Keene Housing

Keene Housing
Board of Commissioners Meeting
August 23, 2017

Community Connections
Diabetes Workshop

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

Keene Housing

Board of Commissioners Meeting
Wednesday, August 23, 2017
Table of Contents

Agenda……...1

July 19, 2017 Board Meeting Minutes……..……..2

Approval of Project/Contract - Snow Removal Services……..….5

Information Memo: HUD's Violence Against Women Reauthorization Act of 2013 (VAWA) Final Rule…….……..7

Informational Memorandum: FY 2018 Annual Moving to Work (MTW) Plan Overview…..……..…9

Housing Management Report……..……..……..…..……..12

Finance Report……..……..……..……..……..……..……19

Solicitation Log……28

Infographic: Serving the Homeless……..……29

Keene Housing's (Heard it through the) Grapevine Newsletter…….……...30

Keene Housing Calendar of Events ……..……..……..……..……..…….....38

Keene Housing

BOARD OF COMMISSIONERS MEETING
WEDNESDAY, AUGUST 23, 2017
12:00 P.M.
HARPER ACRES
105 CASTLE STREET, KEENE, NH

AGENDA

I. Call to Order

II. Roll Call

III. Approval of the July 19, 2017 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/Contract - Snow Removal Services (Resolution No. 588)

b. Information Memo: HUD's Violence Against Women Reauthorization Act of 2013 (VAWA) Final Rule

c. Informational Memorandum: FY 2018 Annual Moving to Work (MTW) Plan Overview

IX. Public Comment

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

XI. Adjournment

Minutes of the Keene Housing Board of Commissioners Meeting
Wednesday, July 19, 2017

Vice Chairperson Mack called the Keene Housing Board of Commissioners meeting to order at 12:03 p.m. Secretary Meehan called the roll and declared a quorum present.

Commissioners in attendance:
- J.B. Mack, Vice Chairperson (By Phone)
- Pam Slack, Commissioner
- Tom Moses, Commissioner

Absent:
- Lee Robator, Chairperson
- Jen Marsh, Commissioner

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

MINUTES:

Vice Chairperson Mack called for approval of the June 21, 2017 Board of Commissioners meeting minutes. Vice Chairperson Mack recommended the name correction of Southwest Regional Planning to Southwest Region Planning Commission. Commissioner Slack made a motion to approve the minutes as amended. Commissioner Moses seconded the motion, which upon being put to vote, the minutes passed unanimously.

EXECUTIVE DIRECTOR'S REPORT:

Secretary Meehan stated House appropriators completed their markup of HUD's bill which includes concerning cuts to programs that affect Keene Housing's budget. Senate numbers are still unknown but they are usually more favorable.

Keene Housing received a revised estimate for the redevelopment of Bennett Block and the work is still cost prohibitive. The Agency is now considering 400 square foot microunits at the property. Secretary Meehan announced, as of this week, Keene Housing is now the majority owner of the Limited Partnerships at Central Square Terrace. He acknowledged the efforts of Linda Griffin throughout this process. Secretary Meehan stated there is a freeze on rebates for photovoltaic projects. The Harper Acres photovoltaic project was already online so Keene Housing should be all set.

Secretary Meehan stated he was contacted by Commissioner Marsh regarding a drug concern at one of our properties. Keene Housing has taken the necessary steps to protect the children involved and is holding an onsite resident meeting to address questions. The Agency is working with legal counsel and local law enforcement to review our rights as the owner of the property, tenant rights, and establish appropriate policies and procedures. Once finalized, the Agency will review at the next all staff training. Commissioner Moses asked about an altercation at the Men's Shelter that was reported in the Keene Sentinel. Secretary Meehan stated that Southwestern Community Services (SCS) has experienced some recent staff changes and the appropriate channels were not followed in notifying Keene Housing staff. The incident resulted in minor property damage and SCS manages the residents at the property. SCS now has a clear understanding of expectations and Keene Housing has increased the number of visits/inspections at the property.

Secretary Meehan invited the Commissioners to attend the annual Listening Tours and Community Picnics. The property managers are responsible for planning each of their respective property events. The Stone Arch Village picnic was the best attended since the Agency started hosting these events.

Secretary Meehan invited Sandy Clark, Director of Facilities and Assets to update the Commissioners on several capital projects. Ms. Clark stated the replacement of Riverbend's siding, roofs, overhangs and windows is underway. The project is on time and within budget. Progress continues to be made at Harper Acres for the window replacement project. A resident meeting is being held at Harper Acres on Monday to discuss the streetscape project timeline and logistics. Ms. Clark stated staging is being set up on Roxbury Street for the slate work at Central Square Terrace.

MANGEMENT REPORT:

Ms. Comstock stated regulatory issues caused the vacancy loss at Brookbend.

FINANCE REPORT:

Ms. Griffin reviewed the consolidated financial operations and variances to budget for Keene Housing owned and managed properties.

OLD BUSINESS:

No topics were presented.

NEW BUSINESS:

Keene Housing Kids Collaborative (KHKC) Update

Ms. Chipman, Executive Director of KHKC, reviewed the June 2017 Board of Directors Dashboard Report. The 2017 year to date totals reflect 170 of Keene Housing kids have been served by KHKC. KHKC has identified a programming gap in music and fine arts. She is working with Keene State College to arrange an instrument drive for Keene Housing kids. Ms. Chipman stated KHKC was recently awarded funding from More than a Thrift Store in Keene, a local non-profit who donates all net proceeds to a local non-profit. KHKC continues to look for funding opportunities and develop relationships with area partners.

PUBLIC COMMENT:

No members of the public were present.

NON-PUBLIC SESSION:

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

Commissioner Slack made a motion to adjourn the meeting. Commissioner Moses seconded the

motion, which upon being put to vote, was passed unanimously. There being no further business, Vice Chairperson Mack adjourned the Board meeting at 12:45 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

7/24/2017
Date

Keene Housing

Resolution No. 588

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item: **Approval of project/contract** Snow Removal services

2. Date of Board Meeting: 8/23/2017

3. Proposed Board Resolution:

That the Keene Housing Board of Commissioners authorizes the 2017 Snow Removal award to AGM Landscaping pursuant to the August 14, 2017 Memorandum from Sandy Clark, Director of Facilities and Assets to Josh 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 Sandra L Clark Date: 8-14-17

6. Statement of availability of funds by Finance Manager

Funds Budgeted and Available Yes XX No __ Source _____

Account #_____

Finance Manager Approval Signature _____ Date: 8/15/17

7. Executive Director Approval Signature _____ Date: 8/16/17

Keene Housing

MEMORANDUM

To: Joshua R. Meehan, Executive Director
From: Sandy Clark, Facilities and Asset Director SLC
Subject: Approval of project/contract
Date: August 14, 2017

This memorandum summarizes the procurement process and requests Board approval to contract for the following project:

Location: **Snow Removal** (various locations)

- The scope of work for this project includes: Snow removal/sidewalk shoveling at properties
- The budget approved by the Board: $ 61,025 annually
- Any additional funding needed? no
- An open invitation was added to the: KH web page, Facebook page and Monadnock Shopper (2 weeks).
- The Request for Proposals were to be received by contractors on: 8/10/2017
- Number of contractors that showed up to the site visit: one
- Formal bid packets received by KH: one
- Lowest or winning bid: $61,025
- Winning bid criteria if not price: price
- Length of Contract: two year term with three (3) possible one-year extensions
- Board approval is being requested to award contract to: AGM Landscaping LLC

Additional comments: Currently, AGM Landscaping LLC is the KH vendor. There continues to be very few vendor options in the Keene area.

Keene Housing

INFORMATIONAL MEMORANDUM

To:	Joshua Meehan, Executive Director
Cc:	Denise Pratt, Director of Programs and Services
	Denise Comstock, Director of Housing
From:	April Buzby, Planning and Policy Analyst
Subject:	Information Memo – HUD's VAWA Final Rule
Date:	August 14, 2017

This informational memo provides an overview of the Department of Housing and Urban Development's Violence Against Women Reauthorization Act of 2013 (VAWA) Final Rule and Keene Housing's compliance with the Final Rule.

BACKGROUND

In April 2015, the Keene Housing (KH) Board of Directors approved KH's updated Violence Against Women Act policies. The policies outlined the agency's responsibilities as stated in the Violence Against Women Reauthorization Act of 2013 (VAWA) including, but not limited to, requirements for victim confidentiality, emergency transfers, and notification of victim's rights.

The approved policies described KH's VAWA responsibilities pursuant to applicable regulations at the time. However, under the VAWA regulations, federal agencies tasked with implementation of the new VAWA law were responsible for providing regulatory guidance to those organizations administering federal programs, like KH. As such, KH's policies were subject to change upon guidance from the Department of Housing and Urban Development (HUD) and the US Department of Agriculture's Rural Development office (RD). In addition to the updated regulations, VAWA required HUD to develop and distribute a Model Emergency Transfer Plan and Notice of Victim's Rights to housing providers.

HUD released its VAWA Final Rule on December 16, 2016. This final rule implements the requirements of VAWA by expanding housing protections beyond the Section 8 Housing Voucher and Section 9 Public Housing programs and enhancing the protections provided to victims of domestic violence. HUD also released a Model Emergency Transfer Plan and Notice of Victim's Rights.

The United States Department of Agriculture's Rural Development program (RD) released their Notice on January 18, 2017. This notice generally adopted HUD's final rule, including notice requirements and the Model Emergency Transfer Plan.

With the release of HUD's Final Rule and RD's Notice all agencies were given six months to develop policies and an Emergency Transfer Plan consistent with the Final Rule. In addition, all housing providers were required to utilize HUD's Notice of Victim's Rights immediately and ensure all existing housing participants receive a copy of the notice by December 2017.

CONCLUSION

After careful review of KH's VAWA policy against the HUD Final Rule and RD Notice, we have determined that KH's VAWA policy and Model Emergency Transfer Plan meets or exceeds the federal requirements. Therefore, no changes are required for compliance. In respect to notification requirements, all Notices of Victim's Rights Under VAWA have been updated to the required HUD Notice and will be distributed to all existing housing participants by the end of the year.

Keene Housing

INFORMATIONAL MEMORANDUM

To: Joshua Meehan, Executive Director
Cc: Denise Pratt, Director of Programs and Services
From: April Buzby, Planning and Policy Analyst
Subject: Informational Memorandum – FY 2018 Annual MTW Plan Overview
Date: August 14, 2017

This informational memo provides an overview of the changes to existing Moving to Work (MTW) activities being proposed as part of the FY2018 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 FY2018 Plan includes no new activities, a change to one existing activity as well as the suspension two existing activities.

The Stepped Subsidy activity provides a deep subsidy to voucher recipients the first two years of participation then gradually decreases the subsidy in years three and four. The activity is required for all non-elderly, non-disabled, "work-able", participants receiving housing assistance through our MTW HCV and PBV programs and works in tandem with the Resident Self-Reliance program to help work-able overcome the barriers keeping them from self-sufficiency.

As part of our continuing effort to promote participants attaining their educational goals, we are proposing to freeze a household's progression in Stepped Subsidy for as long as the head of household is enrolled in an educational program, maintaining a passing score as defined by the institution, and employed at least part time. The proposed change will reduce the possibility that the participant will need to drop out of their educational program due to an increase in rent.

In addition, we are suspending the Landlord Housing Quality Standards (HQS) Self-Certification and Project-Based Unit Agency Conducted Inspections activities. The Landlord HQS Self-Certification activity allows landlords renting to voucher participants the ability to self-certify that the unit meets HQS after an initial passing HQS inspection by KH. This activity has long been underutilized and, as of June 2017, was not used by any landlords.

The Project-Based Unit Agency Conducted Inspections activity permits KH to certify HQS compliance without engaging a third-party inspector. The activity only affects the Keene Affordable Housing Properties (KAHP) portfolio as all other units are subject to alternate inspections. This initiative was initially proposed when repeated Requests for Proposal for a Third Party HQS Inspector went unanswered. As of June 2017, KH has contracted with a third-party inspector to conduct HQS Quality Control (QC) Inspections and KH staff will no longer perform their own HQS QC inspections.

Please see attached *Proposed Changes to MTW Activities for FY2018* for a complete overview of all the proposed changes.

TIMELINE

Public Comment Period Began: Monday, August 1st

Public Hearing Schedule:

Wednesday, August 2nd @ 1:00p Harper Acres

Wednesday, August 9th @ 5:30p Brookbend

Wednesday, August 23rd @ 5:30p Keene Housing Main Office

Comment Period Closes: Thursday, August 31st

Final FY2018 MTW Annual Plan to Board for Approval: September 20st

Final FY2018 MTW Annual Plan to HUD: October 16th

HUD Response to FY2018 MTW Annual Plan to Keene Housing: no later than December 31, 2017

CONCLUSION

The proposed changes outlined in our FY2018 MTW Annual Plan reflect our ongoing commitment to seek program improvements 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.

Proposed Changes to MTW Activities for FY2018

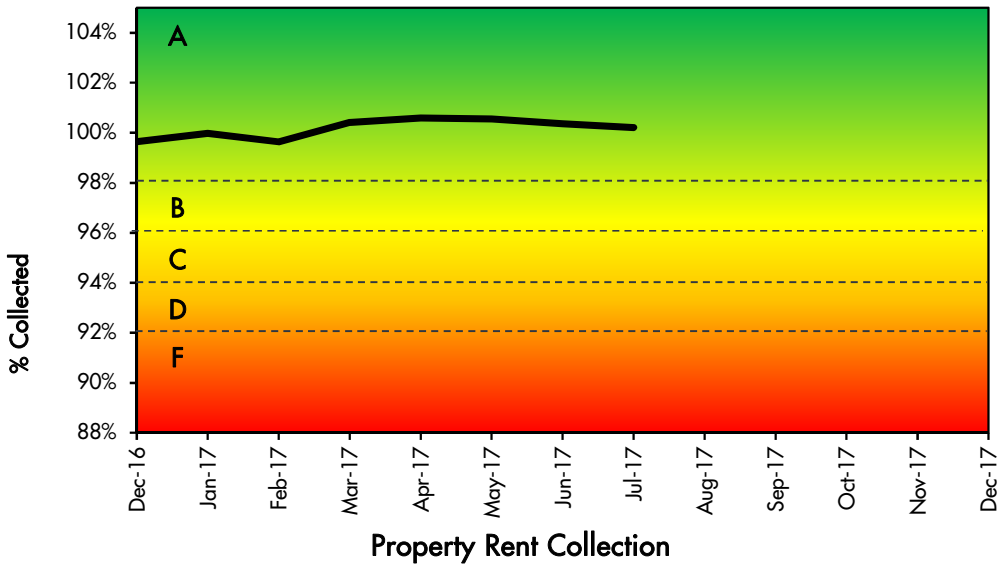
Current Policy	2018 Proposed Change(s)	Expected Impact
1999.04.CE Stepped Subsidy Rent Reform		
Non-elderly, non-disabled residents pay 20% of gross income towards rent in the first two years; subsidy decreases to 65% of Voucher Payment Standard (VPS) for year 3; and 45% of VPS from year 4 on.	KH proposes to "freeze" a household's progression in the Stepped Subsidy program at their current level if the head of household at Step 1 or Step 2 is: Employed at least part-time, and enrolled full-time in a post-secondary program and maintaining a passing GPA, as defined by the institution.	Allows participants to remain in their educational program without experiencing additional rent burden due to a step change. These households are subject to all ongoing program eligibility criteria as are households who do not qualify for the frozen subsidy
1999.02.CE Housing Quality Standards Landlord Self-Certification Inspection Protocol		
Permits property owners to self-certify HQS compliance of units that pass an initial KH HQS inspection in lieu of a KH administered biennial inspection.	On Hold	No expected impact as the activity is currently not utilized.
2016.01.CE Project-Based Unit Agency Conducted Inspections		
Waives the third-party inspection requirement for Project-Based properties owned and managed by KH.	On Hold	No expected impact as KH has engaged a third party HQS inspector.

Keene Housing

MANAGEMENT REPORT
JULY 2017

Residential Property Rent Collection Report
July 2017

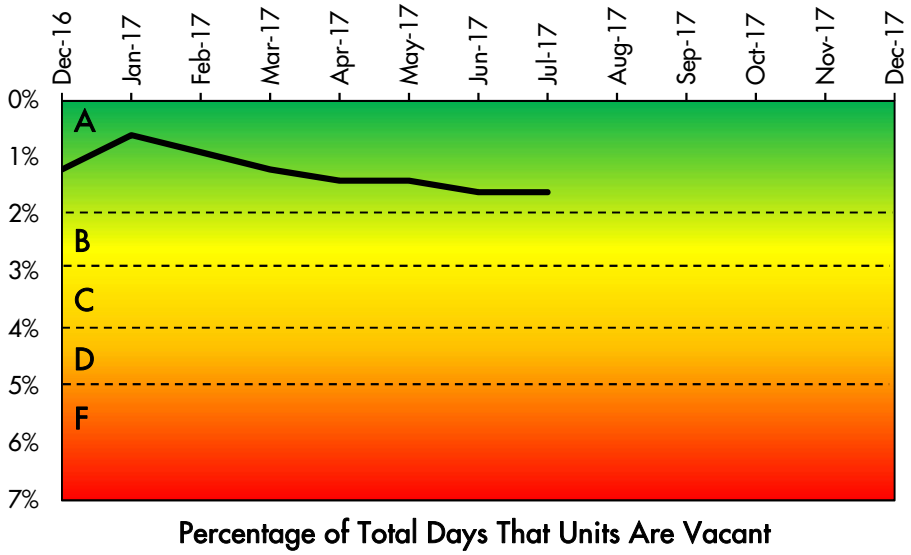
Community	Month Billed	Month Collected	% Collected	Monthly Grade	YTD Billed	YTD Collected	% YTD Collected	YTD Grade
Ash Brook Apartments	$9,683	$9,712	100.3%	A	$64,411	$64,439	100.0%	A
Bennett Block	$4,990	$4,196	84.1%	F	$32,005	$30,978	96.8%	B
Brookbend East	$14,229	$14,181	99.7%	A	$94,740	$95,609	100.9%	A
Brookbend West	$10,174	$9,989	98.2%	A	$61,203	$61,637	100.7%	A
Central Square Terrace	$26,497	$26,794	101.1%	A	$179,134	$179,494	100.2%	A
Cottage Street	$1,144	$1,244	108.7%	A	$8,508	$8,573	100.8%	A
Evergreen Knoll LP	$14,269	$14,285	100.1%	A	$98,124	$98,604	100.5%	A
Forest View	$18,272	$18,129	99.2%	A	$118,298	$119,096	100.7%	A
Harper Acres	$42,097	$41,798	99.3%	A	$289,525	$289,411	100.0%	A
Meadow Road Apartments	$5,895	$5,895	100.0%	A	$41,265	$41,310	100.1%	A
North and Gilsum	$16,222	$15,703	96.8%	B	$108,404	$108,601	100.2%	A
Riverbend Apartments	$11,035	$11,047	100.1%	A	$70,189	$70,758	100.8%	A
Scattered Sites	$9,287	$9,259	99.7%	A	$64,831	$64,799	100.0%	A
Stone Arch Village Family	$9,028	$9,028	100.0%	A	$58,920	$59,159	100.4%	A
Stone Arch Village Senior	$11,927	$11,929	100.0%	A	$79,297	$79,297	100.0%	A
Totals	**$204,749**	**$203,188**	**99.24%**	A	**$1,368,854**	**$1,371,766**	**100.21%**	A



Monthly Vacancy Report

July 2017

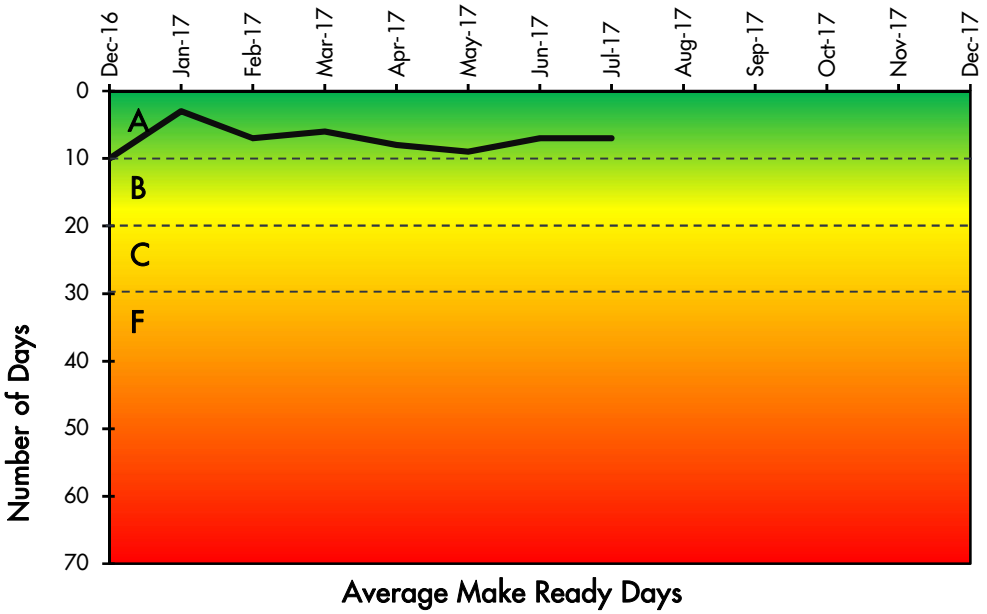
Community	Units Available	Available Days	Vacant Days	Monthly Vacancy Percentage	Monthly Grade	YTD Vacancy Percentage	YTD Grade
Ash Brook Apartments	24	744	0	0.0%	A	1.9%	A
Bennett Block	14	434	0	0.0%	A	1.0%	A
Brookbend East	40	1240	80	6.5%	F	4.9%	D
Brookbend West	35	1085	59	5.4%	F	5.4%	F
Central Square Terrace	90	2790	90	3.2%	C	1.3%	A
Cottage Street	3	93	0	0.0%	A	0.0%	A
Evergreen Knoll LP	32	992	6	0.6%	A	0.5%	A
Forest View	38	1178	13	1.1%	A	1.4%	A
Harper Acres	112	3472	20	0.6%	A	1.1%	A
Meadow Road	18	558	0	0.0%	A	0.0%	A
North and Gilsum	29	899	20	2.2%	B	1.6%	A
Riverbend Apartments	24	744	0	0.0%	A	0.7%	A
Scattered Sites	18	558	0	0.0%	A	0.5%	A
Stone Arch Village Family	24	744	6	0.8%	A	0.4%	A
Stone Arch Village Senior	33	1023	0	0.0%	A	0.7%	A
Report Totals:	**534**	**16,554**	**294**	**1.8%**	A	**1.6%**	A



Percentage of Total Days That Units Are Vacant

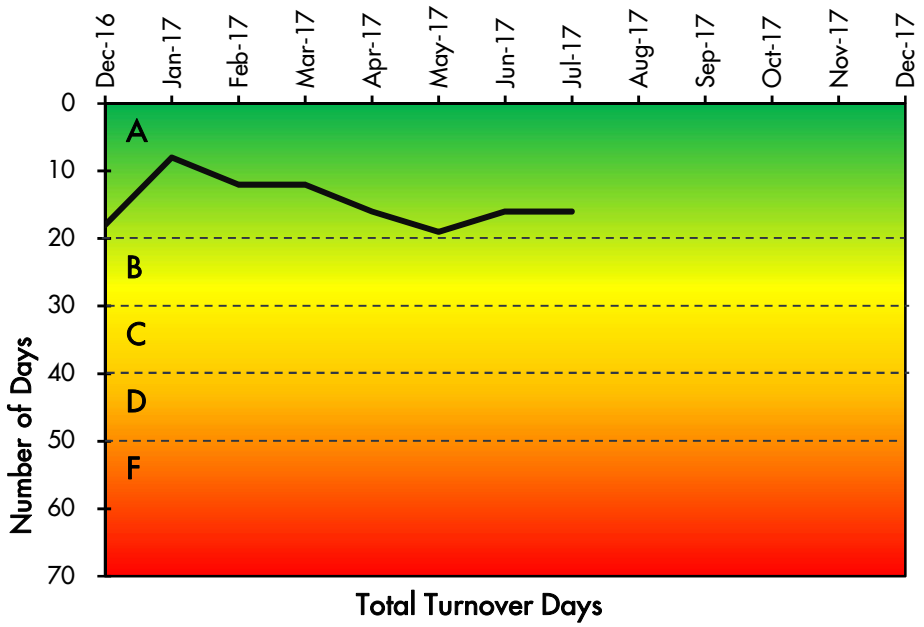
Unit Make Ready Days
July 2017

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	3	9	A
Bennett Block	-	-	None	-	-	None
Brookbend East	4	0	A	7	4	A
Brookbend West	3	2	A	11	6	A
Central Square Terrace	4	3	A	10	5	A
Cottage Street	-	-	None	-	-	None
Evergreen Knoll LP	1	0	A	2	9	A
Forest View	2	1	A	6	8	A
Harper Acres	1	12	B	6	10	A
Meadow Road	-	-	None	-	-	None
North and Gilsum	2	6	A	6	7	A
Riverbend Apartments	-	-	None	2	21	B
Scattered Sites	-	-	None	1	10	A
Stone Arch Village Family	1	0	A	1	4	A
Stone Arch Village Senior	-	-	None	3	4	A
Report Totals:	**12**	**3**	**A**	**58**	**7**	**A**



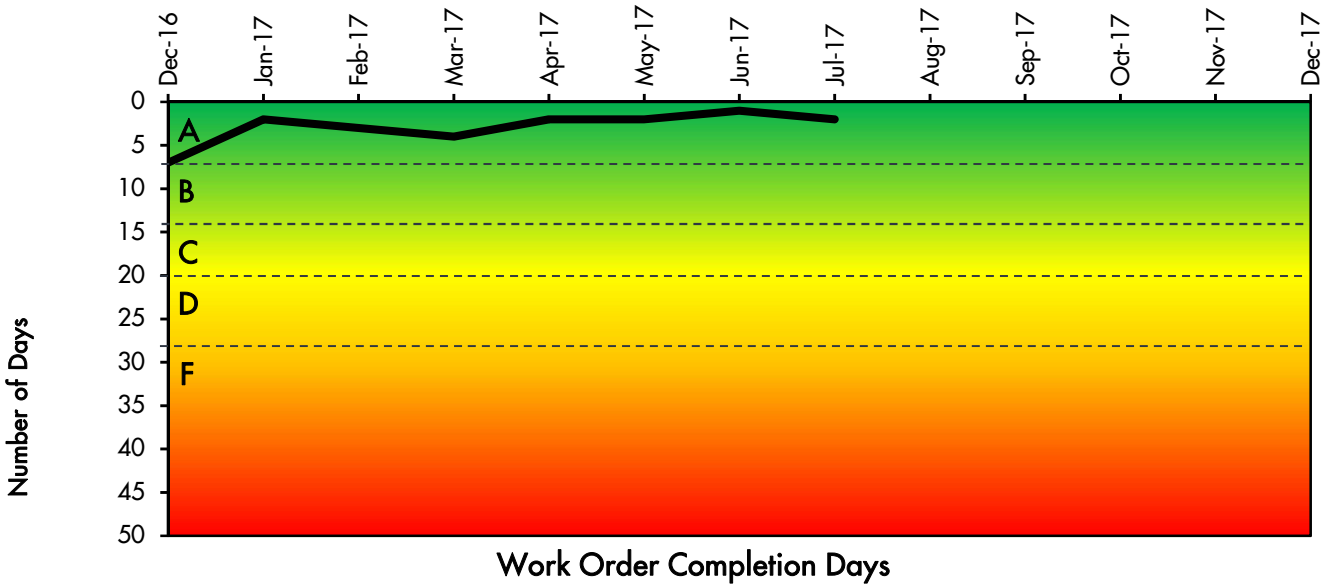
Unit Turnover
July 2017

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	3	24	B
Bennett Block	-	None	-	-	None
Brookbend East	5	A	7	18	A
Brookbend West	7	A	11	12	A
Central Square Terrace	6	A	10	9	A
Cottage Street	-	None	-	-	None
Evergreen Knoll LP	6	A	2	18	A
Forest View	3	A	6	18	A
Harper Acres	20	A	6	24	B
Meadow Road	-	None	-	-	None
North and Gilsum	5	A	6	12	A
Riverbend Apartments	-	None	2	21	B
Scattered Sites	-	None	1	20	A
Stone Arch Village Family	6	A	1	19	A
Stone Arch Village Senior	-	None	3	15	A
Report Totals:	**8**	**A**	**58**	**16**	**A**



Residential Property Non-Emergency Work Order Completion Days
July 2017

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	1	2	A	7	0	A
Ash Brook Apartments	4	0	A	49	4	A
Bennett Block	6	0	None	22	0	A
Brookbend East	18	1	A	72	3	A
Brookbend West	15	1	A	68	3	A
Central Square Terrace	49	0	A	197	3	A
Cottage Street	2	0	A	17	0	A
Emerald Street House	4	0	A	24	0	A
Evergreen Knoll LP	8	1	A	35	2	A
Forest View	21	2	A	84	2	A
Harper Acres	37	0	A	150	2	A
Keene Housing Main Office	4	1	A	27	6	A
Meadow Road	3	4	A	16	5	A
North and Gilsum	10	4	A	88	2	A
Riverbend Apartments	16	0	A	34	1	A
Scattered Sites	13	0	A	44	0	A
Stone Arch Village Family	32	2	A	20	5	A
Stone Arch Village Senior	27	1	A	77	0	A
Report Totals:	**270**	**1**	**A**	**1,031**	**2**	**A**



Residential Property Emergency Work Order Completion Days
July 2017

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	-	-	None	-	-	None
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	-	-	None	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	1	0	P
Stone Arch Village Family	-	-	None	-	-	None
Stone Arch Village Senior	-	-	None	-	-	None
Report Totals:	**0**	**0**	**None**	**2**	**0**	**P**

Keene Housing

FINANCE REPORT
JULY 2017

Financial Report – July, 2017

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 $2,060k which is a net increase of $1,393k from the budget of $667k.

OPERATING REVENUES are $10,336k, a net increase of $1,672k as compared to the budget of $8,665k. The most significant changes are related to:

VARIANCES for Revenue categories Under/(Over) compared to Budget		
($47,063)	Rent Revenue	Change in tenant rent – partly related to subsidy changes and partly increase in rent at some properties without corresponding increase in HAP.
($582,450)	HAP funding	The MTW funding budget is at 99.582% proration (last year's pro-ration). We received our approval and the pro-ration is 97% plus inflation or $3k less than budget. Currently, revenue is over budget due to HUD overfunding us in the first few months of the year but an adjustment will be made soon.
($54,731)	Other Income	Other Income is related to miscellaneous income and is over budget in various programs. Grants funds: FSS funds are slightly under budget by $4k. CHT admin revenue is under budget by $3k and CDBG admin revenue is over budget by $5k and misc income of $55k throughout properties.
($7,212)	Management Fees	Management fees on budget.
$0	Development fees	No Development fees paid or expected (MAHC).
$23,134	Vacancy Loss	Vacancy Loss (reduction to revenue) are over budget for BBE and BBW by $17K due to increasing turnovers related to over housing transfers, finding qualified extremely low income and evictions. Also, over budget by $5k is Emerald, there may be a special vacancy claim that can be submitted and income will come back to property. Under budget for EK by $2k.
$13,065	Tenants Charges	Tenants Charges (damages/fees), there are no budget for this line item.
($130,748)	Admin Funding	HUD Section 8 admin funding is over budget (timing). NEDs and Mainstream admin revenue is on budget.
($786,004)	**Higher than Budget**	**Operating Revenue**
($48,483)	Partnership Distributions	Partnership fees, paid to Keene Housing or MAHC from surplus cash for 2016 on LIHTC properties managed. The total budget is $175k, actuals posted to date are $224k.
($837,188)	MTW Transfer	The 2017 MTW Non-HAP funding used for Non-HAP initiatives.
($1,671,675)	**Higher than Budget**	**Total Revenue**

OPERATING EXPENSES are $8,277k a net increase of $279k as compared to the budget of $7,998k. The most significant changes are related to:

VARIANCES for Expense categories Under/(Over) compared to Budget		
$58,136	Admin Expenses	Administrative Expense are all under budget at this point, except for the bank closing costs of $20k.
$111,920	Payroll and Benefits Expenses	Benefit Expenses are running under budget by $92k. Salaries are under budget by $22k.
($3,489)	Utilities Expenses	Fuel Expense is over budget by $13k (KAHP $9k, CST $8k). Water & Sewer is over budget by $3k (KAHP $3k, BBE $3k). Electric is under budget by $13k (CST $6k, EK $7k).
$80,743	Maint Expenses	Maintenance Expenses running under budget are: Flooring by $16k, Misc Equip by $15k, Maint Materials by $16k, snow removal $10k, and Grounds by $27k. Items over budget are: Electrical by $13k and Other by $7k (CST).
$7,040	Insurance Expenses	Insurance Expenses on budget (timing).
($4,096)	Property Tax Exp	Property Taxes (CST increased by 11% or $22k for the year).
$3,646	Partnership taxes	Taxes (CST under budget)
($21,493)	Interest Expenses	Interest Expenses is under budget except on the MAHC loan that was refinanced and incurred a prepayment penalty of $35k.
$10,719	Resident services	Residential Services running under budget.
$64,518	HAP disbursements	HAP disbursements are under budget
$307,644	**Lower than Budget**	**Operating Expenses**
($159,833)	Partnership Distributions	All have been paid as of date, annual budget is $152k.
($428,484)	MTW Transfer	The YTD actuals = $248k with YTD budget = $89k. The 2017 MTW Non-HAP funding used for Non-HAP initiatives. KAHP Capital Impr = $360k, KHKC = $33k
($280,672)	**Higher than Budget**	**Total Expenses**

Programs and Services FY 2017 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	$380,404	$324,849	85%	612	$531	104%	587	$225	$55,555
February	$359,296	$325,210	91%	617	$527	105%	587	$220	$34,086
March	$359,296	$332,620	93%	620	$536	106%	587	$220	$26,676
April	$359,296	$332,096	92%	622	$534	106%	587	$200	$27,200
May	$359,296	$329,315	92%	615	$535	105%	587	$200	$29,981
June	$359,296	$326,755	91%	614	$532	105%	587	$1,664	$32,541
July	$485,947	$322,275	66%	603	$534	103%	587	$348	$163,672
August									
September									
October									
November									
December									
Total	$2,662,831	$2,293,120	87%	4303	$533	105%	4109	$3,077	$369,711

MTW without Transitional Housing Assistance Shelter Program (THASP) and Project MARCH

Month	HAP Budget Authority	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$359,296	$317,747	88%	556	$571	95%	587	$225	$41,549
February	$359,296	$317,828	88%	561	$567	96%	587	$220	$41,468
March	$359,296	$323,023	90%	561	$576	96%	587	$220	$36,273
April	$359,296	$321,451	89%	558	$576	95%	587	$200	$37,845
May	$359,296	$321,555	89%	556	$578	95%	587	$200	$37,741
June	$359,296	$319,285	89%	550	$581	94%	587	$1,664	$40,011
July	$485,947	$314,456	65%	545	$577	93%	587	$348	$171,491
August									
September									
October									
November									
December									
Total	$2,641,723	$2,235,345	86%	3887	$575	95%	4109	$3,077	$406,378

Affordable Housing Preservation Program

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$13,895	$14,555	105%	18	$809	100%	18	$0	($660)
February	$13,895	$14,555	105%	18	$809	100%	18	$0	($660)
March	$14,703	$14,555	99%	18	$809	100%	18	$0	$148
April	$14,703	$14,555	99%	18	$809	100%	18	$0	$148
May	$14,703	$14,555	99%	18	$809	100%	18	$0	$148
June	$14,703	$14,555	99%	18	$809	100%	18	$0	$148
July	$14,846	$14,555	98%	18	$809	100%	18	$0	$291
August									
September									
October									
November									
December									
Total	$101,448	$101,885	101%	126	$809	100%	126	$0	($437)

Non-Elderly Disabled (NEDs)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$55,035	$53,722	98%	100	$537	100%	100	$80	$1,313
February	$55,035	$53,688	98%	100	$537	100%	100	$80	$1,347
March	$54,766	$52,370	96%	101	$519	101%	100	$224	$2,396
April	$54,766	$51,834	95%	98	$529	98%	100	$72	$2,932
May	$54,766	$51,928	95%	97	$535	97%	100	$69	$2,838
June	$54,766	$52,909	97%	98	$540	98%	100	$0	$1,857
July	$53,417	$52,132	98%	97	$537	97%	100	$0	$1,285
August									
September									
October									
November									
December									
Total	$382,551	$368,583	96%	691	$533	99%	700	$525	$13,968

Mainstream

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$27,997	$29,646	106%	51	$581	102%	50	$0	($1,649)
February	$27,997	$29,248	104%	49	$597	98%	50	$0	($1,251)
March	$29,759	$27,362	92%	49	$558	98%	50	$0	$2,397
April	$29,759	$28,359	95%	49	$579	98%	50	$0	$1,400
May	$29,759	$27,244	92%	46	$592	92%	50	$0	$2,515
June	$23,527	$27,597	117%	48	$575	96%	50	$0	($4,070)
July	$28,327	$29,185	103%	50	$584	100%	50	$0	($858)
August									
September									
October									
November									
December									
Total	$197,125	$198,641	101%	342	$581	98%	350	$0	($1,516)

FY17 utilization targets are 98% in NEDs, AHPP, and Mainstream, 93% in MTW without THASP and Project MARCH, 101% with.

2016 Summary			
Program	UMA	UML	% UML
MTW	7044	7130	101%
NED	1200	1187	99%
MS	600	601	100%

Keene Housing

Income Statement - Comparing Actuals to Budget - YTD - as of July 31, 2017

Program/Property	BUDGET	ACTUALS	Changes Compared to Approved Budget		
	Operational Surplus/ (Deficit)	Operational Surplus/ (Deficit)	Revenue Over/(under) budget	Expenses Over/(under) budget	Notes on variances
Keene Housing					
Central Office (Locals)	76,697	187,383	430,896 Higher Revenue	320,211 Higher Expenses	Revenue is MTW transfer $364k in; then out to funds capital projects and KHKC.
Monadnock Affordable (MAHC)	(19,262)	(53,680)	(6,421) Lower Revenue	27,996 Higher Expenses	Prepayment penalty $34k on office building refinance to fixed rate 2/17.
Keene Affordable (KAHP)	115,146	542,382	384,699 Higher Revenue	(42,537) Higher Expenses	Revenue is MTW transfer in $330k to funds capital projects.
Meadow Road	7,515	29,316	522 On Budget	(21,280) Lower Expenses	
Roxbury St Shelter	4,767	5,073	378 On Budget	72 Higher Expenses	
Section 8 Voucher Program (MTW)	7,571	785,033	723,182 Higher Revenue	(54,279) Lower Expenses	HUD has YTD overfunded the program but they will adjust and be closer to budget.
Special Purpose Vouchers (Non-Elderly Disabled)	1,409	24,643	(807) Lower Revenue	(24,041) Lower Expenses	
Mainstream Voucher Program	(4)	1,475	8,566 Higher Revenue	7,087 Higher Expenses	
Low Income Tax Credits Properties (LIHTC)					
Brookbend East	133,928	53,192	(13,993) Lower Revenue	66,743 Higher Expenses	Expense includes partnership distribution which exceeds YTD budget by $60k.
Brookbend West	99,236	43,025	(10,639) Lower Revenue	45,571 Higher Expenses	Expense includes partnership distribution which exceeds YTD budget by $50k.
Evergreen Knoll	23,133	44,246	2,300 Higher Revenue	(18,813) Lower Expenses	
Riverbend	18,788	173,697	141,465 Higher Revenue	(13,445) Lower Expenses	CDBG loan as income $143k
Stone Arch Family	17,926	(8,522)	(2,354) Lower Budget	24,094 Higher Expenses	Expense includes partnership distribution which exceeds YTD budget by $42k.
Stone Arch Senior	25,793	44,591	478 on Budget	(18,320) Lower Expenses	Expense includes partnership distribution which exceeds YTD budget by $3k.
Multi-Family Properties					
Central Square Terrance	117,934	135,721	19,776 Higher Revenue	1,989 Higher Expenses	
Non-Owned/Managed Properties					
Cottage Street	1,673	1,646	154 On Budget	181 Higher Expenses	
Ashbrook	20,057	34,485	579 on Budget	(13,849) Lower Expenses	
Emerald Street	11,949	10,486	(6,005) Lower Revenue	(4,542) Lower Expenses	
Fairweather Lodge	2,457	3,522	(1,101) Lower Revenue	(2,166) Lower Expenses	
TOTALS	666,713	2,057,714	1,671,675 Higher Revenue	280,672 Higher Expenses	

(a) excluding depreciation

Keene Housing

Cash Outlay - Year to Date - as of July 31, 2017

Program/Property			change in balance sheet accounts affecting cash								
	Unrestricted Cash Balance at 1/1/17	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)
Keene Housing											
Central Office (Locals)	2,468,736	187,383	(3,921)	0	(27,625)	0	213,298	(4,207)	(2,117)	2,831,547	362,811
Monadnock Affordable (MAHC)	271,422	(53,680)	7,469	0	0	0	(7,281)	2,665	0	220,595	(50,827)
Keene Affordable (KAHP)	777,158	542,382	698,560	(50,679)	(526,316)		37,860	(102,773)	0	1,376,192	599,034
Meadow Road	31,442	29,316	(17,823)	(1,834)	(10,125)	0	6,219	(2,227)	0	34,968	3,526
Roxbury St Shelter	34,550	5,073	(920)	0	0	0	8,855	(29,714)	0	17,844	(16,706)
Section 8 Voucher Program (MTW)	535,763	785,033	n/a	n/a	n/a	n/a	1,703	(454,892)	0	867,607	331,844
Special Purpose Vouchers (Non-Elderly Disabled	15,728	24,643	n/a	n/a	n/a	n/a	48,190	9,720	0	98,281	82,553
Mainstream Voucher Program	139,006	1,475	n/a	n/a	n/a	n/a	(210)	(17)	0	140,254	1,248
Low Income Tax Credits (LIHTC)											
Brookbend East	223,973	53,192	(100,873)	(12,726)	(2,645)	0	(11,281)	10,112	0	**159,752**	(64,221)
Brookbend West	147,842	43,025	(84,381)	(6,828)	0	0	(1,240)	2,285	0	**100,703**	(47,139)
Evergreen Knoll	61,302	44,246	(13,803)	(17,969)	(532)	0	(5,603)	5,579	0	**73,220**	11,918
Riverbend	165,483	173,697	(9,989)	(8,492)	(192,493)	0	(17,658)	8,163	0	**118,711**	(46,772)
Stone Arch Family	141,513	(8,522)	(2,624)	(5,814)	0	(6,594)	(4,684)	(3,375)	0	**109,900**	(31,613)
Stone Arch Senior	38,879	44,591	(15,431)	8,748	0	(961)	(6,050)	(948)	0	**68,828**	29,949
Multi-Family Properties											
Central Square Terrance	72,469	135,721	(88,066)	(37,202)	(32,916)	0	(88,233)	37,600	0	**(627)**	(73,096)
Non-Owned/Managed Properties											
Cottage Street	4,197	1,646	0	2,667	0	0	3,791	(9,599)	0	**2,702**	(1,495)
Ash Brook	36,909	34,485	(15,934)	(5,015)	0	0	128	(9,955)	0	**40,618**	3,709
Emerald Street	5,600	10,486	(9,827)	(2,281)	0	0	(10,314)	7,375	0	**1,039**	(4,561)
Fairweather Lodge	306	3,522	0	(1,230)	0	0	824	(872)	0	**2,550**	2,244
TOTAL	5,172,278	2,057,714	342,437	(138,655)	(792,652)	(7,555)	168,314	(535,080)	(2,117)	6,264,684	1,092,406

(a) excluding depreciation

Keene Housing

Balance Sheet Summary - Assets - as of July 31, 2017

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
Keene Housing									
Central Office (Locals)	1,731,155	1,100,392	0	0	0	10,477,536	121,718	438,953	13,869,754
Monadnock Affordable (MAHC)	220,595	0	0	0	0	1,030,835	1,414,002	820,946	3,486,378
Keene Affordable (KAHP)	1,376,192	177,903	659,050	0	0	68,110	17,791,001	26,327	20,098,583
Meadow Road	34,968	38,915	57,989	0	0	8,102	661,346	0	801,320
Roxbury St Shelter	17,844	0	0	0	0	999	443,375	0	462,218
Section 8 Voucher Program (MTW)	867,607	0	0	0	0	10,393	2,500	0	880,500
Special Purpose Vouchers (Non-Elderly Disabled)	98,281	0	0	0	0	986	0	0	99,267
Mainstream Voucher Program	140,254	0	0	0	0	457	0	0	140,711
Low Income Tax Credits (LIHTC)									
Brookbend East	159,752	38,095	142,336	195,423	0	18,768	5,971,323	63,666	6,589,363
Brookbend West	100,703	46,881	83,933	175,383	0	16,414	5,553,604	42,965	6,019,883
Evergreen Knoll	73,220	31,748	156,211	86,523	0	3,057	2,992,229	4,263	3,347,251
Riverbend	118,711	31,162	57,349	50,067	0	8,331	1,479,605	0	1,745,225
Stone Arch Family	109,900	42,141	70,932	89,881	0	14,049	2,761,945	9,204	3,098,052
Stone Arch Senior	68,828	53,285	112,197	122,900	0	6,359	3,069,611	16,848	3,450,028
Multi-Family Properties									
Central Square Terrance	(627)	131,434	221,665	0	16,450	9,648	1,538,055	36,272	1,952,897
Non-Owned/Managed Properties									
Cottage Street (MFS)	2,702	2,168	8,781	12,581	6,086	2,427	409,447	6,000	450,192
Ash Brook (MHO)	40,618	22,768	70,524	0	8,857	1,881	638,615	5,587	788,850
Emerald Street (CHO)	1,039	9,453	68,667	0	5,922	1,402	136,767	0	223,250
Fairweather Lodge (CHO)	2,550	2,550	13,891	0	0	1,233	22,085	0	42,309
TOTALS	**5,164,292**	**1,728,895**	**1,723,525**	**732,758**	**37,315**	**11,680,987**	**45,007,228**	**1,471,031**	**67,546,031**

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

Keene Housing

Balance Sheet Summary - Liabilities - as of July 31, 2017

Program/Property	ACTUALS							
	Payables Vendors and Tenants	Payables Related Properties	Payables Development fees	Accrued Liabilities	Loans	Capital and Retained Earnings	Net Income Current Year	Total Liabilities
Keene Housing								
Central Office (Locals)	63,659	0	0	23,072	0	13,620,614	162,408	13,869,753
Monadnock Affordable (MAHC)	0	0	0	4,069	513,496	3,051,406	(82,592)	3,486,379
Keene Affordable (KAHP)	6,949	21,475	0	145,556	15,877,372	3,953,515	93,716	20,098,583
Meadow Road	51	90,550	0	4,029	548,390	152,627	5,673	801,320
Roxbury St Shelter	2	38,414	0	369	293,243	129,632	558	462,218
Section 8 Voucher Program (MTW)	10,843	2,415	0	10,335	0	72,458	784,449	880,500
Special Purpose Vouchers (Non-Elderly Disabled)	38,833	0	0	1,125	0	34,664	24,643	99,265
Mainstream Voucher Program	1,602	0	0	536	0	137,100	1,474	140,712
Low Income Tax Credits (LIHTC)								
Brookbend East	1,139	2,367	0	5,272	1,168,505	5,471,901	(59,822)	6,589,362
Brookbend West	218	2,558	0	22,263	1,645,606	4,409,703	(60,465)	6,019,883
Evergreen Knoll	136	0	0	26,495	1,802,736	1,555,701	(37,817)	3,347,251
Riverbend	7,394	127,704	0	48,307	581,390	844,900	135,531	1,745,226
Stone Arch Family	33	0	0	19,726	592,093	2,558,166	(71,966)	3,098,052
Stone Arch Senior	33	0	0	26,894	567,314	2,879,788	(24,000)	3,450,029
Multi-Family Properties								
Central Square Terrance	11,621	82,136	914,911	56,960	2,823,880	(2,017,931)	81,319	1,952,896
Non-Owned/Managed Properties								
Cottage Street	933	0	0	4	498,131	(43,592)	(5,282)	450,194
Ash Brook	1,078	1,265	0	9,670	783,237	(12,946)	6,547	788,851
Emerald Street	129	2,630	0	5,366	159,841	50,276	5,009	223,251
Fairweather Lodge	60	500	0	3,072	0	37,240	1,438	42,310
TOTALS	**144,713**	**372,014**	**914,911**	**413,120**	**27,855,234**	**36,885,222**	**960,821**	**67,546,035**

Keene Housing
Solicitation Log

Type	Solicitation #	Solicitation Dates	Description of Services	Dept.	Firm/Vendor	Comments/Contract Value	Contract Status	EXPIRATION DATES
RFQ	107-SR	07/23/13 - 08/19/13	SNOW REMOVAL	KAHP/MEADOW/COTTAGE	AGM LANDSCAPING	$25,750.00	**EXPIRED**	05/15/17
RFP	110-AE	03/21/14 - 04/21/14	ARCHITECT/ENGINEERING	AGENCY WIDE	WELLER & MICHAL	FEE FOR SERVICE	RENEWED 05/13/16	05/13/19
		03/21/14 - 04/21/14	ARCHITECT/ENGINEERING	AGENCY WIDE	STEVENS & ASSOCIATES	FEE FOR SERVICE	RENEWED 06/15/16	06/14/19
		03/21/14 - 04/21/14	ARCHITECT/ENGINEERING	AGENCY WIDE	DIETZ ASSOCIATES	FEE FOR SERVICE	RENEWED 09/27/16	10/16/19
RFP	111-TR	03/15/14 - 03/28/14	TRASH REMOVAL	AGENCY WIDE	WASTE MANAGEMENT	FEE FOR SERVICE	**EXPIRED**	04/30/17
RFP	112-EL	04/12/14 -04/28/14	ELECTRICAL	AGENCY WIDE	TATTERSALL ELECTRIC	FEE FOR SERVICE	**EXPIRED**	05/14/17
RFP	113-PG	04/26/14 - 05/12/14	PROPANE GAS HEATING	AGENCY WIDE	KEENE GAS	1.27/1.37 PER GALLON	**EXPIRED**	06/30/17
RFP	114-EC	10/29/14 - 12/01/14	ENERGY CONSULTING	AGENCY WIDE	NOVA CONSULTING GROUP	< $50,000.00	RENEWED 02/01/17	01/31/18
QBS	115-LG	07/01/14 - 08/31/14	LEGAL	AGENCY WIDE	BRAGDON, DOWD & KOSSAYDA	< $50,000.00	RENEWED 09/1/16	08/31/17
		07/01/14 - 08/31/14	LEGAL	AGENCY WIDE	DRUMOND WOODSUM	FEE FOR SERVICE	RENEWED 09/1/16	08/31/17
		07/01/14 - 08/31/14	LEGAL	AGENCY WIDE	HAWKINS DELAFIELD & WOOD	FEE FOR SERVICE	RENEWED 09/1/16	08/31/17
		07/01/14 - 08/31/14	LEGAL	AGENCY WIDE	SHEEHAN PHINNEY BASS & GREEN	FEE FOR SERVICE	RENEWED 09/1/16	08/31/17
RFP	117-LC	RENEWAL	LAWN CARE/LANDSCAPING	AGENCY WIDE	AGM LANDSCAPING	<$97,500.00	RENEWED 03/21/17	11/30/17
RFP	118-TA	11/30/15 -12/30/15	TECHNICAL ASSISTANCE	AGENCY WIDE	EDGEMERE CONSULTING	< $50,000.00	RENEWED 02/01/17	01/31/18
RFP	119-GD	11/30/15 -12/30/15	GRAPHIC DESIGN	AGENCY WIDE	SILVER DIRECT	< $15,000.00	RENEWED 02/01/17	01/31/18
RFP	120-CA	2/25/16 - 04/15/16	CAPITAL NEEEDS ASSESSMENT	EK/CST/SAV	GDS ASSOCIATES	<$8,676.00	RENEWED 06/29/17	06/30/18
RFP	121-DC	7/05/16 - 08/12/16	DEVELOPMENT CONSULTING	AGENCY WIDE	TAG ASSOCIATES	< $50,000.00	EXECUTED 09/01/16	08/31/19
RFP	121-DC	7/05/16 - 08/12/16	DEVELOPMENT CONSULTING	AGENCY WIDE	NNEHIF	< $50,000.00	EXECUTED 10/01/16	09/30/19
RFP	122-HS	7/29/16 - 08/31/16	HEATING/AC/AH	AGENCY WIDE	GARY JACKSON HEATING	<$23,952.00	EXECUTED 09/09/16	09/14/17
RFP	123-SC	08/24/16 - 09/30/16	SOLAR CONSULTING	AGENCY WIDE	COMPETITIVE ENERGY SERVICES	$10,000.00 PHASE 1& 2	EXECUTED 11/15/16	11/14/17
RFP	124-ES	10/20/16 -11/15/16	ENVIRONMENTAL SERVICES	AGENCY WIDE	LE-ENVIRONMENTAL	< $50,000.00	EXECUTED 12/07/16	12/06/17
RFP	125-TR	03/17/17 - 04/14/17	TRASH REMOVAL	AGENCY WIDE	WASTE MANAGEMENT	FEE FOR SERVICE	EXECUTED 05/01/17	04/30/19
RFP	126-EL	03/17/17 - 04/13-17	ELECTRICAL	AGENCY WIDE	ELM CITY ELECTRIC	FEE FOR SERVICE	EXECUTED 05/15/17	05/14/19
RFP	127-PG	05/01/17 - 05/18/17	PROPANE GAS HEATING	AGENCY WIDE	L & G PROPANE	1.2009 PER GALLON	EXECUTED 06/01/17	06/30/19
RFP	128-SR	07/12/17 - 08/10/17	SNOW REMOVAL	AGENCY WIDE			ISSUED RFP	

KEY:

IFB Invitation for Bid

QBS Qualifications Based Selection

RFB Request for Bid

RFP Request for Proposal/Procurement

RFQ Request for Quote/ Qualifications

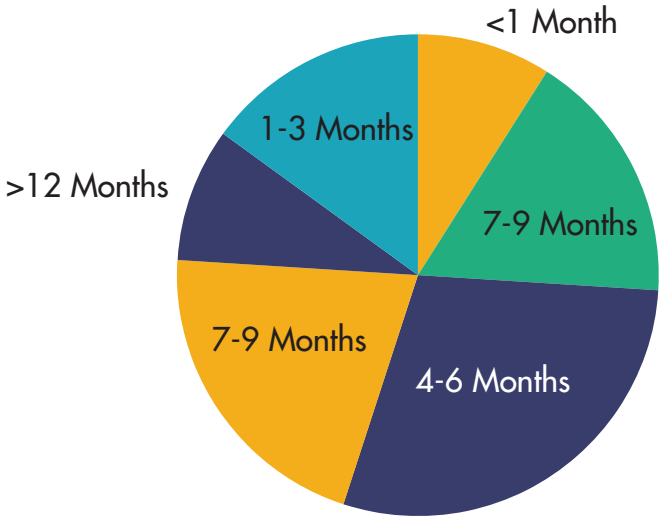
Serving the Homeless

In addition to offering traditional housing assistance to low-income families, Moving to Work (MTW) gives Keene Housing the flexibility to create new ways of addressing homelessness. Through the Transitional Housing Assistance Subsidy Program (THASP) and Project MARCH (Monadnock Area Resources Curing Homelessness), KH brings additional resources to the community's efforts to combat homelessness. THASP is a critical component of Keene's homeless and domestic violence shelter system that provides a small, per bed, subsidy to shelter providers. While Project MARCH is KH's rapid rehousing program dedicated to providing permanent housing with supportive services to the community's homeless veterans and chronically homeless.

16,152
shelter nights provided through shelters with THASP support.

27
individuals sheltered through THASP are **chronically homeless**.

Length of Stay in a THASP Shelter



50% of THASP participants remain in a shelter for **4-9 months**.

35
Domestic violence victims received THASP assistance

6 formerly homeless families with **4 youth** supported through Project MARCH.

Heard it Through the GRAPEVINE

SPRING 2017

POINTS OF INTEREST

The Executive Director's Corner.....1
Property Pointers.....2
Can You Afford a Pet?.....2
Scam Alert.....3
Summer Safety.....3
Inspections FAQ.....4
Resident Self-Reliance Program Update.....5
Community Connections Corner.....5
Farm to Family Buying Club.....6
Community Gardens.....6
A Message From the Green Team...7

FUN FACT

Popsicles were invented in San Fransisco in 1905 by an 11 year old boy!

Keene Housing

The Executive Director's Corner

Happy spring, everyone! Spring is an especially exciting time for us here at Keene Housing because it means we can get going on all of the property improvement projects we planned the previous year. This year is no exception. Here are some of the projects that will be completed before the snow starts flying again:

Harper Acres – After years of planning and negotiations with the City, we are very happy to announce that Castle Street now belongs to Keene Housing! As Harper residents will remember, we'd been asking the City to repave the road for quite some time to no avail. With so many City streets in need of repair, the City just couldn't find the resources for Castle, especially since it's a dead end with only one "resident", us. So, thanks to great support from the City's staff and the City Council, we've agreed to take ownership of Castle Street so that we can repave it ourselves. The best thing about our owning the road is that we can change its layout to make the parking spots more obvious, make proper cross walks and curb cuts so that residents with walkers and wheelchairs can get around better, and we can add small "rain gardens" along the street that will help move water off the street to the Ashuelot after hard rains. City Council officially gave us the street at their meeting on May 18th. We hope that we will be able to get started on the rehabilitation of the street in late summer or early fall, but there is a small chance that we'll decide to wait until the Spring of 2018 if we don't find the right contractor at the right price for the job.

In the meantime, the window replacement project at Harper Acres is well underway and we hope that residents will love the new windows, which should be easier to open and close, and wash, than the old ones. The last thing we're working on at Harper Acres is the installation of solar panels on some of the roofs. Each year we spend around $600,000 on electricity, and Harper Acres accounts for about 30% of the electricity we use. Installing solar panels will help us save money for future rehabilitation projects.

Continued on Page 8

Property Pointers

With Spring here and Summer on the horizon, residents spend more time outdoors and stay out later in the evening. While you take advantage of the nicer weather, please be reminded that living in close proximity to other residents makes it important to get along with each other, which starts with consideration and responsibility– by adults, guests, teens, and young children.

Please remember that:

- Children must always be well supervised.
- Children are not allowed to climb and play in the shrubs, trees, on or over the fences, on the utility boxes, or in any of the mulched areas.
- Care should be taken playing basketball or other games to avoid hitting cars in the parking lots.
- It is your responsibility to keep your front and/or back area clear of debris. This includes picking up toys each day after use, and storing them on your patio, if available.
- Outside water faucets are not available for tenant use. Hoses cannot be hooked up inside the unit and run outside for recreational use or to wash vehicles.
- Grills must be kept at least of 10 feet away from the building.

Can You Afford a Pet?

Are you thinking about getting a pet? Before you do:

- Please remember to contact your property manager to obtain the Pet Request Form.
- Review KH's Pet Policies found in your Resident Handbook.
- You must wait to bring your pet home until you receive authorization to do so by your property manager.
- If you have a pet that requires rabies shots, we will need to have an updated Rabies certificate on file.

Should you take the leap?

It's hard to put a price on pet ownership. Still, you don't want to take on the costs of pet care if you can't commit or if your pet will prevent you from being financially secure. So, do the math before you make the leap.

The American Society for the Prevention of Cruelty to Animals estimates that your first-year total costs will run anywhere from $1,471 to $2,008 for a dog — to $1,174 for a cat. This includes spaying/neutering, and a series of first year shots for young animals. Ongoing annual costs can exceed at least $500 per year.

And that's just for the basics like food, kitty litter, grooming supplies and spaying and neutering fees. Add in extras like pet boarding and cat sitting while you're on vacation, and you could wind up paying hundreds more a year.

As any pet owner will tell you, chances are you'll be more than happy to pay for your pet — even if you wind up spending more than you imagined. But, with pets living up to and beyond fifteen years, it's wise to thoroughly research all aspects of pet ownership before you make the commitment.

Scam Alert

The Internal Revenue Service (IRS) is warning the public about a phone scam that is targeting people across the nation, including recent immigrants. Callers claiming to be from the IRS tell intended victims they owe taxes and must pay using a pre-paid debit card or wire transfer. The scammers threaten those who refuse to pay with arrest, deportation or loss of a business or driver's license.

The callers who commit this fraud often:

- Use common names and fake IRS badge numbers.
- Know the last four digits of the victim's Social Security number.
- Make caller ID appear as if the IRS is calling.
- Send bogus IRS emails to support their scam.
- Call a second time claiming to be the police or DMV, and caller ID again supports their claim.

The truth is the IRS usually first contacts people by mail – not by phone – about unpaid taxes. And the IRS won't ask for payment using a pre-paid debit card or wire transfer. The agency also won't ask for a credit card number over the phone.

Be alert for phone and email scams that use the IRS name. The IRS will never request personal or financial information by email, texting, or any social media. You should forward scam emails to phishing@irs.gov. Don't open any attachments or click on any links in those emails.

Summer Safety

(excerpt from Reader's Digest)

Ah, summer. 'Tis the season of barbecues and bare feet. Unfortunately, it's also the season of bug bites and bee stings. Be proactive this season and keep the pesky critters at bay. Here's how:

1. **Avoid perfume and sweet-smelling beauty products.** If you're planning to spend time outdoors, opt for fragrance-free beauty products and skip the perfume or cologne.
2. **Dress down.** Flamboyant, brightly colored clothes with loud patterns or flowers and sparkly or colorful jewelry attract stinging and biting insects. Avoid the annoying critters by dressing in earth tones or muted colors instead.
3. **Keep your eye on your cup.** The last thing you want to do is swallow something that can sting you. Insects love sweet beverages, so be sure to look before you sip at picnics, barbecues, and other outdoor soirees.
4. **Go barefoot at your own risk.** Bees hover around low-growing clover and yellow jackets actually live in the ground. Keep those tender feet safe from stingers by wearing shoes on grassy fields or lawns.
5. **Watch out for hives and nests.** Insects tend to build their hives in nooks and crannies, like beneath the eave of a roof, under a gutter, or in the crook of a tree branch.
6. **Remain calm.** Making sudden movements or trying to shoo away the offender is the last thing you should do. Instead, slowly and calmly moving out of the insect's way is the safest way to avoid getting bitten or stung.

Inspections FAQ

Keene Housing is required, by regulation or policy, to conduct regular unit inspections. The inspections are conducted by Keene Housing staff or other agencies responsible for ensuring the units are in good condition and do not pose hazards to the family occupying the unit.

Housing Quality Standards (HQS) Inspections are one type of inspection and are conducted by the Housing Quality Standards Inspector.

There are four (4) types of HQS inspections: Initial/Move-In, Regular, Special/Complaint, Quality Control (QC).

The following are some common inspection questions Keene Housing receives from our families.

Q: Do I have to be present for the QC inspection?

A: You must allow KH to inspect the unit when reasonable notice has been given for the inspections. If you is unable to be present, you may have a representative over age 18 present for the inspection.

Q: What if I refuse to have the QC inspection conducted?

A. Failure to allow the unit to be inspected for QC is considered a violation of the Family Obligations, which can result in termination of assistance.

Q: What happens when my unit fails QC inspection?

A: The procedure for correcting QC inspection-deficiencies is similar to that of other inspections. Emergency items, which endanger the household's health or safety, must be corrected by the owner (or the household in cases of tenant-caused emergency failures), within twenty-four (24) hours of notification. For non-emergency items, repairs must be made within thirty (30) calendar days of notification. At its discretion, KH may approve an extension beyond thrity (30) calendar days.

Q: I have been in the program for a number of years and I have not heard of a QC inspection. Is this type of inspection new?

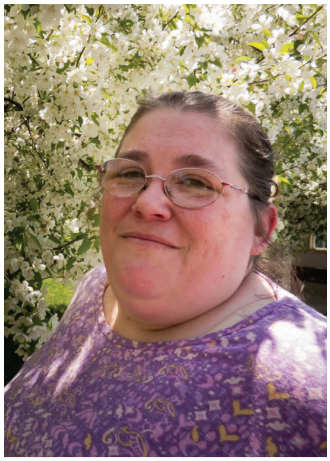
A: No, the requirement for QC inspections is not new. It is most likely that the reason why your unit has not been inspected for QC in the past is that the sample of units to be inspected is based on a "random" selection similar to a "lottery" draw. While, your unit may not have been drawn in the past, it could be drawn in the future.

Q: What is the purpose of QC inspections?

A: The purpose of quality control inspections is to make sure that each inspector is conducting accurate and complete inspections so that there is consistency among inspectors in application of the HQS.

For more information about HQS inspections, contact Jim Devoid at 352-6161 x310 or jdevoid@keenehousing.org.

Resident Self-Reliance Program Update



It's been a busy 2nd quarter so far in the RSR program. Kelly and Laura have met with 88 participants for quarterly goal meetings and have welcomed 10 new families to the RSR program. We've also had some amazing success stories! Congratulations to Cathi B. CAthi is graduating with a certificate in Human Services, with a 3.97 G.P.A.! Colleen R. is graduating with her Associates Degree, with a 3.98 G.P.A.!

Post-secondary classes are becoming a popular option for some RSR participants, fifteen are enrolled to date. Folks are taking advantage of employer sponsored retirement plans and fifty-four families have accessed funds through the Development Grant and Rent Credit program so far this year!

BIG NEWS! The New Hampshire Housing Authorities Corporation (NHHAC) awarded Athena Goodwin, Shelby Chandler, and Mikayla Henzel Anthony W. Romano & Vernon C. Kelley Grants for the 2017 – 2018 academic year!

The Anthony W. Romano and Vernon C. Kelley Memorial Grants were established in memory of two highly esteemed Housing Authority Executive Directors who served in New Hampshire for many years. The Grants are available to current recipients of housing assistance from a New Hampshire housing authority. Eligible applicants include high school students seeking assistance for post-secondary education goals, non-traditional students (adults) returning to school and one-year renewals for current scholarship recipients.

We'd also like to congratulate Kristin and Warren D. on purchasing their first home!

A reminder from Kelly and Laura: Be sure to bring your pay stubs, bank statements and credit report to your RSR quarterly meetings. We look forward to celebrating your successes!

Community Connections Corner

Karen Graveline, Resident Services Coordinator, recently attended the 19th Annual New England Resident Service Coordinators Conference in beautiful Rockport, Maine. The various workshops she attended focused on issues affecting our disabled and aging populations.

Community Connections is hosting a 6-week Diabetes Self-Care Class on Tuesdays beginning on June 13th through July 25th (skipping July 4th) at Central Square Terrace from 1:00PM to 3:30PM. Participants will learn to better manage diabetes, make healthy choices, create and action plan and stick to it, problem solve and how to deal with stress. Participants must be diabetic or pre-diabetic and commit to attending all six classes. Contact Karen Graveline at (603) 352.6161 ext. 345 for registration information. Space is limited and registration is required!

A resident shared the following with Karen during a recent conversation:

Karen: "How do you rate your quality of life?"

Resident: "Very good! My life has greatly improved since moving in here a few months ago. I was not in a good place and it's good now."

Farm to Family Buying Club

The farmers are in full swing now and spring veggies including spinach, leeks, bok choy, lettuce, parsnips, scallions, radishes, herbs, and more have arrived. It won't be long now until we see our first tomato! Produce bags from New Dawn Farm are back as well! This week's small bag consists of ¼ lb mixed greens, 2 baby bok choy, 1 bunch radishes, and 1 head of lettuce for $8.00. Pay with EBT and the produce bag is $4.00! Not sure what to do with bok choy? Recipes will be in your bag. Go to harvesttomarket.com to place your order. Watch for our new Farm to Family Farmers' Markets once a month on Fridays from 12:30 PM - 2:00 PM at 5 Central Square Terrace. Questions about Farm to Family? Contact Jori at 352-6161 x 306 or jjohnson@keenehousing.org.

Community Gardens

Thanks to Jori and the Keene Housing maintenance crew, raised garden beds are popping up all over! We have eight new ones built at Meadow Road, with an additional 20' X 20' area for a family that preferred a larger space. There are four new beds at Evergreen, four at Riverbend, and eight waiting to be built at Stone Arch. The ones at Stone Arch are adaptable for people who are elderly and/or have special needs in that they are up on legs which relieves the gardener from having to get on the ground to garden. Come take a tour in a month or so and see them when they are planted!

There is exciting news regarding the existing gardens at three of our properties. The five beds behind the Kid's Collaborative at Forest View are being planted by a resident who is planning to plant enough to share with others in the neighborhood and hoping to engage her neighbors in the planting and harvesting. At North & Gilsum we were also fortunate to have three families adopting the seven existing beds. They know that they will be growing more than they can eat by themselves, so they are planning on donating the extra produce to neighbors and The Community Kitchen. At Harper Acres, the work continues with our dedicated volunteer, Carol Jue. Her gardeners have an extra bed this year, so they have come up with a plan to plant and distribute the produce to any of their neighbors in need. The gardens really do encourage a sense of community, compassion, and kindness.

If you would like more information on how to get involved with the gardens, contact Jori at 352-6161, x 306 or jjohnson@keenehousing.org.

A Message From the Green Team

Did you know that 40% of food in America ends up in landfills? Of that, the average family of four contributes about 1,160 pounds annually at a cost of $1,365 to $2,275 a year. Imagine what you could do with an extra $1,000 or more in your pocket each year. But food waste is a bigger issue than its impact on our wallets, it also has a significant impact on our environment. In fact, according a 2015 Report by the National Resource Council...

- Water used to irrigate discarded food could provide clean water to nine billion people.
- One year of food lost equals about 300 million barrels of oil.
- Pesticides from food production are the leading cause of fresh water pollution.
- Rotting food produced methane, a major greenhouse gas contributing to climate change.

The good news is, you can make a huge difference by adopting a few "green" habits. Here's how:

Buy only what you need. By planning your meals before you shop and sticking to a shopping list, you'll cut your grocery bill while also helping reduce food waste.

Eat what you buy. Eat leftovers or if your family won't eat a meal twice, learn to cook only enough for a single meal.

Keep food fresh. Know the shelf life of your food and eat it before it spoils. For year-round access to healthy food, learn good preservation techniques: freezing, canning, drying, and pickling can extend the shelf life of most food.

Keene Housing KIDS COLLABORATIVE

Keene Housing Kids Collaborative
Your kids can participate FREE in these great community activities

Summer Opportunities
Granite Gorge Day Camp
Children's Stage Adventures
Kids on Campus-Keene State College
Brantwood Camp –sleepover camp
Bus passes for teens
Kids Connect! (Tracie's Farm)
Career Exploration Camp
Strength Training Camp-Keene High
Pool passes – Keene Rec Dept

Ongoing:
Imagination Library
(books for kids 0-5)
Cheshire Children's Museum
Day Passes
MoCo Arts, YMCA, Miracles in Motion, Cal Ripken baseball, Yankee Lanes, Keene Ice, Keene and Swanzey Rec Depts, White Crane Martial Arts

Give us a call at 352-0109, email info@keenekidscollaborative.org, or stop by our office at 5 Harmony Lane!

EXECUTIVE DIRECTOR'S CORNER (CONT.)

Continued from page 1...

Finally, I want to thank the volunteers from C&S and the Monadnock United Way for repainting the Harper Acres sun rooms. They just about finished all of them, and thanks to their hard work, Josh Crocker will be able to finish the painting off over the next few weeks.

Riverbend – Thanks to our winning a Community Development Block Grant from the New Hampshire Community Development Finance Authority (CDFA), we are completing our long overdue rehabilitation of Riverbend Apartments in Swanzey. We were able to replace the failing boilers and install a new water filtration system in the fall. Now we're turning our attention to the roofs, windows, doors, trim and siding – big thanks to the residents who picked out the great new siding color! We can't wait to see the new Riverbend when the work is done in late summer.

I also wanted to take this opportunity to thank the Harper Acres and Riverbend residents for being so patient with us while we work in and around their homes. I know how disruptive it can be to have contractors parking all over the place, and traipsing through your apartments. Thank you so much for working with us to make sure the work gets done quick and right!

Lastly, if you haven't met her yet, please give a warm welcome to Denise Comstock, our Director of Housing. Denise replaced Carolyn Crane in January. Denise, who oversees the Property Managers, has been spending her first months getting to know our properties, residents and community. I hope you'll come meet her at the summer barbecues, which are going to be bigger and better than ever this year!

Have a great spring. See you at the barbecues!

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

August 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3 Rain Date Listening Tour & Picnic Evergreen/Riverbend	4	5
6	7	8	9	10 Listening Tour & Picnic Harper Acres	11 Staff Summer Picnic Office closing at noon	12
13	14	15	16 Listening Tour & Picnic North & Gilsum	17 Rain Date Listening Tour & Picnic Harper Acres	18	19
20	21 Listening Tour & Picnic Forest View	22	23 Board of Commissioners Meeting	24	25	26
27	28	29	30	31		

Keene Housing

SEPTEMBER 2017

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

Keene Housing