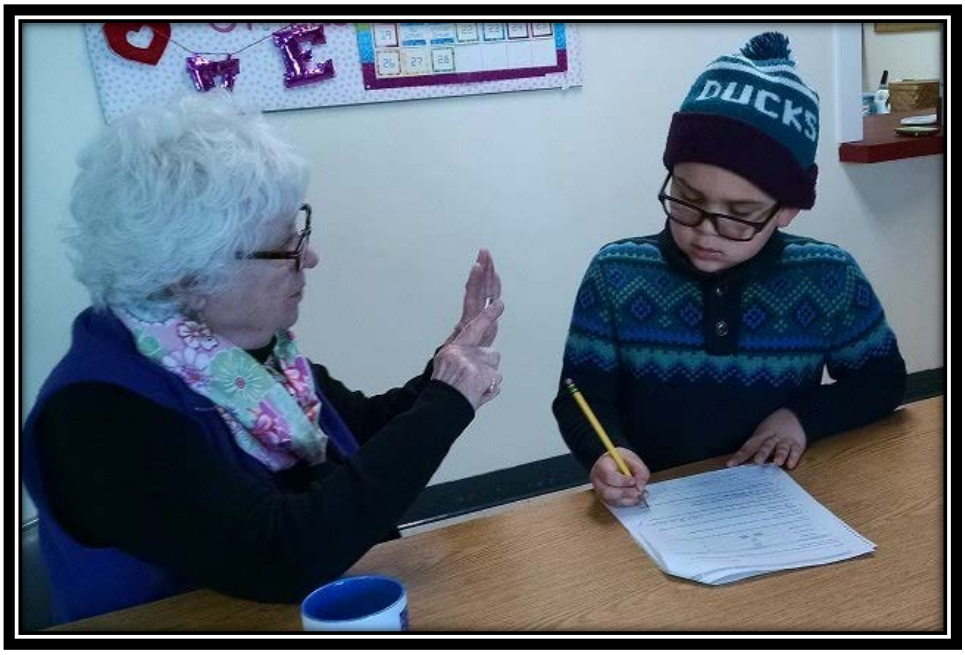
Keene Housing
Board of Commissioners Meeting
February 15, 2017



Keene Housing Kids Collaborative
Homework Help Station

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

Keene Housing

Board of Commissioners Meeting
Wednesday, February 15, 2017
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BOARD OF COMMISSIONERS MEETING
WEDNESDAY, FEBRUARY 15, 2017
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 18, 2017 Keene Housing Board Meeting Minutes

IV. Approval of the January 27, 2017 Keene Housing Board Meeting Minutes

V. Executive Director's Report

VI. Management Report

VII. Finance Report

VIII. Old Business

IX. New Business

a. Approval of Construction Work at Harper Acres 2017 (Resolution No. 571)

b. Approval of the Revised Employee Handbook (Resolution No. 572)

X. Public Comment

XI. 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).

XII. Adjournment

Minutes of the Keene Housing Board of Commissioners Meeting
Wednesday, January 18, 2017

Chairperson Robator called the Keene Housing Board of Commissioners meeting to order at 12:04 p.m. Secretary Meehan called the roll and declared a quorum present.

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

Also in attendance:
- Joshua Meehan, Secretary
- Amy Wright, Director of Administration
- Linda Griffin, Director of Finance
- Carolyn Crane, Director of Housing
- Denise Comstock, Incoming Director of Housing
- Sandy Clark, Director of Facilities and Assets
- Denise Pratt, Director of Programs and Services
- Liz Chipman, Executive Director of KHKC

MINUTES:

Chairperson Robator called for approval of the December 21, 2016 Board of Commissioners meeting minutes. Commissioner Mack made a motion to approve the minutes. Commissioner Moses seconded the motion, which upon being put to vote, the minutes passed unanimously.

EXECUTIVE DIRECTOR'S REPORT:

Secretary Meehan wished everyone a Happy New Year. He introduced Denise Comstock, Keene Housing's new Director of Housing. Ms. Comstock shared an overview of her education and extensive housing experience. Secretary Meehan recognized Carolyn Crane, Director of Housing, for her great work and dedication to the Agency for the last 5 years. The Board of Commissioners congratulated Carolyn on her upcoming retirement and recognized her years of service.

Secretary Meehan stated President Elect, Donald Trump, selected Ben Carson as the new Secretary to HUD. The Moving to Work (MTW) expansion steering committee is getting back together to address HUD's changes to its Substantially the Same rule.

Secretary Meehan stated a Request for Proposal (RFP) is being released on January 28th for the Riverbend rehabilitation project. The project includes the replacement of roofs, windows, siding, doors and overhangs. The Harper Acres window project replacement was estimated to cost $900,000. Keene Housing received 8 bids and Ingram Construction was awarded the contract at $572,000. The Agency is waiting for the disposition of the Harper Acres road to be released to us for the asphalt/road/sidewalk repair.

MANGEMENT REPORT:

Secretary Meehan acknowledged that the Agency received the grade of all As on the year to date Rent Collection Report. He stated this is a phenomenal achievement and recognized the hard work of staff.

FINANCE REPORT:

Ms. Griffin stated the Finance Department is working on year end reporting and closing out 2016.

The December Finance Report will be presented at the February Board Meeting. Otis Atwell will be onsite next month to begin the financial audit process.

OLD BUSINESS:

No topics were presented.

NEW BUSINESS:

Keene Housing Kids Collaborative (KHKC) Update

Ms. Chipman, Executive Director of KHKC, stated 208 Keene Housing kids were served by KHKC in 2016. This is almost 70% of Keene Housing's youth population. KHKC is currently working on data sharing project which would allow them to access data from schools and community partners for benchmarking and future planning. Ms. Chipman stated the fundraising breakfast held in November raised over $6,000 and the room was full of engaged community members. KHKC applied for funding from the Monadnock United Way and will reapply for funds from New Hampshire Charitable Foundation.

Resolution No. 568 – Approval of Executive Director Travel

The Keene Housing Board of Commissioners authorizes Executive Director Meehan to travel to Chicago, Illinois for the Public Housing Authorities Directors Association (PHADA) 2017 Annual Convention & Exhibition, which runs from April 30, 2017 – May 2, 2017, pursuant to the memorandum dated January 6, 2017 from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director. Commissioner Mack moved the motion to approve the resolution. Commissioner Slack seconded the motion, which upon being put to vote, was passed unanimously.

Resolution No. 569 – Approval of Signatories for Bank Accounts

The Keene Housing Board of Commissioners authorizes the signatories of Keene Housing or Keene Housing Affiliates' accounts pursuant to the January 12, 2017 memorandum from Linda Griffin, Director of Finance to the Executive Director, Joshua R. Meehan. Commissioner Slack moved the motion to approve the resolution. Commissioner Marsh seconded the motion, which upon being put to vote, was passed unanimously.

PUBLIC COMMENT:

No members of the public were in attendance.

NON-PUBLIC SESSION:

Commissioner Moses made a motion to enter into non-public session for the purposes of discussing personnel matters pursuant to the RSA 91 A:3, II (d). Commissioner Slack seconded the motion, which upon being put to vote, the motion to suspend Public Session passed unanimously.

Chairperson Robator suspended the Public Session at 12:39 p.m. on Wednesday, January 18, 2017 to convene a Non-Public Session.

Commissioner Moses made a motion to reconvene Public Session. Commissioner Slack seconded the

motion, which upon being put to vote, the motion to reconvene Public Session passed unanimously.

PUBLIC SESSION RECONVENED:

Chairperson Robator reconvened the Public Session on Wednesday, January 18, 2017 at 1:10 p.m. Chairperson Robator stated the Board of Commissioners voted during non-public session to seal the minutes of that session.

Commissioner Slack made a motion to adjourn the meeting. Commissioner Marsh seconded the motion, which upon being put to vote, was passed unanimously. There being no further business, Chairperson Robator adjourned the Board meeting at 1:11 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

1/26/17
Date

Minutes of the Keene Housing Board of Commissioners Special Meeting
Conference Call
Friday, January 27, 2017

Chairperson Robator called the Keene Housing Board of Commissioners meeting to order at 1:03 p.m. Secretary Meehan called the roll and declared a quorum present.

Commissioners in attendance by phone:
- Lee Robator, Chairperson
- Tom Moses, Commissioner
- Jennifer Marsh, Commissioner
- Pam Slack, Commissioner

Absent:
- J.B. Mack, Vice Chairperson

Also in attendance by phone:
- Joshua Meehan, Secretary
- Amy Wright, Director of Administration
- Linda Griffin, Director of Finance

NEW BUSINESS:

Resolution No. 570 – Approval to Amend the Meadow Road Property Loan

That the Keene Housing Board of Commissioners authorizes the Executive Director to execute all documents necessary to amend the current Peoples Bank loan from a variable rate to a fixed rate of 4% for the remaining term of the note, pursuant to the January 25, 2017 memorandum from Linda Griffin, Finance Director to Joshua Meehan, Executive Director. Commissioner Slack moved the motion to approve the resolution. Commissioner Moses seconded the motion, which upon being put to vote, was passed unanimously.

Commissioner Slack made a motion to adjourn the meeting. Commissioner Marsh seconded the motion, which upon being put to vote, was passed unanimously. There being no further business, Chairperson Robator adjourned the Board meeting at 1:10 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

1/27/17
Date

Keene Housing

Resolution No. 571

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item: Approval of Construction Work at Harper Acres 2017

2. Date of Board Meeting: 2/15/2017

3. Proposed Board Resolution:

That the Keene Housing Board of Commissioners authorizes the 2017 Harper Acres window project be awarded to Ingram Construction and its funding not to exceed $650,000 pursuant to the January 26, 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: 1-26-17

6. Statement of availability of funds by Finance Manager

Funds Budgeted and Available Yes XX No __ Source _____

Account #_____

Finance Manager Approval Signature _____ Date: 1/26/2017

7. Executive Director Approval Signature _____ Date: 1/26/2017

Keene Housing

MEMORANDUM

To: Joshua R. Meehan, Executive Director
From: Sandy Clark, Facilities and Asset Director SLC
Subject: Approval of project/contract
Date: January 26, 2017

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

Location: Harper Acres

Project Name: Replacement Windows

- The scope of work for this project includes: To replace 538 windows, increase window size for 1st and 2nd floor egress windows, repair porch/sunroom roof where water infiltration has been occurring.
- The budget approved by the Board: $ 993,000
- Any additional funding needed? NO
- An open invitation was added to the: KH web page, Facebook page
- The Request for Proposals were distributed to contractors on: December 5, 2016 and bid were due on January 13, 2017
- Number of contractors directly invited to bid: Ten
- Number of contractors that showed up to the site visit: Nine
- Formal bid packets received by KH: Eight
- Lowest or winning bid: $ 587,734
- Winning bid criteria if not price: price
- Board approval is being requested to award contract to : Ingram Construction

Additional comments:

Keene Housing

Resolution No. 572

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item

   Adoption of the Revised Employee Handbook

2. Date of Board Meeting: February 15, 2017

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners adopts the revised Employee Handbook pursuant to the January 30, 2017 memorandum from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director.

4. All Backup Attached?

   Yes X No ☐

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

5. Department Head Approval Signature Amy Wright Date: 1/30/2017

6. Statement of availability of funds by Finance Manager

   Funds Budgeted and Available Yes ☐ No ☐ Source _____

   Account #_____

   Director of Finance Approval Signature _____ Date: _____

7. Executive Director Approval Signature _____ Date: 2/1/17

Keene Housing

MEMORANDUM

To: Joshua R. Meehan, Executive Director
From: Amy Wright, Director of Administration
Subject: Revision of Employee Handbook
Date: January 30, 2017

This memorandum recommends that the Keene Housing Board of Commissioners adopt the revised Employee Handbook.

It is the policy of Keene Housing to complete a comprehensive review of its Employee Handbook each year. Keene Housing's goal is to be compliant with constantly changing state and federal employment legislation and have clear policies in place for staff.

Below is a summary of the proposed revisions:

- Americans with Disabilities Act/Reasonable Accommodation Policy: Expanded the definition of protected classes to include any other characteristic protected by law.
- Harassment Grievance Procedure: Policy now covers harassment and discrimination complaints.
- Breastfeeding Mothers: Employees storing milk in the refrigerator assume all responsibility for the safety of the milk and the risk of harm for any reason, including improper storage, refrigeration and tampering. Any nonconforming products stored in the refrigerator will be disposed of.
- Overtime and Overtime Compensation: In emergency situations, staff are eligible for emergency call back pay regardless of the number of hours worked within the workweek.
- Telecommuting Policy: Exempt employees may periodically work from home. All telecommuting arrangements are made on a case-by-case basis, focusing first on Keene Housing's business needs.
- Emergency Call Back Compensation: Holidays, vacation, health/sick and personal time are not considered hours worked. In emergency situations, staff are eligible for emergency call back pay (overtime) regardless of the number of hours worked within the workweek.
- Sick Leave: The guidelines of the policy remain the same but the title of Sick Leave is changing to Health Leave. Leave covers medical appointments in addition to illness.
- Personal Leave: Clarified eligibility for new hires.
- Holidays: Regular part time employees receive holiday pay if the holiday falls on a day the employee is scheduled to work.
- Smoke-Free Workplace: Keene Housing now prohibits chewing tobacco during all work meetings.
- Standards of Conduct and Disciplinary Policy: Nothing contained in this policy or its enforcement is intended to interfere with the rights of Keene Housing employees under the National Labor Relations Act (NLRA).

RECOMMENDATION

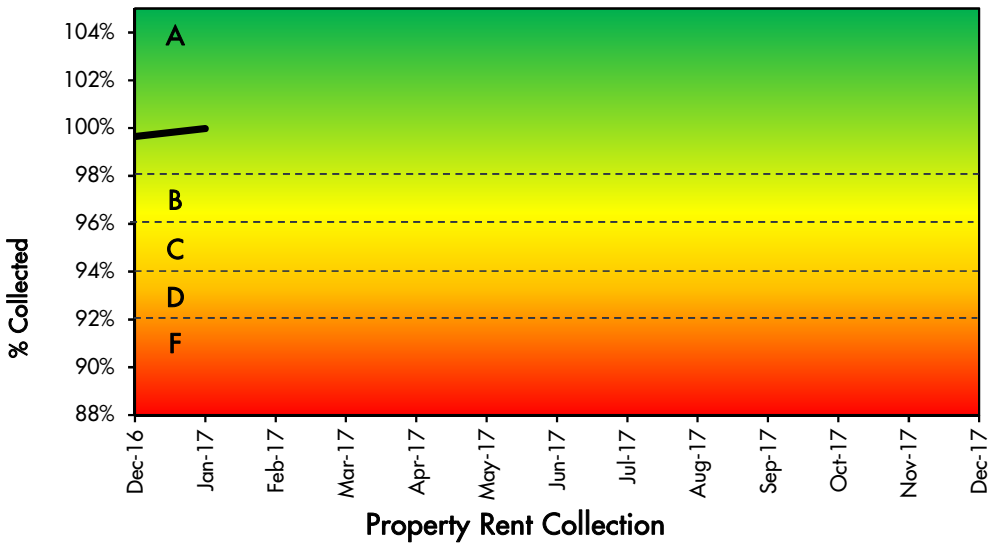
Accordingly, I recommend that the Board consider this resolution, which states:

> **Resolution:** That the Keene Housing Board of Commissioners adopts the revised Employee Handbook pursuant to the January 30, 2017 memorandum from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director.

MANAGEMENT REPORT
JANUARY 2017

Residential Property Rent Collection Report
January 2017

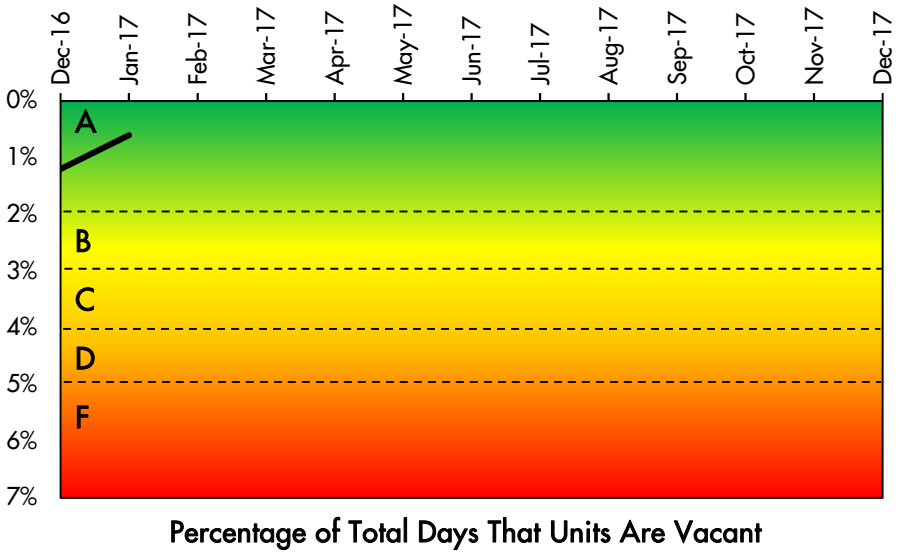
Community	Month Billed	Month Collected	% Collected	Monthly Grade	YTD Billed	YTD Collected	% YTD Collected	YTD Grade
Ash Brook Apartments	$10,346	$10,346	100.0%	A	$10,346	$10,346	100.0%	A
Bennett Block	$4,398	$4,485	102.0%	A	$4,398	$4,485	102.0%	A
Brookbend East	$16,880	$15,193	90.0%	D	$16,880	$15,193	90.0%	D
Brookbend West	$10,153	$9,558	94.1%	C	$10,153	$9,558	94.1%	C
Central Square Terrace	$26,691	$26,689	100.0%	A	$26,691	$26,689	100.0%	A
Cottage Street	$1,146	$1,191	104.0%	A	$1,146	$1,191	104.0%	A
Evergreen Knoll LP	$14,395	$14,846	103.1%	A	$14,395	$14,846	103.1%	A
Forest View	$18,548	$19,105	103.0%	A	$18,548	$19,105	103.0%	A
Harper Acres	$42,174	$42,336	100.4%	A	$42,174	$42,336	100.4%	A
Meadow Road Apartments	$5,895	$5,895	100.0%	A	$5,895	$5,895	100.0%	A
North and Gilsum	$17,392	$17,709	101.8%	A	$17,392	$17,709	101.8%	A
Riverbend Apartments	$10,138	$10,627	104.8%	A	$10,138	$10,627	104.8%	A
Scattered Sites	$9,729	$9,722	99.9%	A	$9,729	$9,722	99.9%	A
Stone Arch Village Family	$8,287	$8,426	101.7%	A	$8,287	$8,426	101.7%	A
Stone Arch Village Senior	$12,465	$12,465	100.0%	A	$12,465	$12,465	100.0%	A
Totals	**$208,637**	**$208,593**	**99.98%**	**A**	**$208,637**	**$208,593**	**99.98%**	**A**



Monthly Vacancy Report

January 2017

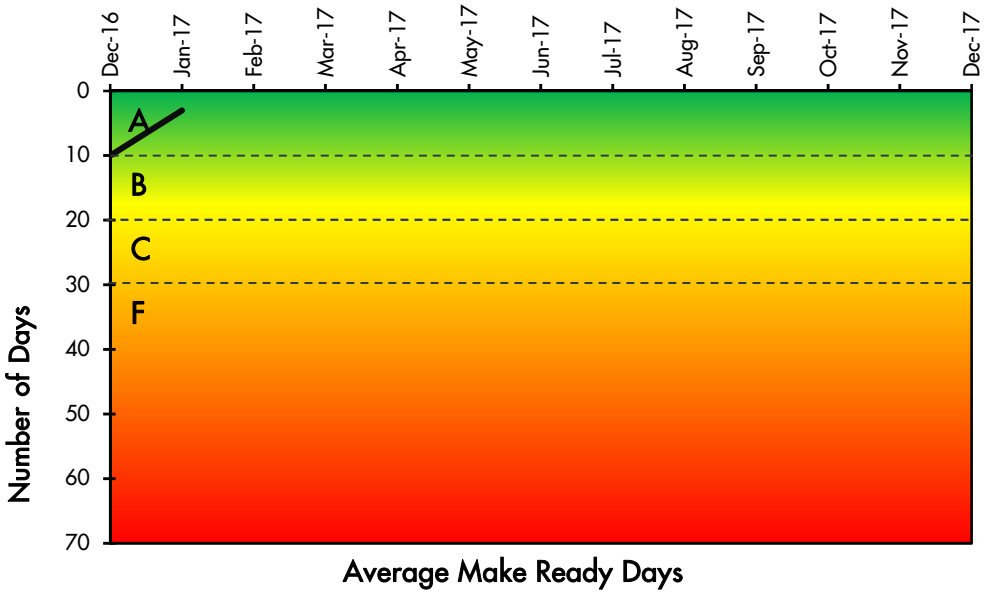
Community	Units Available	Available Days	Vacant Days	Monthly Vacancy Percentage	Monthly Grade	YTD Vacancy Percentage	YTD Grade
Ash Brook Apartments	24	744	0	0.0%	A	0.0%	A
Bennett Block	14	434	0	0.0%	A	0.0%	A
Brookbend East	40	1240	3	0.2%	A	0.2%	A
Brookbend West	35	1085	15	1.4%	A	1.4%	A
Central Square Terrace	90	2790	13	0.5%	A	0.5%	A
Cottage Street	3	93	0	0.0%	A	0.0%	A
Evergreen Knoll LP	32	992	1	0.1%	A	0.1%	A
Forest View	38	1178	26	2.2%	B	2.2%	B
Harper Acres	112	3472	18	0.5%	A	0.5%	A
Meadow Road	18	558	0	0.0%	A	0.0%	A
North and Gilsum	29	899	3	0.3%	A	0.3%	A
Riverbend Apartments	24	744	0	0.0%	A	0.0%	A
Scattered Sites	18	558	20	3.6%	C	3.6%	C
Stone Arch Village Family	24	744	0	0.0%	A	0.0%	A
Stone Arch Village Senior	33	1023	0	0.0%	A	0.0%	A
Report Totals:	**534**	**16,554**	**99**	**0.6%**	A	**0.6%**	A



Percentage of Total Days That Units Are Vacant

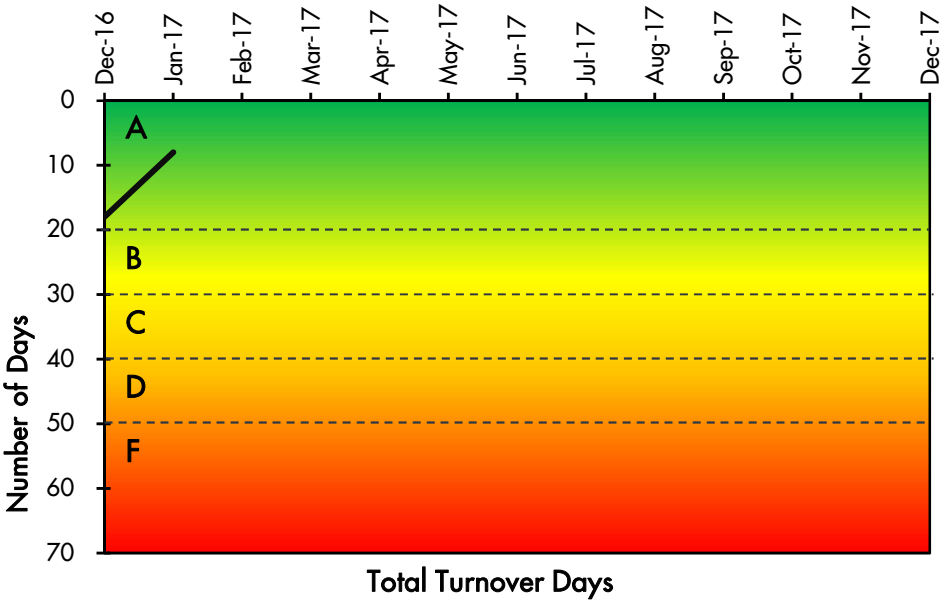
Unit Make Ready Days
January 2017

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



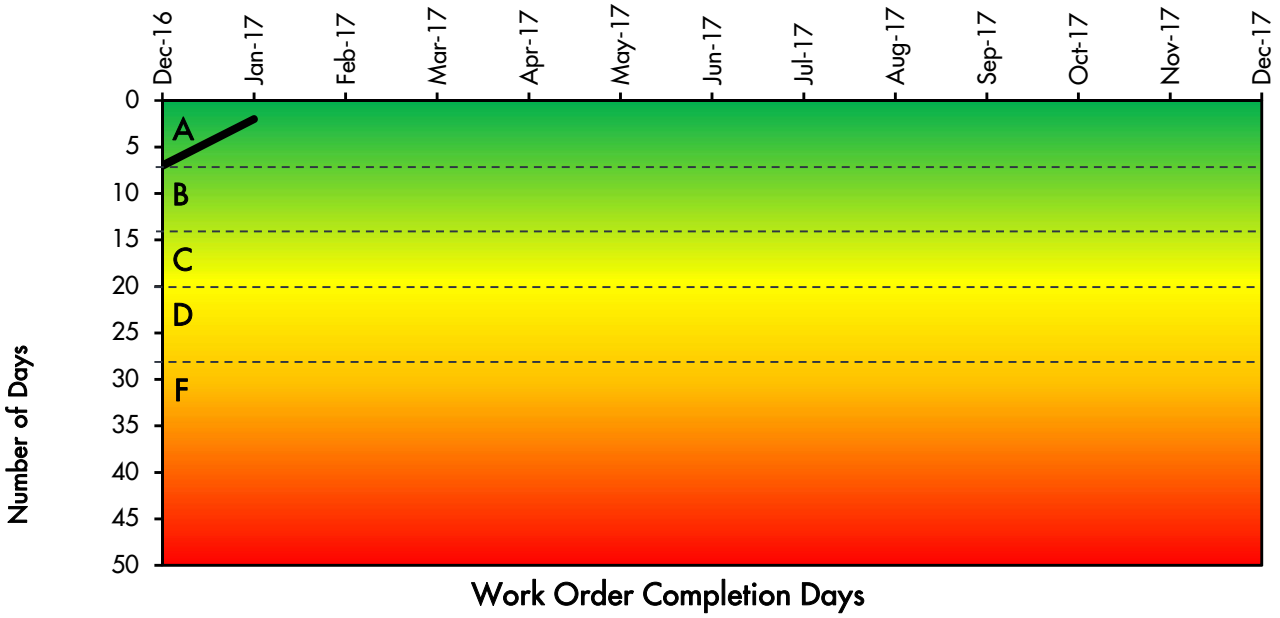
Unit Turnover
January 2017

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	0	A	1	0	A
Bennett Block	-	None	-	-	None
Brookbend East	3	A	1	3	A
Brookbend West	8	A	2	8	A
Central Square Terrace	7	A	2	7	A
Cottage Street	-	None	-	-	None
Evergreen Knoll LP	1	A	1	1	A
Forest View	26	B	1	26	B
Harper Acres	9	A	2	9	A
Meadow Road	-	None	-	-	None
North and Gilsum	3	A	1	3	A
Riverbend Apartments	-	None	-	-	None
Scattered Sites	20	A	1	20	A
Stone Arch Village Family	-	None	-	-	None
Stone Arch Village Senior	-	None	-	-	None
Report Totals:	8	A	12	8	A



Residential Property Non-Emergency Work Order Completion Days
January 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	-	-	None	-	-	None
Ash Brook Apartments	5	2	A	5	2	A
Bennett Block	8	0	A	8	0	A
Brookbend East	8	0	A	8	0	A
Brookbend West	9	2	A	9	2	A
Central Square Terrace	36	1	A	36	1	A
Cottage Street	2	1	A	2	1	A
Emerald Street House	4	1	A	4	1	A
Evergreen Knoll LP	4	0	A	4	0	A
Forest View	8	2	A	8	2	A
Harper Acres	31	2	A	31	2	A
Keene Housing Main Office	5	1	A	5	1	A
Meadow Road	3	3	A	3	3	A
North and Gilsum	23	1	A	23	1	A
Riverbend Apartments	6	0	A	6	0	A
Scattered Sites	9	0	A	9	0	A
Stone Arch Village Family	2	9	B	2	9	B
Stone Arch Village Senior	31	1	A	31	1	A
Report Totals:	**194**	**2**	**A**	**194**	**2**	**A**



Residential Property Emergency Work Order Completion Days
January 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	-	-	None
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	-	-	None	-	-	None
Report Totals:	**0**	**0**	**None**	**0**	**0**	**None**

FINANCE REPORT
JANUARY 2017

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	$362,858	$394,829	109%	612	$645	104%	587	$225	-$31,971
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$362,858	$394,829	109%	612	$645	104%	587	$225	-$31,971

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	$362,858	$387,727	107%	556	$697	95%	587	$225	($24,869)
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$362,858	$387,727	107%	$556	$697	95%	$587	$225	-$24,869

Affordable Housing Preservation Program

Month	HAP Budget Authority	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$13,470	$14,555	108%	18	$809	100%	18	$0	($1,085)
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$13,470	$14,555	108%	18	$809	100%	18	$0	($1,085)

Non-Elderly Disabled (NEDs)

Month	HAP Budget Authority	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$50,852	$53,722	106%	100	$537	100%	100	$80	($2,870)
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$50,852	$53,722	106%	100	$537	100%	100	$80	($2,870)

Mainstream

Month	HAP Budget Authority	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									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$27,997	$29,646	106%	51	$581	102%	50	$0	-$1,649

FY16 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%

Financial Report – December, 2016

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 $2,089k which is a net increase of $1,309k from the budget of $780k.

OPERATING REVENUES are $17,244k, a net increase of $2,889k as compared to the budget of $14,355k. The most significant changes are related to:

VARIANCES for Revenue categories under/(over) Budget		
59,804	Rent Revenue	Changes in tenant rent portion – could be related to change in renter, subsidy changes or increase in rent at properties.
(189,946)	HAP funding	The voucher programs that are under budget: MTW by $90k, NED's by $10k, and Mainstream by $7k. The Meadow Road voucher funding is a change this year (Multi-family funding in prior years) and no budget so revenue is over budget by $207k. In addition, there is a net over budget by $107k in HAP subsidiary revenue to various properties – could be related to change in renter, subsidy changes or increase in rent at properties.
(179,172)	Other Income	Other Income is over budget: There was no budget assumed for the following items so revenue is over budget: The energy savings project & incentive grant from Eversource by $81k, a transfer of Rehab funds (MAHC to Roxbury Shelter) by $79k, a CDBG forgiveness of debt for $19k on Cottage St and Meadow Rd.
(5,135)	Grants	Grants funds received for FSS funds and CHT admin revenue is on budget. The CDBG admin is over budget by $4k.
(6,670)	Management Fees	Management fees slightly over budget.
0	Development fees	No Development fees paid or expected (MAHC).
12,728	Vacancy Loss	Vacancy Loss (reduction to revenue). Under budget: BBE by $11k, BBW by $10k, Meadow Rd by $5k, Ashbrook Apt by $3k. Over budget: CST by $10k and Emerald by $6k.
(7,402)	Tenants Charges	Tenants Charges (damages/fees).
8,063	Admin Funding	HUD Section 8 admin expenses on budget. NED's is under budget by $13k. Mainstream admin revenue is over budget by $4k.
(333,186)	Higher than Budget	Operating Revenue
(27,865)	Gain/Loss on SWAP	
(110,233)	Partnership Distributions	Partnership fees, paid to KH or MAHC from surplus cash for 2015 on LIHTC properties managed. Total annual budget is $75k and actuals are $185k.
(2,417,906)	MTW Transfer	The 2016 MTW Non-HAP funding used for Non-HAP initiatives. KAHP Capital Impr=$1,017k, Roxbury=$31k, KHKC=$64k, Riverbend $250k
(2,899,190)	Higher than Budget	Total Revenue

OPERATING EXPENSES are $15,155k a net increase of $1,580k as compared to budget of $13,575k. The most significant changes are related to:

VARIANCES for Expense categories Under/(Over) compared to Budget		
(65,360)	Admin Expenses	Administrative Expense, many items are under budget. Under budget items are: Capital Needs Assessment by $20k, Technical Consultant by $22k, Travel by $15k, Computer Exp by $10k. Over budget items are: Legal by $18k, Energy Contractor $6k and Dues/Fees by $4k. There is also an expense which is offset by revenue (transfer of rehabilitation funds from MAHC to Roxbury Shelter) over budget by $79k. Bad debt does not have a budget so shows as over budget by $30k.
144,003	Payroll and Benefits Expenses	Benefit Expenses are under budget by $90k. Salaries are under budget by $53k (down one staff in Facilities and Assets dept).
103,329	Utilities Expenses	Fuel Expenses are under budget by $79k. Electric is under budget by $20k Water & Sewer are under budget by $5k.
109,439	Maint Expenses	Maintenance Expenses running under budget: Flooring= $28k, Maint Materials= $25k, snow removal= $37k, Electrician= $17k, Vehicle repairs= $15k and other $35k. Expenses running over budget: Maint/Repairs by $38k and Grounds $6k.
(17,000)	Relocation Expense	Relocation expense is related to rehabilitation of Roxbury St Shelter. Moving residents into alternative housing during rehab is being funded by MTW funds.
10,002	Insurance Expenses	Insurance Expenses are under budget.
(913)	Insurance Recovery	Insurance recovery on SAV-S waiting for reconciliation of claim
(10,365)	Property Tax Exp	Property Taxes mostly on budget. CST is over budget due to an updated city assessment. We are following up on that.
11,307	Partnership taxes	Taxes on partnerships small under budget for various partnerships.
157,442	Interest Expenses	Interest Expenses under budget (KAHP loan rate reset reducing interest expense by $13k monthly)
1,832	Resident services	Residential Services Development Grants and Rent credits under budget by $10k. Other resident service (housing and P&S) under by $9K. Over budget items are: Community Gardens by $2k, Employee Garden by $3k, Farm to Family by $9k but there is income to offset all of that.
(73,211)	HAP disbursements	HAP disbursements. Section 8 vouchers are over budget by $70k.
370,505	Lower than Budget	Operating Expenses
(113,312)	Partnership Distributions	Partnership fees, paid to Keene Housing or MAHC from surplus cash for 2015 on LIHTC properties managed. Total annual budget is $102k and actuals are $216k.
(1,837,397)	MTW Transfer	The 2016 MTW Non-HAP funding used for Non-HAP initiatives. KAHP Capital Impr=$1,017k, Roxbury=$31k, KHKC=$64k, Riverbend $250k
(1,580,203)	Higher than Budget	Total Expenses

Keene Housing

Income Statement - Comparing Actuals to Budget - YTD - as of December 31, 2016

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
Central Office (Locals)	(27,083)	(180,747)	1,242,788 Higher Revenue	1,396,453 Higher Expenses	MTW transfer $1,121k in and then out $1,371k to funds capital projects/KHKC
Monadnock Affordable (MAHC)	396	(88,115)	(17,934) Lower Revenue	70,576 Higher Expenses	Transfer funds fr Rehab Reserve to Roxbury St., as an expense $79k
Keene Affordable (KAHP)	122,483	1,537,968	1,133,132 Higher Revenue	(282,353) Lower Expenses	Revenue is MTW transfer in $1,017k to funds capital projects
Meadow Road	43,754	80,869	15,674 Higher Revenue	(21,441) Lower Expenses	
Roxbury St Shelter	8,846	99,000	109,191 Higher Revenue	19,037 Higher Expenses	Revenue transfer=$79k plus MTW=$31k to funds capital
Low Income Tax Credits Properties (LIHTC)					
Brookbend East	153,725	136,559	18,455 Higher Revenue	35,620 Higher Expenses	Payment of partnership distribution exceeds budget by $33k
Brookbend West	110,294	87,577	15,593 Higher Revenue	38,310 Higher Expenses	Payment of partnership distribution exceeds budget by $62.
Evergreen Knoll	38,957	63,168	(377) on budget	(24,588) Lower Expenses	
Riverbend	43,912	328,765	245,550 Higher Revenue	(39,303) Lower Expenses	MTW transfer in $250k to funds capital projects
Stone Arch Family	36,427	21,734	(3,114) Lower Revenue	11,580 Higher Expenses	Payment of partnership distribution exceeds budget by $33k.
Stone Arch Senior	25,367	62,917	17,428 Higher Revenue	(20,123) Lower Expenses	Payment of partnership distribution exceeds budget by $7k.
Multi-Family Properties					
Central Square Terrance	156,333	212,377	34,474 Higher Revenue	(21,570) Lower Expenses	
Voucher Programs					
Section 8	(7,772)	(340,700)	117,187 Lower Revenue	450,115 Higher Expenses	
Non-Elderly Disabled (NED)	(1)	(21,358)	(25,178) Lower Revenue	(3,821) Lower Expenses	
Mainstream Vouchers	1,025	8,291	(2,885) Lower Revenue	(10,151) Lower Expenses	
Non-Owned/Managed Properties					
Cottage Street	2,828	3,263	6,595 Higher Revenue	6,160 Higher Expenses	
Ashbrook	43,883	63,771	1,277 Higher Revenue	(18,611) Lower Expenses	
Emerald Street	19,871	26,433	32 on Budget	(6,530) Lower Expenses	
Fairweather Lodge	7,202	(12,340)	(18,697) Lower Revenue	845 on Budget	The building had no tenant and no revenue from 1/1-8/1.
TOTALS	780,447	2,089,434	2,889,190 Higher Revenue	1,580,203 Higher Expenses	

(a) excluding depreciation

Keene Housing

Cash Outlay - Year to Date - as of December 31, 2016

Program/Property											
			change in balance sheet accounts affecting cash								
	Unrestricted Cash Balance at 1/1/16	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)	**2,537,172**	**(180,747)**	(7,662)	0	(38,687)	0	186,928	(27,423)	(845)	**2,468,736**	(68,436)
Monadnock Affordable (MAHC)	**384,986**	**(88,115)**	(25,691)	0	(7,691)	0	10,017	(2,084)	0	**271,422**	(113,564)
Keene Affordable (KAHP)	**700,478**	**1,537,968**	(303,308)	(74,019)	(1,163,977)		21,363	58,652	0	**777,157**	76,679
Meadow Road	**4,759**	**80,869**	(43,650)	(3,144)	0	0	(3,029)	(4,363)	0	**31,442**	26,683
Roxbury St Shelter	**17,514**	**99,000**	238,449	0	(347,100)	0	(8,194)	34,882	0	**34,551**	17,037
Low Income Tax Credits (LIHTC)											
Brookbend East	*146,571*	*136,559*	(62,559)	(61,003)	5,050	0	75,249	(16,317)	422	**223,972**	77,401
Brookbend West	*149,614*	*87,577*	(91,327)	(11,185)	4,093	0	15,286	(6,638)	423	**147,843**	(1,771)
Evergreen Knoll	*41,880*	*63,168*	(21,666)	15,247	(35,741)	0	4,957	(6,544)	0	**61,301**	19,421
Riverbend	*61,326*	*328,765*	(28,512)	(14,406)	(143,842)	0	(34,809)	(3,039)	0	**165,483**	104,157
Stone Arch Family	*146,028*	*21,734*	(4,502)	(9,684)	(10,986)	(5,907)	(185)	5,017	0	**141,515**	(4,513)
Stone Arch Senior	*48,030*	*62,917*	(23,256)	(13,320)	(32,019)	(1,312)	(3,374)	1,213	0	**38,879**	(9,151)
Multi-Family Properties											
Central Square Terrance	*99,377*	*212,377*	(144,911)	(37,952)	(99,667)	0	18,678	24,568	0	**72,470**	(26,907)
Voucher Programs											
Section 8 - Moving to Work (MTW	*247,764*	*(340,700)*	n/a	n/a	n/a	n/a	199,778	428,921	0	**535,763**	287,999
Non-Elderly Disabled (NED)	*37,773*	*(21,358)*	n/a	n/a	n/a	n/a	(831)	143	0	**15,727**	(22,046)
Mainstream Vouchers	*134,665*	*8,291*	n/a	n/a	n/a	n/a	1,104	(5,054)	0	**139,006**	4,341
Non-Owned/Managed Properties											
Cottage Street	*2,086*	*3,263*	(6,750)	(2,401)	0	0	2,624	5,375	0	**4,197**	2,111
Ash Brook	*10,124*	*63,771*	(26,207)	(8,409)	(10,300)	0	2,468	5,463	0	**36,910**	26,786
Emerald Street	*5,194*	*26,433*	(16,224)	(3,840)	(4,847)	0	(1,502)	386	0	**5,600**	406
Fairweather Lodge	*10,937*	*(12,340)*	0	(19)	0	0	(2,170)	3,898	0	**306**	(10,631)
TOTAL	4,786,278	2,089,434	(567,776)	(224,135)	(1,885,714)	(7,219)	484,358	497,056	0	5,172,282	386,004

(a) excluding depreciation

Keene Housing

Balance Sheet Summary - Assets - as of December 31, 2016

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)	**1,368,344**	**1,100,392**	**0**	**0**	**0**	**10,628,940**	**111,188**	**436,312**	**13,645,176**
Monadnock Affordable (MAHC)	**271,422**	**0**	**0**	**0**	**0**	**1,015,718**	**1,443,300**	**559,530**	**3,289,970**
Keene Affordable (KAHP)	**777,157**	**177,020**	**608,370**	**0**	**0**	**106,849**	**17,719,034**	**26,327**	**19,414,757**
Meadow Road	**31,442**	**36,191**	**56,155**	**0**	**0**	**17,045**	**674,864**	**0**	**815,697**
Roxbury St Shelter	**34,551**	**0**	**0**	**0**	**0**	**10,294**	**447,890**	**0**	**492,735**
Low Income Tax Credits (LIHTC)	**778,994**	**196,991**	**579,878**	**706,965**	**0**	**79,992**	**22,104,433**	**142,825**	**24,590,078**
Brookbend East	*223,972*	*20,362*	*129,610*	*195,098*	*0*	*25,544*	*6,081,692*	*63,665*	*6,739,943*
Brookbend West	*147,843*	*34,610*	*77,104*	*175,091*	*0*	*27,737*	*5,657,095*	*42,965*	*6,162,445*
Evergreen Knoll	*61,301*	*21,490*	*138,242*	*86,405*	*0*	*7,830*	*3,074,659*	*5,330*	*3,395,257*
Riverbend	*165,483*	*32,498*	*48,857*	*37,806*	*0*	*1,598*	*1,330,801*	*0*	*1,617,043*
Stone Arch Family	*141,515*	*45,316*	*65,119*	*89,869*	*0*	*6,200*	*2,821,509*	*11,288*	*3,180,816*
Stone Arch Senior	*38,879*	*42,715*	*120,946*	*122,696*	*0*	*11,083*	*3,138,677*	*19,577*	*3,494,573*
Multi-Family Properties	**72,470**	**49,195**	**184,462**	**0**	**16,444**	**3,660**	**1,541,105**	**36,272**	**1,903,608**
Central Square Terrance	*72,470*	*49,195*	*184,462*	*0*	*16,444*	*3,660*	*1,541,105*	*36,272*	*1,903,608*
Voucher Programs	**690,496**	**0**	**0**	**0**	**0**	**12,928**	**3,083**	**0**	**706,507**
Section 8 - Moving to Work	*535,763*	*0*	*0*	*0*	*0*	*12,097*	*3,083*	*0*	*550,943*
Non-Elderly Disabled (NED)	*15,727*	*0*	*0*	*0*	*0*	*831*	*0*	*0*	*16,558*
Mainstream Vouchers	*139,006*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*139,006*
Non-Owned/Managed Properties	**47,013**	**33,633**	**156,005**	**12,581**	**21,970**	**3,574**	**1,246,849**	**12,337**	**1,533,962**
Cottage Street (MFS)	*4,197*	*3,620*	*11,447*	*12,581*	*10,087*	*768*	*413,850*	*6,750*	*463,300*
Ash Brook (MHO)	*36,910*	*24,781*	*65,509*	*0*	*8,842*	*10*	*666,587*	*5,587*	*808,226*
Emerald Street (CHO)	*5,600*	*2,682*	*66,387*	*0*	*3,041*	*739*	*142,244*	*0*	*220,693*
Fairweather Lodge (CHO)	*306*	*2,550*	*12,662*	*0*	*0*	*2,057*	*24,168*	*0*	*41,743*
TOTALS	**4,071,890**	**1,593,422**	**1,584,870**	**719,546**	**38,414**	**11,879,000**	**45,291,746**	**1,213,603**	**66,392,493**

(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, 2016

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
Central Office (Locals)	4,968	0	0	17,560	3,921	13,840,486	(221,759)	13,645,176
Monadnock Affordable (MAHC)	659	0	0	745	506,027	2,920,099	(141,059)	3,286,471
Keene Affordable (KAHP)	112,196	0	0	162,131	15,178,811	3,158,945	802,675	19,414,758
Meadow Road	531	88,915	0	7,412	553,462	125,671	39,706	815,697
Roxbury St Shelter	30,085	38,414	0	(144)	294,164	38,968	91,246	492,733
Low Income Tax Credits (LIHTC)	17,763	126,196	0	124,764	6,582,903	17,839,604	(101,154)	24,590,076
Brookbend East	*610*	*0*	*0*	*(1,944)*	*1,269,377*	*5,529,080*	*(57,179)*	*6,739,944*
Brookbend West	*2,963*	*0*	*0*	*19,791*	*1,729,987*	*4,499,389*	*(89,686)*	*6,162,444*
Evergreen Knoll	*2,432*	*0*	*0*	*18,619*	*1,816,940*	*1,633,648*	*(76,381)*	*3,395,258*
Riverbend	*2,019*	*126,196*	*0*	*47,027*	*591,378*	*580,843*	*269,580*	*1,617,043*
Stone Arch Family	*6,226*	*0*	*0*	*16,909*	*592,476*	*2,651,977*	*(86,774)*	*3,180,814*
Stone Arch Senior	*3,513*	*0*	*0*	*24,362*	*582,745*	*2,944,667*	*(60,714)*	*3,494,573*
Multi-Family Properties	30,561	88,604	914,911	(6,047)	2,911,946	(2,159,669)	123,301	1,903,607
Central Square Terrance	*30,561*	*88,604*	*914,911*	*(6,047)*	*2,911,946*	*(2,159,669)*	*123,301*	*1,903,607*
Voucher Programs	20,845	0	0	449,143	0	588,286	(354,766)	703,508
Section 8 - Moving to Work	*10,781*	*0*	*0*	*449,647*	*0*	*432,215*	*(341,700)*	*550,943*
Non-Elderly Disabled (NED)	*8,878*	*0*	*0*	*1,960*	*0*	*27,078*	*(21,357)*	*16,559*
Mainstream Vouchers	*1,186*	*0*	*0*	*(2,464)*	*0*	*128,993*	*8,291*	*136,006*
Non-Owned/Managed Properties	21,923	966	0	14,868	1,466,970	20,426	8,808	1,533,961
Cottage Street	*9,335*	*0*	*0*	*1,202*	*498,130*	*(36,763)*	*(8,605)*	*463,299*
Ash Brook	*10,315*	*0*	*0*	*11,653*	*799,171*	*(29,102)*	*16,188*	*808,225*
Emerald Street	*1,337*	*0*	*0*	*(588)*	*169,669*	*33,112*	*17,164*	*220,694*
Fairweather Lodge	*936*	*966*	*0*	*2,601*	*0*	*53,179*	*(15,939)*	*41,743*
TOTALS	239,531	343,095	914,911	770,432	27,498,204	36,372,816	246,998	66,385,983

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	**EXPIRED**	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	**EXPIRED**	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	RENEWED 9/20/16	05/15/17
RFQ	108-HS	07/31/13 - 08/23/13	HEATING/AC/AH	AGENCY WIDE	GARY JACKSON HEATING	$19,030.00	**EXPIRED**	09/14/16
RFQ	109-FS	08/05/13 - 08/30/13	FLOORING SERVICES	AGENCY WIDE	SYD'S CARPET & SNOOZE ROOM	FEE FOR SERVICE	**EXPIRED**	10/19/15
RFP	110-AE	03/21/14 - 04/21/14	ARCHITECT/ENGINEERING	AGENCY WIDE	WELLER & MICHAL	FEE FOR SERVICE	RENEWED 5/13/16	05/13/19
		03/21/14 - 04/21/14	ARCHITECT/ENGINEERING	AGENCY WIDE	STEVENS & ASSOCIATES	FEE FOR SERVICE	RENEWED 6/15/16	06/14/19
		03/21/14 - 04/21/14	ARCHITECT/ENGINEERING	AGENCY WIDE	DIETZ ASSOCIATES	FEE FOR SERVICE	RENEWED 9/27/16	10/16/19
RFP	111-TR	03/15/14 - 03/28/14	TRASH REMOVAL	AGENCY WIDE	WASTE MANAGEMENT	FEE FOR SERVICE	RENEWED 3/31/16	04/30/17
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	1.27/1.37 PER GALLON	RENEWED 7/1/16	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	1/31/2018
QBS	115-LG	07/01/14 - 08/31/14	LEGAL	AGENCY WIDE	BRAGDON, DOWD & KOSSAYDA	< $50,000.00	RENEWED 9/1/16	08/31/17
		07/01/14 - 08/31/14	LEGAL	AGENCY WIDE	DRUMOND WOODSUM	FEE FOR SERVICE	RENEWED 9/1/16	08/31/17
		07/01/14 - 08/31/14	LEGAL	AGENCY WIDE	HAWKINS DELAFIELD & WOOD	FEE FOR SERVICE	RENEWED 9/1/16	08/31/17
		07/01/14 - 08/31/14	LEGAL	AGENCY WIDE	KLEIN HORNIG LLP	< $50,000.00	**EXPIRED**	**08/31/16**
		07/01/14 - 08/31/14	LEGAL	AGENCY WIDE	SHEEHAN PHINNEY BASS & GREEI	FEE FOR SERVICE	RENEWED 9/1/16	08/31/17
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	**EXPIRED**	**11/14/15**
		RENEWAL	LAWN CARE/LANDSCAPING	AGENCY WIDE	AGM LANDSCAPING	<$97,500.00	**EXPIRED**	**11/30/16**
RFP	118-TA	11/30/15-12/30/15	TECHNICAL ASSISTANCE	AGENCY WIDE	EDGEMERE CONSULTING	< $50,000.00	RENEWED 02/01/17	1/31/2018
RFP	119-GD	11/30/15-12/30/15	GRAPHIC DESIGN	AGENCY WIDE	SILVER DIRECT	< $15,000.00	RENEWED 02/01/17	1/31/2018
RFP	120-CA	2/25/16-04/15/16	CAPITAL NEEEDS ASSESSMENT	EK/CST/SAV	GDS ASSOCIATES	<$8,676.00	EXECUTED 05/06/16	6/12/2017
RFP	121-DC	7/05/16- 08/12/16	DEVELOPMENT CONSULTING	AGENCY WIDE	TAG ASSOCIATES	< $50,000.00	EXECUTED 09/01/16	8/31/2019
RFP	121-DC	7/05/16- 08/12/16	DEVELOPMENT CONSULTING	AGENCY WIDE	NNEHIF	< $50,000.00	EXECUTED 10/01/16	9/30/2019
RFP	122-HS	7/29/16- 08/31/16	HEATING/AC/AH	AGENCY WIDE	GARY JACKSON HEATING	<$23,952.00	EXECUTED 09/09/16	9/14/2017
RFP	123-SC	8/24/16- 9/30/16	SOLAR CONSULTING	AGENCY WIDE	COMPETITIVE ENERGY SERVICES	$10,000.00 PHASE 1& 2	EXECUTED 11/15/2016	11/14/2017
RFP	124-ES	10/20/16 -11/15/16	ENVIRONMENTAL SERVICES	AGENCY WIDE	LE-ENVIRONMENTAL	< $50,000.00	EXECUTED 12/07/2016	12/6/2017

KEY:

IFB Invitation for Bid

QBS Qualifications Based Selection

RFB Request for Bid

RFP Request for Proposal/Procurement

RFQ Request for Quote/ Qualifications

Heard it Through the GRAPEVINE

WINTER 2017

POINTS OF INTEREST

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FUN FACT

Ten inches of snow produces just 1 inch of water when melted!

Keene Housing

The Executive Director's Corner

Happy New Year! I hope everyone had a chance to spend time with family and friends over the holidays. I write this column with a mix of sadness and excitement. Our Director of Housing, Carolyn Crane, is retiring at the end of January after several decades of public service, including the last five years here with us at Keene Housing. During her time at KH, Carolyn oversaw countless improvements in the Housing Department. From the opening of Brookbend and organizing the summer barbecues, to shepherding the new Resident Handbook from idea to finished product, Carolyn always cared deeply about what she was doing and our mission. In my opinion, however, Carolyn's greatest accomplishment was to instill in her staff the importance of empathy and compassion in the work they do.

It's easy for us to get caught-up in the day-to-day details of property management - rent collection, lease renewals, and the like. Sometimes it can be too easy for us to forget why we do what we do. While we are "landlords", we are also public servants. Most of us chose to work at KH because we care deeply about providing affordable housing to folks who need it, and doing what we can to help people live with dignity and to help them realize whatever goals they have for themselves and their families. Carolyn never forgot that part of the job, and I am very grateful to her for helping make sure her staff remembered that, too.

While we are sad to see Carolyn go, we are very excited to introduce Denise Comstock, our new Director of Housing. Denise has spent over 25 years working in affordable housing, including work at the Boston Housing Authority, the Massachusetts Housing Finance Agency, and the Port Gamble S'Klallam Housing Authority in Washington State. Most recently she has been serving as the Housing Manager for the Ascentria Care Alliance in Worcester, MA. Denise started in mid-January so that she could spend time learning from Carolyn. Please join me in thanking Carolyn for her service and welcoming Denise to Keene Housing!

Winter 2016-2017 Plowing Schedule

Each year, Keene Housing revisits each property's snow removal procedures. Meadow Road, Forest View, North & Gilsum, Damon Court and Cottage Street residents asked for specific times to move their cars for snow plowing.

As a result, AGM is arriving at the properties as follows:

Meadow Road	8:00 a.m.
Forest View	9:00 a.m.
North & Gilsum	10:30 a.m.
Damon Court	11:00 a.m.
Cottage Street	11:30 a.m.

AGM will arrive on site following a storm and that is when residents are responsible for moving their cars.

AGM will keep the parking lot entry/exit, handicapped ramps, handicapped parking spots and behind all cars clear throughout the storm and will only ask residents to move their car at the scheduled time.

Please remember not pull the hood of your car up over the sidewalk, please keep it back so the sidewalks can be cleared.

If you have any questions, please contact Sandy Clark at 352-6161 or email sclark@keenehousing.org.

Keene Housing Kids Collaborative
Launches Homework Help Station January 30th

NO Registration Required! Drop in anytime during Homework Station hours!

We have tutors onsite, wifi and computers available.

Where: Forest View Family Activity Center (5 Harmony Lane)
When: Monday-Thursday from 3-5pm until the end of the school year.
Open to all Keene Housing Students!

Questions? Contact Anna Crosby at 352-0109 or acrosby@keenekidscollaborative.org

Winter Reminders

Please keep your windows closed when the temperature is below freezing. The cold air can freeze the water in the heating pipes that run under your windows and the pipes can burst when the frozen water thaws. If we have to enter your apartment to close the window you will be charged for an emergency work order.

Shoveling is never a pleasant task, but at many of our properties, where you have a walkway from your door to the sidewalk, you must shovel it and keep it clear of ice and snow.

Each property is a little different when it comes to parking cars during winter storms. If you have any questions about what to do where you live, please call your property manager for assistance. Generally speaking, once the storm has passed, all cars must be moved for the final clearing of the parking spaces.

And speaking of plowing...the drivers have asked us to stress how hard it is for them to see when they are plowing, particularly if it is dark, while it is still snowing and when backing up. Children should be kept close to the buildings and out of the driveways and parking lots while the plowing is underway. We do not want to see any injuries!

Animal Policy

It's time for a quick review of the Keene Housing Animal Policy. Except as defined in KH's Reasonable Accommodation Policy, animal owners are subject to the full policy which you can find on our website at www.keenehousing.org. Permitted animals include one indoor cat per apartment. One indoor dog per apartment, under 30 pounds, is allowed at Central Square Terrace and Stone Arch Village Senior Housing. An exception to this rule may be allowed at any property as a Reasonable Accommodation for an assistive or companion animal.

You can find the Reasonable Accommodation Policy on our website as well. That policy describes a process by which a person who has a disabling condition can request to have an animal that would not ordinarily be allowed. All the other animal rules apply.

It is important that if someone in the household requires a companion animal, that the head of household get approval to have the animal before it is brought onto the property. To do otherwise is a serious lease violation and you are risking your housing if you do that.

Other than cats and dogs, the following animals are allowed as long as you register the animal with the property manager and take proper care of it:

Fish and turtles if housed in one 30-gallon fish tank per apartment. No more than two turtles are permitted in a single aquarium.

One caged animal or bird is allowed per apartment. Hamsters, gerbils, guinea pigs, mice, canaries, parakeets, finches, cockatiels, and parrots are allowed as long as they are caged.

Animals that do not meet policy requirements will need to be rehomed by the animal owner for the health and safety of all residents. Please be sure to talk to your property manager before you get an animal.

Programs and Services Update

The Programs and Services department administers Keene Housing's voucher programs and provides services that enhance the quality of life for families living in Keene Housing properties and families who receive housing assistance through the tenant based voucher programs.

Claire Coey and Ellen Wishart process eligibility determinations and re-certifications to ensure no interruption in housing assistance for our voucher holders and families receiving project-based assistance. If you have questions about eligibility determinations or your housing assistance Claire or Ellen are here to help.

The Resident Services Coordinator team, Laura Scott, Kelly White, and Karen Graveline provide direct supports for work-able, elderly and disabled families. These supports range from employment/educational/financial to benefits applications and re-certifications, home health care services information and referrals, and community services information and supportive services.

The Programs and Services team welcomed Jori Johnson to the roster in May. Jori administers our Community Gardens initiative and is the Manager of the Farm to Family Buying Club. Jori will give a lot of her attention in 2017 to the Community Gardens. She's scheduling garden planning meetings so watch your bulletin boards for dates and times!

You can reach any member of the Programs and Services team by emailing info@keenehousing.org or by calling 352-6161.

Community Connections Corner

Karen Graveline, Resident Service Coordinator, continues working on building Community Connections for KH's elderly and disabled residents. Small groups of residents at Central Square Terrace, Harper Acres and Stone Arch Village Senior have been meeting monthly to plan activities at each property. Game Nights, card making and Bingo have been well attended and fun!

Community Connections is teamed up with Jori Johnson from KH's Farm to Family Buying Club and you can expect food and farm focused crafts over the next few months. Keep your eyes on property bulletin boards and on Facebook for flyers about these and other group activities!

Karen has also been able to help our elderly and disabled residents connect to resources in the community as well provide assistance with paperwork for benefits.

Keene Housing
COMMUNITY CONNECTIONS

Need help with resources? Interested in planning a group? Interested in running a group? Join us at our next Group Activities Planning Meeting! Contact Karen Graveline at (603) 352-6161 or email kgraveline@keenehousing.org or visit during office hours for more information.

Harper Acres – Mondays, 2:00pm – 4:30pm (Mill Building)

Central Square Terrace – Tuesdays, 1:00pm – 4:30pm

Stone Arch Village Senior – Thursdays, 1:30pm – 3:30pm

Resident Self Reliance Program Update

2016 was a busy year for RSR families! We're working out the final numbers, but wanted to give you some highlights.

- 2 families left the program and purchased their own home.
- 14 families left the program because they can pay for their housing without housing assistance.
- 100 families took advantage of Development Grants or Rent Credits.
- 25 of you took post-secondary college classes, 12 started specific job training, and 5 received a certification from a tech school (including Licensed Nursing Assistant).
- Laura and Kelly provided coaching, mentoring and service referrals to 213 people, and;
- 39 new families came into the RSR program.

Congratulations on all of your hard work and accomplishments!

Families who no longer needed housing assistance stated the RSR program helped them achieve their goals on budgeting, increasing savings and retirement, obtaining life insurance, minimizing credit card debit, completing a master's degree, and obtaining a better paying job. Families shared their RSCs were "kind and supportive throughout the years, and very accommodating". One person noted that the Rent Credits helped to keep him motivated to accomplish his goals!

From the Garden

Community Gardens - Let's Get Growing!

Community Garden planning meetings are being held monthly starting in January for North & Gilsum, Riverbend, Forest View, Evergreen, Stone Arch, Meadow Road, and Brookbend East & West residents. Stretch your food budget, learn new skills, share your gardening knowledge, or just come and have fun. Make your community garden what you want it to be! All tools and plants are provided. No experience is needed. What will you grow? For more info contact Jori at jjohnson@keenehousing.org or 352-6161.

Farm to Family

Our year round Farm to Family Buying Club offers seasonal items from local farmers. Try some pasture raised pork sausage from Archway Farm or yogurt made with organic milk from Stonewall Farm. Available now; storage crops and herbs such as apples, potatoes, and parsley along with locally made granolas and puddings. Shop fruits and veggies with EBT and cut your buying club bill in half! New Dawn Farm offers small, medium, or large produce bags. The bags are packaged at the farm just for members of the Buying Club at special prices. You never know what you might get in your produce bag, but you know it will be fresh out of the field, grown without chemicals, and competitively priced. Worried about getting something you won't know what to do with? We will include a recipe to make sure nothing goes to waste! For more info contact Jori at jjohnson@keenehousing.org or 352-6161.

Baby salad mix, kale, radishes, butternut squash, eggplant, and sweet peppers in New Dawn's Medium Produce Bag.

Reduce Your Use!

From the City of Keene Public Works...

You know we're still having a drought, right? Sure, lately we've gotten some rain and snow– but we have a big deficit to make up and have barely scratched the surface.

We've been talking to the community for the past couple weeks about ways you can reduce water usage – but we're not seeing a lot of results yet. Last week the Keene water system customers used an average of 1.7 million gallons of water every day. That's 35% less water than we were using in August – but only ½ a percent less water than we used last year at this time.

We're asking you to reduce your usage by 10% --but what does that mean? To see results of saving 10% -- we'll need to reduce the entire community's water use by about 170,000 gallons per day.

But if we all save our 10% -- it's not really that much – maybe less than 7.5 gallons per day per person – or 27 gallons per day at every water account. How can you do it? A 2-minute shorter shower (5-16 gallons saved) or fix a drip or a toilet (a 1/16" continuous flow will leak more than 800 gallons a day!!). It's not hard, but you do have to make an effort!

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

FEBRUARY 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6 2/6- 2/10 Otis Atwell Audit	7 NHHFA Management Review Ash Brook	8	9	10	11
12	13	14	15 Board of Commissioners Meeting	16	17	18
19	20 Office Closed Presidents' Day	21	22	23	24	25
26	27	28				

Keene Housing

March 2017

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

Keene Housing