – partly related to subsidy changes and partly increase in rent at some properties without corresponding increase in HAP.
240,521	HAP funding	The MTW funding was over budget $215k due to HUD funding MTW agencies at 101% and the budget set using a pro-rated estimate of 96%. NEDs HAP was over budget by 12k and Mainstream HAP was over budget by $29k. There were a number of other variances related to subsidy changes in other programs.
72,288	Other Income	Other Income is related to a Public Housing 2010 fund balance= $17k, income from KHKC for vehicle use= $5k, grant Roxbury St Shelter received from KDHC= $10k, Bennet Block= $8k, EK interest credit $33k, misc= $3k.
3,354	Grants	Grants funds expected to be received for CDBG, CHT, FSS. The FSS funds are on budget. CDBG admin revenue is over budget by $5k (but net expenses of $8k it is under budget). CHT admin revenue is under budget= $3k.
(1,913)	Management Fees	Management fees on budget.
0	Development fees	No Development fees paid or expected (MAHC).
(28,189)	Vacancy Loss	Vacancy Loss (reduction to revenue). Emerald St over budget= $13k, BBE over= $11k, BBW over= $4k, CST over= $3k, EK over= $4. Ashbrook under budget= $2k and KAHP under= $3k, RB under=$2k. The variances are expected to continue to grow for properties.
22,310	Tenants Charges	Tenants Charges (damages/fees) are higher than expected in KAHP= $5k, BBE= $8k, SAVF= $7k, CST= $2k. There are no budget for this line item.
42,802	Admin Funding	HUD Section 8 admin expense funding is over budget. NEDs and Mainstream admin revenue is on budget.
548,215	**Higher than Budget**	**Operating Revenue**
159,820	Gain on SWAP	Part of the financing for KAHP properties with TD Bank.
172,350	Partnership Distributions	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.
1,774,794	MTW Transfer	The 2015 MTW Non-HAP funding was $790k plus 2014 HUD held funds of $120k = $910k used for Non-HAP initiatives in 2015.
2,655,178	**Higher than Budget**	**Total Revenue**

Keene Housing

OPERATING EXPENSES are $14.7M, a net increase of $1.6M as compared to budget of $13.1M. The most significant changes are related to:

VARIANCES for Expense categories Incr/(Decr) compared to Budget		
145,087	Admin Expenses	Administrative Expense are all higher than the budget (Legal expenses for housing issues=$45k, energy consulting= $12k, Due and Fees related to housing/maint= $20k, one CNA was completed as required= $8k, and investigative work on CST= $7k, Bad Debt over budget $73k). Many other admin expenses are running under budget.
(152,681)	Payroll and Benefits Expenses	Benefit Expenses are running under budget= $85k. Salaries are also running under budget= $63k (related to reduction in staff in the tenant services dept).
(99,292)	Utilities Expenses	Fuel Expenses are under budget= $69k (CST= $33k, BBE= $14k, BBW= $8k. EK $6k, RB $6k) are lower due to the drop in rate for natural gas for summer months). Water & Sewer under budget= $83k (all KAHP due to lower usage/leaking issue fixed). Electric is over budget= $52k (KAHP $33k, SAVS $4k, CST $6k, ES $5k)
(166,836)	Maint Expenses	Maintenance Expenses are running under budget. Flooring work at KAHP= $67k was not necessary this year at turnover. Line items under budget are Grounds= $30k, Misc Equip= $22k, Maint & Repairs= $6k, snow removal= $24k, Electrician= $9k.
1,717	Insurance Expenses	Insurance Expenses, on budget.
50,341	Property Tax Exp	Property Taxes are over budget. BBE is over budget due to an adjustment for prior year accrual= $27k, KAHP over $16k, BBW over budget= $8k.
7,726	Partnership taxes	Taxes for CST are over budget.
56,961	Interest Expenses	Interest Expenses are running under budget, related to paying off two loans saving= $8k, EK $30k no budget, CST $20k no budget for dev fee interest.
(8,242)	Resident services	Residential Services running under budget. Resident's Development Grants and Rent credits= $10k.
(151,868)	HAP disbursements	Decrease in HAP disbursements.
(317,086)	**Lower than Budget**	**Operating Expenses**
213,366	Partnership Distributions	SAVS, SAVF, BBW, BBE have all been paid, all over budget.
1,718,799	MTW Transfer	ACTUAL non-HAP transfers made in 2015 $976k: Capital Impr = $859k, KHKC = $95k, KHKC = $22k
1,615,079	**Higher than Budget**	**Total Expenses**

Keene Housing

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

Program/Property	BUDGET	ACTUALS	NOTES	
	Operational Surplus/ (Deficit)	Operational Surplus/ (Deficit)	changes in Revenue	changes in Expenses
Central Office (Locals)	**93**	**158,183**	1,157,617 Higher Revenue	999,527 Higher Expenses
Monadnock Affordable (MAHC)	**227**	**(26,209)**	(20,680) Lower Revenue	5,756 Higher Expenses
Keene Affordable (KAHP)	**146,060**	**1,366,293**	1,078,510 Higher Revenue	(141,722) Lower Expenses
Meadow Road	**39,847**	**61,740**	13,841 Higher Revenue	(8,052) Lower Expenses
Roxbury St Shelter	**9,254**	**21,495**	12,179 Higher Revenue	(62) on Budget
Low Income Tax Credits Properties (LIHTC)				
Brookbend East	*130,814*	*(3,442)*	(2,764) Lower Revenue	131,492 Higher Expenses
Brookbend West	*107,894*	*62,070*	(4,374) Lower Revenue	41,450 Higher Expenses
Evergreen Knoll	*48,366*	*31,444*	27,801 Higher Revenue	44,723 Higher Expenses
Riverbend	*32,895*	*48,897*	4,873 Higher Revenue	(11,130) Lower Expenses
Stone Arch Family	*58,018*	*23,326*	3,514 Higher Revenue	38,206 Higher Expenses
Stone Arch Senior	*18,434*	*31,345*	(1,807) Lower Revenue	(14,718) Lower Expenses
Multi-Family Properties				
Central Square Terrance	*197,714*	*178,189*	2,711 Higher Revenue	22,236 Higher Expenses
Voucher Programs				
Section 8	*1,050*	*(156,864)*	388,846 Higher Revenue	546,760 Higher Expenses
Non-Elderly Disabled (NED)	*(2)*	*16,234*	(11,039) Lower Revenue	(27,275) Lower Expenses
Mainstream Vouchers	*0*	*11,341*	13,962 Higher Revenue	2,621 Higher Expenses
Non-Owned/Managed Properties				
Cottage Street	*684*	*8,776*	3,531 Higher Revenue	(4,561) Lower Expenses
Ashbrook	*42,389*	*45,551*	1,305 Higher Revenue	(1,857) Lower Expenses
Emerald Street	*21,984*	*13,228*	(12,727) Lower Revenue	(3,971) Lower Expenses
Fairweather Lodge	*4,730*	*8,443*	(122) On Budget	(3,835) Lower Expenses
TOTALS	860,451	1,900,039	2,655,178 Higher Revenue	1,615,590 Higher Expenses

(a) excluding depreciation

Keene Housing

Cash Outlay - Year to Date - as of December 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**	**158,183**	(69,327)	0	(48,987)	0	252,216	(10,053)	845	**2,537,171**	282,877
Monadnock Affordable (MAHC)	**684,501**	**(26,209)**	(196,405)	0	(22,816)	0	(84,872)	(48,229)	0	**305,970**	(378,531)
Keene Affordable (KAHP)	**739,337**	**1,366,293**	(366,959)	(71,989)	(905,640)		19,363	(79,928)	0	**700,477**	(38,860)
Meadow Road	**49,917**	**61,740**	(30,452)	(3,146)	(10,455)	0	22,738	(85,582)	0	**4,760**	(45,157)
Roxbury St Shelter	**474**	**21,495**	(1,514)	0	(2,920)	0	(175)	155	0	**17,515**	17,041
Low Income Tax Credits (LIHTC)											
Brookbend East	*305,646*	*(3,442)*	(148,720)	(20,249)	5,051	50,000	(19,567)	(21,726)	(422)	**146,571**	(159,075)
Brookbend West	*122,320*	*62,070*	(72,688)	(10,646)	4,093	0	43,634	1,253	(422)	**149,614**	27,294
Evergreen Knoll	*46,014*	*31,444*	(21,103)	301	(20,340)	0	27,325	(21,762)	0	**41,879**	(4,135)
Riverbend	*38,236*	*48,897*	(10,754)	(14,404)	(6,605)	0	(1,949)	7,904	0	**61,325**	23,089
Stone Arch Family	*167,176*	*23,326*	51,576	4,604	(91,467)	(6,125)	(3,159)	97	0	**146,028**	(21,148)
Stone Arch Senior	*77,420*	*31,345*	(26,959)	(12,935)	(13,726)	(1,691)	(317)	(5,106)	0	**48,031**	(29,389)
Multi-Family Properties											
Central Square Terrance	*110,357*	*178,189*	(137,604)	(61,496)	(7,066)	0	1,499	15,498	0	**99,377**	(10,980)
Voucher Programs											
Section 8 - Moving to Work (MTW)	*260,416*	*(156,864)*	n/a	n/a	n/a	n/a	140,996	3,217	0	**247,765**	(12,651)
Non-Elderly Disabled (NED)	*20,331*	*16,234*	n/a	n/a	n/a	n/a	1,200	8	0	**37,773**	17,442
Mainstream Vouchers	*121,376*	*11,341*	n/a	n/a	n/a	n/a	2,828	(880)	0	**134,665**	13,289
Non-Owned/Managed Properties											
Cottage Street	*42*	*8,776*	(6,750)	(2,400)	0	4,978	(850)	(1,711)	0	**2,085**	2,043
Ash Brook	*11,955*	*45,551*	(24,870)	19,059	(28,561)	0	(16,342)	3,330	0	**10,122**	(1,833)
Emerald Street	*252*	*13,228*	(3,525)	19,310	(21,961)	0	10,782	(12,891)	0	**5,195**	4,943
Fairweather Lodge	*4,494*	*8,443*	0	(2,117)	0	0	(217)	334	0	**10,937**	6,443
TOTAL	5,014,558	1,900,039	(1,066,054)	(156,108)	(1,171,400)	47,162	395,133	(256,072)	1	4,707,259	(307,299)

(a) excluding depreciation

Keene Housing

Balance Sheet Summary - Assets - as of December 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)	**1,161,977**	**1,375,194**	**0**	**0**	**0**	**10,815,023**	**115,107**	**415,000**	**13,882,301**
Monadnock Affordable (MAHC)	**305,970**	**0**	**79,015**	**0**	**0**	**877,656**	**1,488,684**	**14,993**	**2,766,318**
Keene Affordable (KAHP)	**700,477**	**209,410**	**534,352**	**0**	**0**	**96,175**	**17,439,318**	**31,969**	**19,011,701**
Meadow Road	**4,760**	**33,862**	**53,012**	**0**	**0**	**16,344**	**716,332**	**0**	**824,310**
Roxbury St Shelter	**17,515**	**0**	**0**	**0**	**0**	**2,098**	**108,546**	**0**	**128,159**
Low Income Tax Credits (LIHTC)	**593,448**	**192,077**	**485,528**	**764,987**	**4,063**	**65,282**	**22,684,490**	**157,848**	**24,947,723**
Brookbend East	*146,571*	*28,281*	*68,607*	*262,409*	*0*	*25,982*	*6,275,430*	*68,715*	*6,875,995*
Brookbend West	*149,614*	*22,860*	*65,921*	*203,653*	*0*	*26,630*	*5,834,357*	*47,058*	*6,350,093*
Evergreen Knoll	*41,879*	*22,958*	*153,489*	*86,393*	*0*	*(9,669)*	*3,178,774*	*6,397*	*3,480,221*
Riverbend	*61,325*	*30,945*	*34,452*	*0*	*4,063*	*2,083*	*1,246,145*	*0*	*1,379,013*
Stone Arch Family	*146,028*	*46,335*	*55,434*	*89,852*	*0*	*10,515*	*2,919,414*	*13,372*	*3,280,950*
Stone Arch Senior	*48,031*	*40,698*	*107,625*	*122,680*	*0*	*9,741*	*3,230,370*	*22,306*	*3,581,451*
Multi-Family Properties	**99,377**	**64,483**	**146,511**	**0**	**16,419**	**6,877**	**1,527,958**	**38,863**	**1,900,488**
Central Square Terrance	*99,377*	*64,483*	*146,511*	*0*	*16,419*	*6,877*	*1,527,958*	*38,863*	*1,900,488*
Voucher Programs	**420,202**	**0**	**0**	**0**	**0**	**213,592**	**4,083**	**0**	**637,877**
Section 8 - Moving to Work	*247,765*	*0*	*0*	*0*	*0*	*211,875*	*4,083*	*0*	*463,723*
Non-Elderly Disabled (NED)	*37,773*	*0*	*0*	*0*	*0*	*419*	*0*	*0*	*38,192*
Mainstream Vouchers	*134,665*	*0*	*0*	*0*	*0*	*1,298*	*0*	*0*	*135,963*
Non-Owned/Managed Properties	**28,340**	**33,347**	**141,337**	**12,578**	**21,185**	**6,066**	**1,304,439**	**13,398**	**1,560,690**
Cottage Street (MFS)	*2,085*	*3,473*	*9,048*	*12,578*	*10,087*	*3,539*	*425,717*	*7,500*	*474,027*
Ash Brook (MHO)	*10,122*	*27,258*	*57,100*	*0*	*8,842*	*0*	*703,741*	*5,898*	*812,961*
Emerald Street (CHO)	*5,195*	*2,616*	*62,546*	*0*	*2,256*	*90*	*147,214*	*0*	*219,917*
Fairweather Lodge (CHO)	*10,937*	*0*	*12,643*	*0*	*0*	*2,437*	*27,767*	*0*	*53,784*
TOTALS	**3,332,065**	**1,908,373**	**1,439,755**	**777,565**	**41,667**	**12,099,113**	**45,388,957**	**672,071**	**65,660,055**

(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 December 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)	24,571	908	266,584	0	24,471	13,434,796	131,456	13,882,786
Monadnock Affordable (MAHC)	2,826	0	531,716	0	663	2,315,112	(83,999)	2,766,318
Keene Affordable (KAHP)	40,035	0	15,482,119	0	175,405	2,627,510	686,632	19,011,701
Meadow Road	4,218	88,915	342,111	0	8,088	359,879	21,098	824,309
Roxbury St Shelter	329	33,145	55,715	0	0	25,272	13,697	128,158
Low Income Tax Credits (LIHTC)	36,396	128,673	6,813,613	0	142,491	18,449,893	(623,339)	24,947,727
Brookbend East	*2,754*	*0*	*1,331,936*	*0*	*12,229*	*5,742,307*	*(213,230)*	*6,875,996*
Brookbend West	*9,006*	*0*	*1,821,314*	*0*	*20,386*	*4,614,587*	*(115,198)*	*6,350,095*
Evergreen Knoll	*5,489*	*0*	*1,838,605*	*0*	*21,962*	*1,722,919*	*(108,753)*	*3,480,222*
Riverbend	*16,814*	*126,000*	*619,890*	*0*	*45,467*	*580,925*	*(10,082)*	*1,379,014*
Stone Arch Family	*1,095*	*0*	*595,867*	*0*	*17,023*	*2,748,740*	*(81,775)*	*3,280,950*
Stone Arch Senior	*1,238*	*2,673*	*606,001*	*0*	*25,424*	*3,040,415*	*(94,301)*	*3,581,450*
Multi-Family Properties	30,391	82,136	3,056,857	896,752	(6,014)	(2,249,111)	89,477	1,900,488
Central Square Terrance	*30,391*	*82,136*	*3,056,857*	*896,752*	*(6,014)*	*(2,249,111)*	*89,477*	*1,900,488*
Voucher Programs	8,881	9,438	0	0	16,162	733,684	(130,289)	637,876
Section 8 - Moving to Work	*7,650*	*9,438*	*0*	*0*	*14,419*	*590,079*	*(157,864)*	*463,722*
Non-Elderly Disabled (NED)	*792*	*0*	*0*	*0*	*1,150*	*20,016*	*16,234*	*38,192*
Mainstream Vouchers	*439*	*0*	*0*	*0*	*593*	*123,589*	*11,341*	*135,962*
Non-Owned/Managed Properties	9,577	3,333	1,516,151	0	9,707	15,476	6,448	1,560,692
Cottage Street	*694*	*3,333*	*504,881*	*0*	*1,134*	*(32,894)*	*(3,119)*	*474,029*
Ash Brook	*6,500*	*0*	*825,377*	*0*	*9,988*	*(28,850)*	*(52)*	*812,963*
Emerald Street	*1,808*	*0*	*185,893*	*0*	*(1,445)*	*28,728*	*4,932*	*219,916*
Fairweather Lodge	*575*	*0*	*0*	*0*	*30*	*48,492*	*4,687*	*53,784*
TOTALS	157,224	346,548	28,064,866	896,752	370,973	35,712,511	111,181	65,660,055

Capital Purchases/Renovations - details 2015

Project Description	Vendor	Location	ORIGINAL BUDGET 2015	REVISED BUDGET 2/2015	ACTUALS 12/2015	(Over)/under	
asphalt for sidewalk/curbs	(delayed to next year, working with the city)	KAHP-Harper Acres	$65,000	$0	$3,099	($3,099)	
landscape project	AGM Landscape	KAHP-Harper Acres	$18,000	$45,000	$63,980	($18,980)	
landscape project (design/engineering)	Stevens & Associates	KAHP-Harper Acres	$0	$5,000	$20,164	($15,164)	
Transformers (2) w/pads	Tattersall	KAHP-Harper Acres	$0	$0	$32,494	($32,494)	
asphalt for parking lot	LaRock	KAHP-Forest View	$238,850	$213,850	$276,016	($62,166)	$10,000 retainer 20
Engineering Fees	Stevens & Associates	KAHP-Forest View	$0	$25,000	$43,417	($18,417)	
Hot Water heater at Maint Shed		KAHP-Forest View	$2,300	$2,300	$0	$2,300	
asphalt for parking lot and dumpster enclosure	LaRock	KAHP-North & Gilsum	$40,000	$40,000	$98,856	($58,856)	
Engineering Fees	Stevens & Associates	KAHP-North & Gilsum	$0	$25,000	$26,945	($1,945)	
Storage Unit/fencing/patios/doors/overhg (29 @ $12k ea)	All Seasons	KAHP-North & Gilsum	$160,000	$375,000	$299,251	$75,749	$37,797 retainer 20
Remediation of ground soil ($24k less KDHC grant $8k)		KAHP-Bennett Block	$30,000	$16,000	$22,148	($6,148)	
Security camera system	Tattersall Electric Co	KAHP-Bennett Block	$0	$0	$0	$0	
Asphalt - parking lot	LaRock	KAHP-Water St	$3,200	$3,200	$0	$3,200	
Sprinkler system (paid by SCS $13,950)	Life Safety	KAHP-Water St	$0	$27,600	$23,730	$3,870	
Unplanned			$15,000	$15,000	$0	$15,000	added to projects
		KAHP TOTAL	**$572,350**	**$792,950**	**$910,101**	**($117,151)**	
Roof (less KDHC grant $10k)		Roxbury St Shelter	$0	$55,000	$2,920	$52,080	moved to 2016
Roof 23 units (no reserves remain)		Riverbend Apartments	$84,080	$20,000	$0	$20,000	moved to 2017
Boilers (20@ $6k=$126k)	(MAHC Loan??)	Riverbend Apartments	$0	$0	$6,605	($6,605)	emergency
Asphalt/redesign at entrance	(delayed to next year due to town issues)	Evergreen knoll	$27,000	$27,000	$1,542	$25,458	not pursuing
Asphalt/Access to Laundry Room	LaRock	Evergreen knoll	$0	$0	$1,335	($1,335)	
Heat Isolation valves for zone valves (each apt)		Evergreen knoll	$10,000	$10,000	$9,966	$34	
Shuttter replacments		Evergreen knoll	$0	$0	$3,974	($3,974)	
Appliances (6)		Evergreen knoll	$0	$0	$2,727	($2,727)	
New Door Overhangs	All Seasons	SAV F	$55,905	$55,905	$80,040	($24,135)	$10,893 retainer 20
New Door Overhangs (design/engineering)	Stevens & Associ	SAV F	$0	$0	$10,653	($10,653)	
asphalt for parking (829)	LaRock	SAV F	$10,000	$10,000	$500	$9,500	reduced scope
asphalt for parking 835 (less $5k for office)	LaRock	SAV Senior	$5,000	$5,000	$10,900	($5,900)	
asphalt for parking 835 (engineering)	Stevens & Associ	SAV Senior	$0	$0	$3,922	($3,922)	
Isoloation valves on zone valves		SAV Senior	$10,000	$10,000	$0	$10,000	
asphalt for parking 835 ($5k only)	LaRock	MAHC-SAV office	$5,000	$5,000	$5,000	$0	
asphalt for parking 835 (engineering)	Stevens & Associ	MAHC-SAV office	$0	$0	$2,824	($2,824)	
Domestic Water Mixing Valve replacement		CST	$5,765	$5,765	$0	$5,765	expensed
appliances - stove/refrig (a few over the years)	ongoing expense	CST	$22,500	$22,500	$0	$22,500	expensed
Boiler Room (plug values-2/repacking stem gate valves-2)	Combustion Services	CST	$0	$0	$0		
Façade Engineering	Stevens & Assoc	CST	$0	$0	$1,960	($1,960)	ongoing into 2016
Floor scrubber	Allston Supply	CST	$0	$0	$4,200	($4,200)	
cabinets/counters (3 remaining)		Meadow rd	$15,000	$0	$0	$0	
Landscaping Fees	Stevens & Assoc	Meadow rd	$0	$3,000	$3,284	($284)	
Landscaping (and sign)	AGM	Meadow rd	$0	$5,865	$1,037	$4,828	
Heating rehab	g jackson	Meadow rd	$0	$6,135	$6,135	$0	
Sander	Durrand Ford	Locals	$4,800	$4,800	$4,850	($50)	
tool for siding		Locals	$0	$2,495	$2,495	$0	
vehicles-new dump truck (net with trade-in $9k)	Durrand Ford	Locals	$65,000	$24,000	$38,801	($14,801)	
Blower Door Kit	Energy Conservatory	Locals	$0	$0	$2,840	($2,840)	
Asphalt and drainage	LaRock	Ashbrook (MHO)	$0	$49,815	$28,872	$20,943	reduced scope
Boiler replacment	Lawrence Brothers	Emerald St. (CHO)	$0	$22,000	$21,961	$39	
total capital purchases/renovations			**$892,400**	**$1,137,230**	**$1,169,443**	**($32,213)**	
other funding (SAVF loan $56k)					($56,000)		
MTW funding (KAHP $910k)					($910,103)		
MTW funding (Roxbury Shelter $3k)					($2,920)		
Cash outlay (replacement reserves)					$200,420		

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	EXPIRED	01/15/16
RFP	102-GD	12/18/12 - 01/22/13	GRAPHIC DESIGN	AGENCY WIDE	IMARC, LLC	$14,875.00	EXPIRING	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	01/31/17
QBS	115-LG	07/01/14 - 08/31/14	LEGAL	AGENCY WIDE	BRAGDON, DOWD & KOSSAYDA	< $50,000.00	RENEWED 9/1/15	08/31/16
		07/01/14 - 08/31/14	LEGAL	AGENCY WIDE	DRUMOND WOODSUM	FEE FOR SERVICE	RENEWED 9/1/15	08/31/16
		07/01/14 - 08/31/14	LEGAL	AGENCY WIDE	HAWKINS DELAFIELD & WOOD	FEE FOR SERVICE	RENEWED 9/1/15	08/31/16
		07/01/14 - 08/31/14	LEGAL	AGENCY WIDE	KLEIN HORNIG LLP	< $50,000.00	RENEWED 9/1/15	08/31/16
		07/01/14 - 08/31/14	LEGAL	AGENCY WIDE	SHEEHAN PHINNEY BASS & GREEN	FEE FOR SERVICE	RENEWED 9/1/15	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
		09/04/15-09/28/15	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	<69,000.00	7/14/2015	11/14/15
RFP	118-TA	11/30/15-12/30/15	TECHNICAL ASSISTANCE	AGENCY WIDE	EDGEMERE CONSULTING	< $50,000.00	**AWARDED**	N/A
RFP	119-GD	11/30/15-12/30/15	GRAPHIC DESIGN	AGENCY WIDE	SILVER DIRECT	< $15,000.00	**EXECUTED 01/25/16**	1/31/2017

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

2015 Resident Satisfaction Survey

The Annual Resident Satisfaction Survey was distributed in October 2015. The purpose of the survey was to: Obtain feedback on resident satisfaction with the service provided by KH staff, identify the communication channels that residents most often used to find out about KH, and determine potential barriers to accessing youth programming.

Surveys Distributed

545

Response Rate

39%

Household Types

117
Families with Children

149
Elderly and/or Disabled

Respondent Satisfaction

Primary Contact with KH Staff

Scheduled Appointment

Main Office	19%
On Property/FAC	25%

Walk-In, No Appointment

Main Office	13%
On Property/FAC	22%

Safety

76%
Respondents that felt safe or very safe

% Satisfied or Very Satisfied with Staff

Housing

Responsiveness to Questions and Concerns	72%
Accuracy of Information	71%
Timeliness of Returning Messages	73%

Maintenance

Ease of Requesting Repairs	78%
Response Time for Repairs	76%
Quality of Repairs	76%

Treatment by Housing and Maintenance Staff	87%

Resident Communications

How Do You Learn About KH Events?

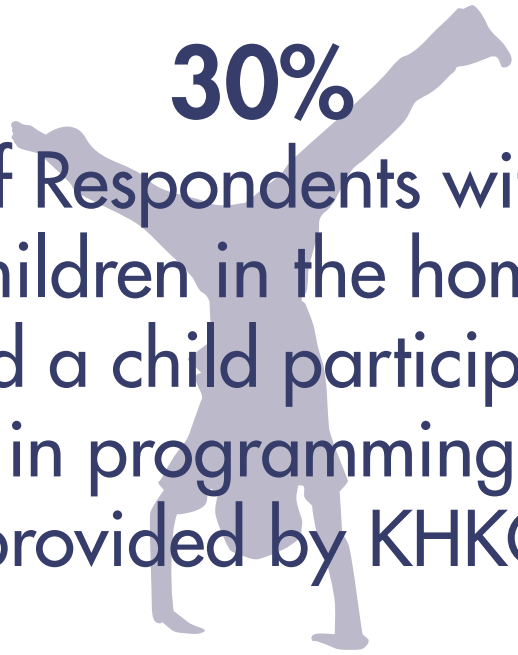
- 3% Email
- 4% Other
- 7% Not Informed
- 18% Facebook/Website
- 43% Bulletin Boards
- 45% Mailings

Internet Access

49% Of KH residents have Internet access at home

- Dialup 3%
- KH wi-fi 4%
- Other 12%
- Cell 14%
- Cable Modem/DSL 79%

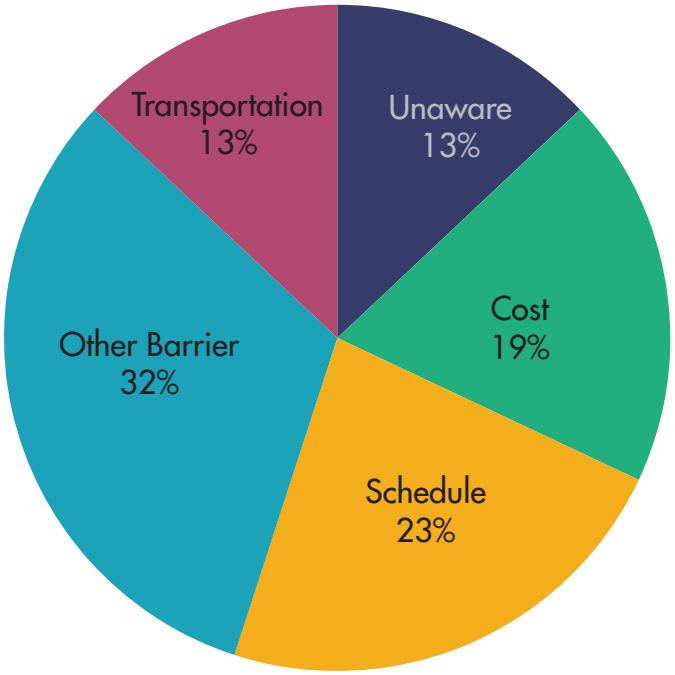
Keene Housing Kids Collaborative



30%

of Respondents with children in the home had a child participate in programming provided by KHKC

Reasons For Not Participating



"They are respectful and seem to care. I cannot say enough about how they are willing to listen and help!" -Harper Acres Resident

FEBRUARY 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 KHKC 2/1 - 3/26 Keene ICE Learn to Skate	2 Quarterly Staff Training	3	4	5	6
7	8 2/8 - 2/12 Otis Atwell Audit	9	10	11 KHKC - Valentine's Day Party	12	13
14	15 Office Closed Presidents' Day	16	17 Board of Commissioners Meeting	18	19 KHKC - Top Chef Competition	20
21	22 KHKC 2/22 - 2/26 MoCo Arts Vacation Camp	23	24	25 KHKC - Top Chef Competition	26 CDBG Site Visit Riverbend	27
28 KHKC 2/28 - 4/23 YMCA Spring Classes	29 KHKC 2/29 - 4/16 Miracles in Motion Horseback Riding Lessons					

Keene Housing

MARCH 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7 3/7 - 3/11 Otis Atwell Audit	8 NHHFA Management Review Central Square Terrace	9	10 NHHFA Management Review Stone Arch Village Family	11	12
13	14	15	16	17	18	19
20	21	22	23 Board of Commissioners Meeting	24	25	26
27	28	29	30	31		

Keene Housing