Keene Housing

# Keene Housing
# Board of Commissioners Meeting
# April 18, 2018

Community Connections
Stone Arch Village Senior - Craft Workshop

Meeting Location:
Stone Arch Village Senior
835 Court Street
Keene, NH 03431

Keene Housing

Board of Commissioners Meeting
Wednesday, April 18, 2018
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Keene Housing

BOARD OF COMMISSIONERS MEETING
WEDNESDAY, APRIL 18, 2018
2:15 P.M.
STONE ARCH VILLAGE SENIOR
835 COURT STREET, KEENE, NH

## AGENDA

I. Call to Order

II. Roll Call

III. Approval of the March 21, 2018 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 Matching Funds for Forest View Heat Pumps (Resolution No. 604)

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, March 21, 2018

Chairperson Robator called the Keene Housing Board of Commissioners meeting to order at 12:05 p.m. Chairperson Robator asked that the minutes reflect who attended the meeting and declared a quorum present.

Commissioners in attendance:
- Lee Robator, Chairperson
- Tom Moses, Commissioner
- Jen Marsh, Commissioner

Absent:
- Pam Slack, Commissioner
- J.B. Mack, Vice Chairperson

Also in attendance:
- Joshua Meehan, Secretary
- Linda Griffin, Director of Finance
- Denise Comstock, Director of Housing
- Dee Pratt, Director of Programs and Services
- Sandy Clark, Director of Facilities and Assets
- Amy Wright, Director of Administration
- June Jones, Property Manager
- Karen Graveline, Resident Service Coordinator
- April Buzby, Planning and Policy Analyst
- Liz Chipman, Keene Housing Kids Collaborative
- Residents of Central Square Terrace

### MINUTES:

Chairperson Robator called for approval of the February 21, 2018 Board of Commissioners meeting minutes. Commissioner Moses made a motion to approve the minutes. Commissioner Marsh seconded the motion, which upon being put to vote, the minutes passed unanimously.

### EXECUTIVE DIRECTOR'S REPORT:

Secretary Meehan welcomed the Commissioners and guests. Secretary Meehan reviewed several capital projects. Keene Housing sent a Request for Proposals (RFP) for window replacements, storm door installation, and exterior concrete stair improvements to the apartments located at the North and Gilsum, Forest View and West Street. A site visit was held this morning with interested contractors. Sandy Clark, Director of Facilities and Assets is meeting with the Tom Call, Harper Acres Project Manager to review any outstanding property items. Keene Housing is working with Community Development Finance Authority (CDFA) to apply for tax credits to replace the electric heat units at Forest View. The Agency hopes to install energy efficient heat pumps at North and Gilsum and Harper Acres in the future.

Keene Housing is putting together a financing plan for the Central Square Terrace rehabilitation project. The scope of work tentatively includes new kitchens and bathrooms, improvements to the community space, a new ventilation system, heating system improvements, additional laundry rooms, completion of the façade renovation, improvements to the Roxbury Street entrance and, possibly, solar panels on the roof. It is very early in the planning process and relocation will be a significant part of the project. Secretary Meehan stated there would be multiple resident meetings as plans progress.

Secretary Meehan announced Chairperson Robator is retiring from NBT Bank and is relocating to Maine. Unfortunately, Secretary Meehan is not able to attend Chairperson Robator's last Board

meeting in April and he recognized Chairperson Robator's tremendous service to Keene Housing and his 5 years of leadership as Chairperson of the Board. He will be greatly missed.

## MANGEMENT REPORT:

Chairperson Robator asked for an update regarding vacancies. Ms. Comstock stated Keene Housing is experiencing higher than average applicant denials because they do not meet eligibility requirements. She gave an example that 11 applicants were screened and 8 were denied due to poor landlord references or past evictions. In addition, the Agency continues to struggle to fill 3 and 4 bedroom units.

## 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

Liz Chipman, Executive Director stated KHKC is preparing for NH Gives Day which is held in June. She stated 50% of Keene Housing households have participated in at least one activity offered by KHKC. It is a challenge to engage middle school and high school aged children. This will be revisited during strategic planning. Ms. Chipman distributed KHKC's March 2018 newsletter and 2017 Annual Report.

### Resolution No. 601 – Approval of Amendment to the Employee Handbook

The Keene Housing Board of Commissioners approves an amendment to the Employee Handbook, pursuant to the memorandum dated March 9, 2018 from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director. Commissioner Moses moved the motion to approve the resolution. Commissioner Marsh seconded the motion, which upon being put to vote, was passed unanimously.

### Resolution No. 602 – Approval of Rent Reasonableness Determination 2018 MTW Plan Amendment

The Keene Housing Board of Commissioners authorize the Executive Director to submit an amendment to the Fiscal Year 2018 Moving to Work Annual Plan requesting approval of revision to the Rent Reasonableness Determination Discontinuation activity, pursuant to the March 8, 2018 memorandum from Planning and Policy Analyst April A. Buzby to Executive Director Joshua R. Meehan. Commissioner Marsh moved the motion to approve the resolution. Commissioner Moses seconded the motion, which upon being put to vote, was passed unanimously.

### Resolution No. 603 – Approval of the Fiscal Year 2017 Moving to Work Annual Report

The Keene Housing Board of Commissioners approves the Fiscal Year 2017 Moving to Work Annual Report, pursuant to the March 15, 2018 memorandum from Planning and Policy Analyst April A. Buzby to Executive Director Joshua R. Meehan. Commissioner Moses moved the motion to approve the resolution. Commissioner Marsh seconded the motion, which upon being put to vote, was passed unanimously.

### Community Connections Dashboard Report

Karen Graveline, Resident Service Coordinator stated Central Square Terrace continues to be the most active property with groups and activities. There was a decline at Harper Acres due to property construction and the weather. She anticipates participation will increase as the weather improves. She stated the Programs and Service department is using a new case management software to track referrals, assessments, notes and events.

### PUBLIC COMMENT:

A resident stated she is concerned for her safety because another resident allows anyone to enter the secure building. She also expressed a concern about another resident who is rude and aggressive in the elevator. The Property Manager, June Jones, has been notified and has addressed these issues in the past. Secretary Meehan encouraged the residents to continue to report concerns to the Property Manager and asked them to contact the Keene Police Department if they think someone is violating the law. If the residents do not feel the Police Department is responsive, he encouraged them to contact the Chief of Police. The residents stated they love living at Central Square Terrace, they have great apartments and feel like they are part of a family. They expressed their appreciation of the maintenance staff.

### NON-PUBLIC SESSION:

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

Commissioner Moses 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 12:44 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

3/23/2018
Date

Keene Housing

Resolution No. 604

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item: Forest View Heat Pump

2. Date of Board Meeting: April 18, 2018

3. Proposed Board Resolution:
That the Keene Housing Board of Commissioners authorizes the Executive Director to commit $100,000 in matching funds in support of two grant applications for the installation of heat pumps at Forest View Apartments pursuant to the April 17, 2018 memorandum from Joshua Meehan, Executive Director to the Keene Housing Board of Commissioners.

4. All Backup Attached? Yes X No ☐

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

5. Department Head Approval Signature _____ Date: _____

6. Statement of availability of funds by Director of Finance

Funds Budgeted and Available Yes ☐ No ☐ Source _____

Account #_____

Director of Finance Approval Signature _____ Date: _____

7. Executive Director Approval Signature _____ Date: 4/12/18

Keene Housing

# MEMORANDUM

**To:** Board of Commissioners
**From:** Joshua R. Meehan, Executive Director
**Subject:** Approval of matching funds for Forest View heat pumps
**Date:** April 17, 2018

This memorandum recommends that the Board of Commissioners commit $100,000 in matching funds in support of two grant applications for the installation of heat pumps at Forest View Apartments.

## BACKGROUND

Keene Housing is pursuing the two grants to help with the cost of swapping out the antiquated and inefficient Steffe electric thermal storage (ETS) heating units at Forest View with high efficiency heat pumps. The estimated cost of the project is $421,000. To help offset project costs KH is pursuing grants from the Community Development Finance Authority (CDFA) and U.S. Department of Agriculture (USDA) for grants of $150,000 and $105,000 respectively.

If KH is successful in its grant applications, there will remain a gap of approximately $167,000. Staff proposes that $100,000 of the gap be filled with KH funding, with the remaining $67,000 to come in the form of a low-interest energy loan available from the CDFA or alternatively, from other KH funds. In addition to helping fill the funding gap, a commitment of $100,000 from KH makes the Board's commitment to the project clear to potential funders. KH should learn whether or not the grants are awarded in or around July of this year. If sufficiently funded, the project would likely begin in the spring of 2019.

## WEST STREET HEAT PUMP PILOT

The Forest View heat pump conversion project is only being pursued after the successful heat pump conversion pilot KH conducted at our West Street property. As a reminder to the Board, KH swapped the ETS units at West Street with heat pumps several years ago to confirm that savings projections were met and to trouble shoot any unforeseen engineering or equipment complications or failures. It is not an understatement to say that the pilot was a great success.

Specifically, the West Street pilot was expected to result in a 23.5% reduction in electrical costs. After a year of monitoring, the heat pumps resulted in a 30% savings over the ETS units. As the attached analysis conducted by our energy consultants, NOVA Consulting, shows, we expect the annual savings, calculated without any grant funding, will approach between $32,000 and $36,000 per year, depending on the number of meters, available rebates, and other factors.

It is worth noting, however, that a future meter consolidation will offset some of the projected savings, but would allow KH to pursue the installation of solar arrays at the property for less than the installation would cost if the property were still separately metered. In any case, staff is confident that the installation of heat pumps at Forest View will decrease electricity costs and substantially increase resident comfort, as in addition to a much-improved distribution of heat, the heat pumps will also provide residents with air conditioning in the summer.

## CONCLUSION

If KH receives the necessary funding to complete this project, we will have made a giant leap towards our goal of significantly improving the energy efficiency at our properties. If the project is un- or partially funded staff may return to the Board with alternatives or, alternatively, may explore reapplying for the CDFA and USDA grants in 2019.

## RECOMMENDATION

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

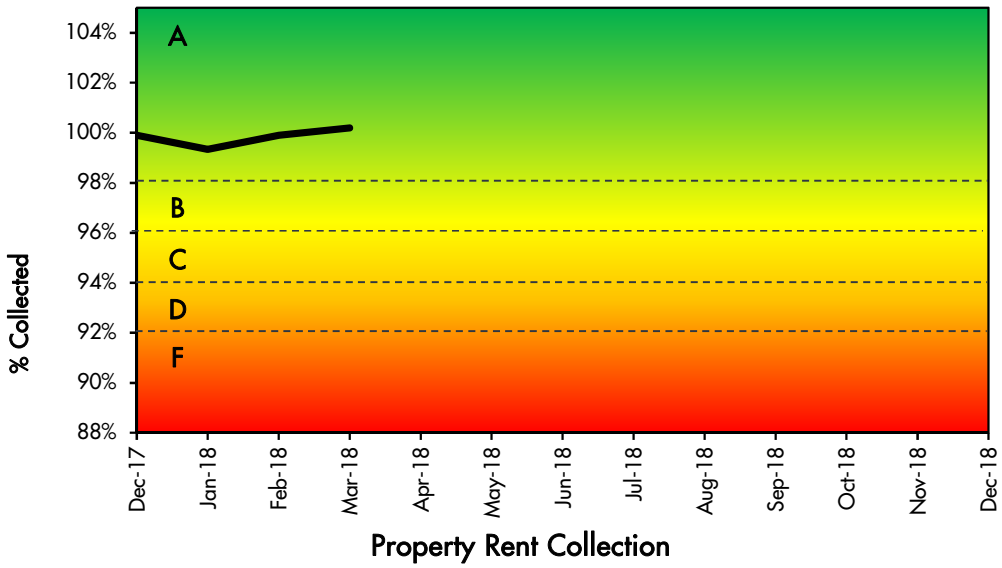
> **Resolution:** That the Keene Housing Board of Commissioners authorizes the Executive Director to commit $100,000 in matching funds in support of two grant applications for the installation of heat pumps at Forest View Apartments pursuant to the April 17, 2018 memorandum from Joshua Meehan, Executive Director to the Keene Housing Board of Commissioners.

Keene Housing

# MANAGEMENT REPORT
# MARCH 2018

## Residential Property Rent Collection Report
## March 2018

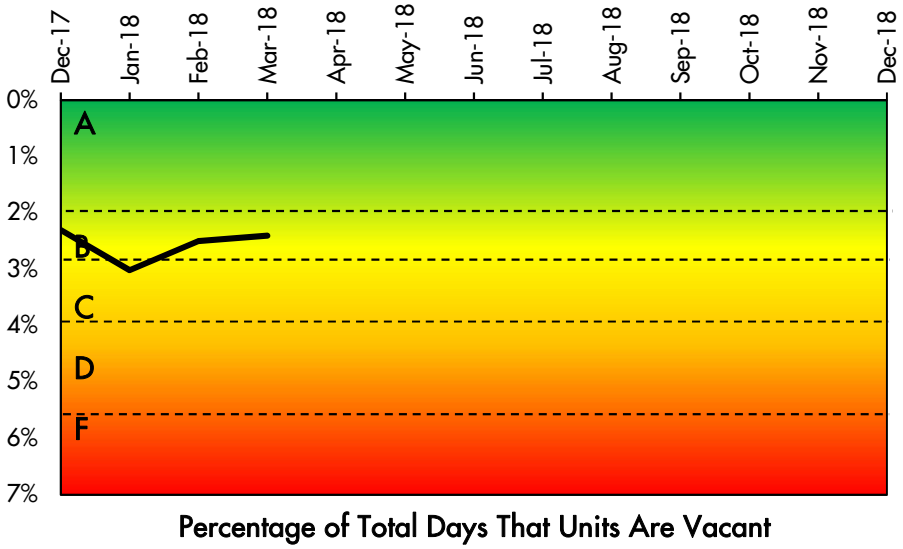
| Community | Month Billed | Month Collected | % Collected | Monthly Grade | YTD Billed | YTD Collected | % YTD Collected | YTD Grade |
|---|---|---|---|---|---|---|---|---|
| Ash Brook Apartments | $10,786 | $10,786 | 100.0% | A | $31,966 | $31,972 | 100.0% | A |
| Bennett Block | $4,878 | $4,877 | 100.0% | A | $13,880 | $14,200 | 102.3% | A |
| Brookbend East | $14,730 | $18,323 | 124.4% | A | $44,700 | $47,396 | 106.0% | A |
| Brookbend West | $11,768 | $11,501 | 97.7% | B | $33,863 | $33,634 | 99.3% | A |
| Central Square Terrace | $26,487 | $26,499 | 100.0% | A | $79,044 | $78,469 | 99.3% | A |
| Cottage Street | $1,105 | $1,110 | 100.5% | A | $3,315 | $3,357 | 101.3% | A |
| Evergreen Knoll LP | $13,253 | $12,360 | 93.3% | D | $40,143 | $38,595 | 96.1% | B |
| Forest View | $18,870 | $18,738 | 99.3% | A | $54,858 | $54,491 | 99.3% | A |
| Harper Acres | $40,470 | $40,663 | 100.5% | A | $120,341 | $120,252 | 99.9% | A |
| Meadow Road Apartments | $5,267 | $5,267 | 100.0% | A | $15,579 | $15,579 | 100.0% | A |
| North and Gilsum | $14,134 | $13,361 | 94.5% | C | $40,996 | $40,800 | 99.5% | A |
| Riverbend Apartments | $10,544 | $10,546 | 100.0% | A | $31,264 | $32,473 | 103.9% | A |
| Scattered Sites | $10,121 | $9,882 | 97.6% | B | $30,117 | $30,187 | 100.2% | A |
| Stone Arch Village Family | $10,379 | $10,401 | 100.2% | A | $31,137 | $31,286 | 100.5% | A |
| Stone Arch Village Senior | $11,884 | $11,884 | 100.0% | A | $35,596 | $35,596 | 100.0% | A |
| **Totals** | **$204,676** | **$206,197** | **100.74%** | A | **$606,799** | **$608,287** | **100.2%** | A |



# Monthly Vacancy Report

## March 2018

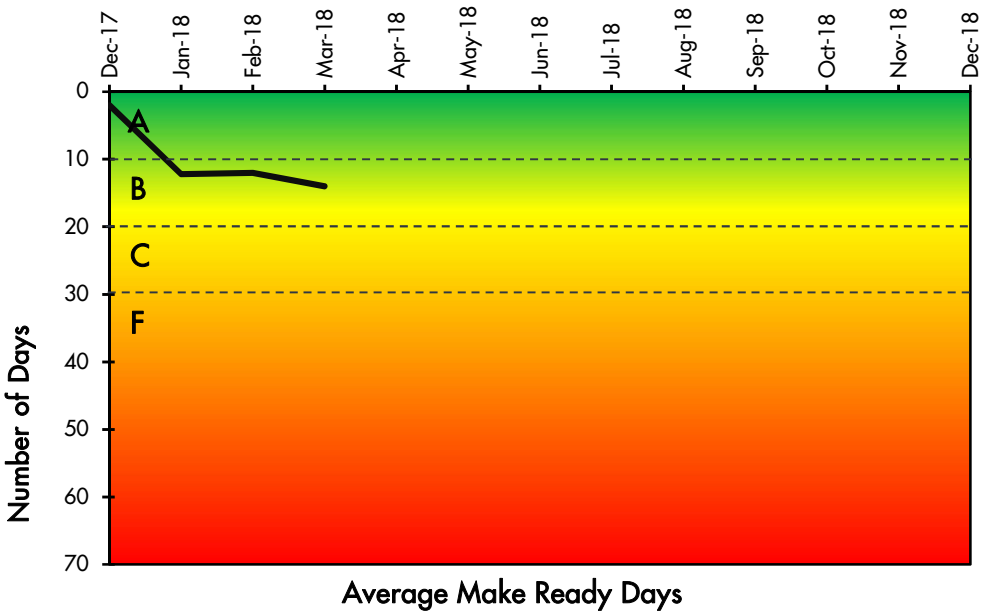
| Community | Units Available | Available Days | Vacant Days | Monthly Vacancy Percentage | Monthly Grade | YTD Vacancy Percentage | YTD Grade |
|---|---|---|---|---|---|---|---|
| Ash Brook Apartments | 24 | 744 | 0 | - | NONE | 0.8% | A |
| Bennett Block | 13 | 403 | 0 | - | NONE | 0.0% | A |
| Brookbend East | 40 | 1240 | 57 | 4.6% | C | 3.2% | B |
| Brookbend West | 35 | 1085 | 78 | 7.2% | F | 6.4% | F |
| Central Square Terrace | 90 | 2790 | 54 | 1.9% | A | 0.7% | A |
| Cottage Street | 3 | 93 | 0 | - | NONE | 0.0% | A |
| Evergreen Knoll LP | 32 | 992 | 27 | 2.7% | A | 2.6% | A |
| Forest View | 38 | 1178 | 75 | 6.4% | F | 5.6% | D |
| Harper Acres | 105 | 3255 | 0 | - | NONE | 1.5% | A |
| Meadow Road | 18 | 558 | 17 | 3.0% | B | 2.8% | A |
| North and Gilsum | 29 | 899 | 23 | 2.6% | A | 6.6% | F |
| Riverbend Apartments | 24 | 744 | 0 | - | NONE | 1.4% | A |
| Scattered Sites | 18 | 558 | 31 | 5.6% | D | 5.8% | D |
| Stone Arch Village Family | 24 | 744 | 0 | - | NONE | 0.0% | A |
| Stone Arch Village Senior | 33 | 1023 | 16 | 1.6% | A | 0.5% | A |
| **Report Totals:** | **526** | **16,306** | **378** | **3.0%** | **B** | **2.4%** | **B** |




Percentage of Total Days That Units Are Vacant

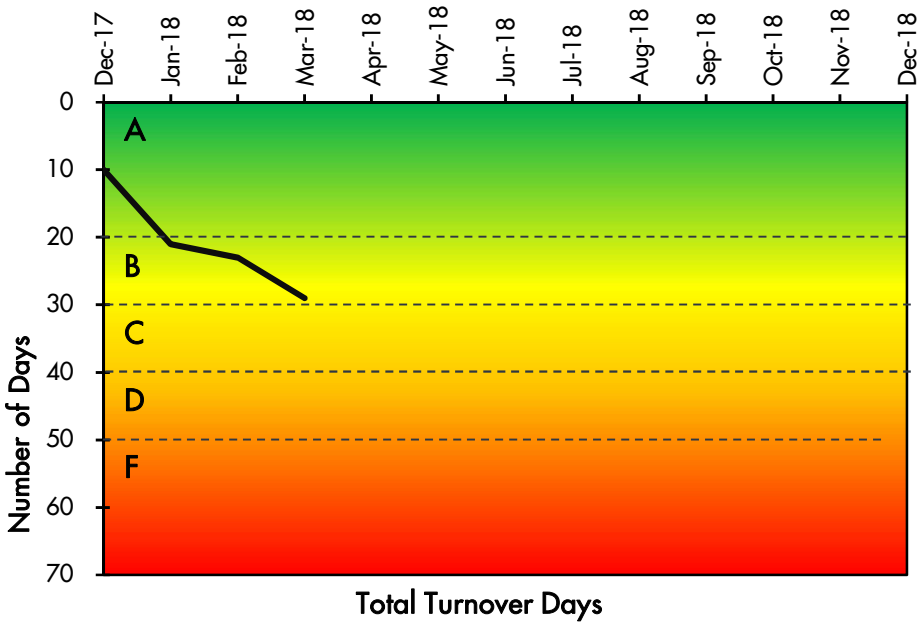
## Unit Make Ready Days
## March 2018

| Community | Number of Units Made Ready | Avg. Make Ready Days | Monthly Grade | YTD Number of Units Made Ready | YTD Avg. Make Ready Days | YTD Grade |
|---|---|---|---|---|---|---|
| Ash Brook Apartments | - | - | NONE | - | - | NONE |
| Bennett Block | - | - | NONE | - | - | NONE |
| Brookbend East | 1 | 16 | B | 1 | 16 | B |
| Brookbend West | 2 | 8 | A | 2 | 8 | A |
| Central Square Terrace | 3 | 0 | A | 3 | 0 | A |
| Cottage Street | - | - | NONE | - | - | NONE |
| Evergreen Knoll LP | - | - | NONE | - | - | NONE |
| Forest View | 1 | 21 | C | 4 | 15 | B |
| Harper Acres | - | - | NONE | 4 | 11 | B |
| Meadow Road | 1 | 10 | A | 2 | 16 | B |
| North and Gilsum | 1 | 26 | C | 3 | 18 | B |
| Riverbend Apartments | - | - | NONE | - | - | NONE |
| Scattered Sites | 1 | 22 | C | 3 | 12 | B |
| Stone Arch Village Family | - | - | NONE | - | - | NONE |
| Stone Arch Village Senior | - | - | NONE | - | - | NONE |
| **Report Totals:** | 10 | 11 | B | 18 | 14 | B |



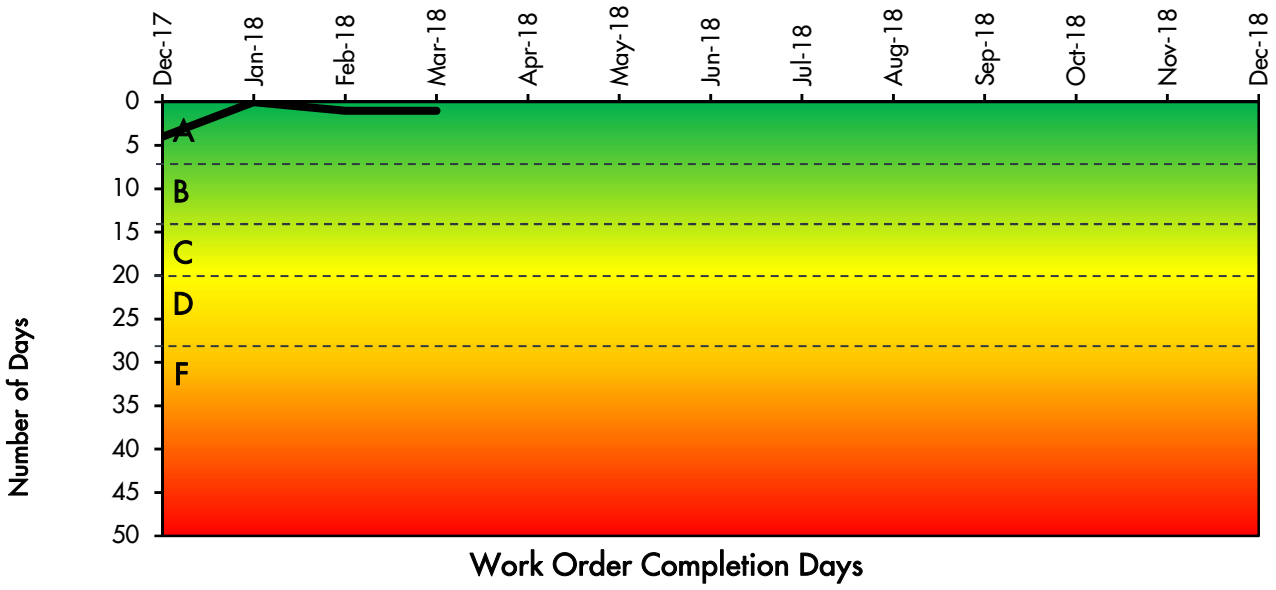
## Unit Turnover
## March 2018

| Community | Number of Units Turned in Month | Average Turnover Days in Month | Monthly Grade | YTD Number of Units Turned | YTD Avg. Turnover Days |
|---|---|---|---|---|---|
| Ash Brook Apartments | - | - | NONE | 1 | 17 |
| Bennett Block | - | - | NONE | - | - |
| Brookbend East | 3 | 19 | A | 3 | 39 |
| Brookbend West | 4 | 20 | A | 4 | 51 |
| Central Square Terrace | 3 | 18 | A | 4 | 14 |
| Cottage Street | - | - | NONE | - | - |
| Evergreen Knoll LP | 1 | 27 | B | 4 | 19 |
| Forest View | 3 | 25 | B | 6 | 32 |
| Harper Acres | - | - | NONE | 8 | 19 |
| Meadow Road | 1 | 17 | A | 2 | 23 |
| North and Gilsum | 4 | 6 | A | 6 | 29 |
| Riverbend Apartments | - | - | NONE | 1 | 31 |
| Scattered Sites | 1 | 31 | C | 3 | 31 |
| Stone Arch Village Family | - | - | NONE | - | - |
| Stone Arch Village Senior | 1 | 16 | A | 1 | 16 |
| **Report Totals:** | **21** | **18** | **A** | **40** | **29** |



## Residential Property Non-Emergency Work Order Completion Days
March 2018

| 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 | 4 | 1 | A |
| Ash Brook Apartments | 9 | 0 | A | 28 | 0 | A |
| Bennett Block | 10 | 0 | A | 20 | 1 | A |
| Brookbend East | 10 | 1 | A | 17 | 1 | A |
| Brookbend West | 9 | 0 | A | 23 | 0 | A |
| Central Square Terrace | 30 | 0 | A | 177 | 0 | A |
| Cottage Street | - | - | NONE | 5 | 2 | A |
| Emerald Street House | 4 | 2 | A | 8 | 1 | A |
| Evergreen Knoll LP | 16 | 1 | A | 27 | 1 | A |
| Forest View | 19 | 1 | A | 45 | 1 | A |
| Harper Acres | 32 | 1 | A | 114 | 1 | A |
| Keene Housing Main Office | 4 | 0 | A | 14 | 1 | A |
| Meadow Road | 8 | 1 | A | 17 | 1 | A |
| North and Gilsum | 23 | 1 | A | 50 | 1 | A |
| Riverbend Apartments | 1 | 0 | A | 16 | 0 | A |
| Scattered Sites | 15 | 1 | A | 34 | 1 | A |
| Stone Arch Village Family | 8 | 1 | A | 17 | 1 | A |
| Stone Arch Village Senior | 20 | 1 | A | 75 | 1 | A |
| **Report Totals:** | **218** | **1** | **A** | **691** | **1** | **A** |



## Residential Property Emergency Work Order Completion Days
March 2018

| 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:** | **-** | **-** | **NONE** | **-** | **-** | **NONE** |

Keene Housing

# FINANCE REPORT
# MARCH 2018

# Programs and Services FY 2018 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 | $377,821 | $345,898 | 92% | 600 | $576 | 102% | 587 | $751 | $31,923 |
| February | $377,821 | $340,079 | 90% | 595 | $572 | 101% | 587 | $338 | $37,742 |
| March | $377,821 | $344,727 | 91% | 591 | $583 | 101% | 587 | $1,557 | $33,094 |
| April | | | | | | | | | $0 |
| May | | | | | | | | | $0 |
| June | | | | | | | | | $0 |
| July | | | | | | | | | $0 |
| August | | | | | | | | | $0 |
| September | | | | | | | | | $0 |
| October | | | | | | | | | $0 |
| November | | | | | | | | | $0 |
| December | | | | | | | | | $0 |
| **Total** | $1,133,463 | $1,030,704 | 91% | 1786 | $577 | 101% | 1761 | $2,646 | $102,759 |

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 | $377,821 | $336,611 | 89% | 546 | $617 | 93% | 587 | $751 | $41,210 |
| February | $377,821 | $331,497 | 88% | 542 | $612 | 92% | 587 | $338 | $46,324 |
| March | $377,821 | $336,255 | 89% | 541 | $622 | 92% | 587 | $1,557 | $41,566 |
| April | | | | | | | | | $0 |
| May | | | | | | | | | $0 |
| June | | | | | | | | | $0 |
| July | | | | | | | | | $0 |
| August | | | | | | | | | $0 |
| September | | | | | | | | | $0 |
| October | | | | | | | | | $0 |
| November | | | | | | | | | $0 |
| December | | | | | | | | | $0 |
| **Total** | $1,133,463 | $1,004,363 | 89% | 1629 | $617 | 93% | 1761 | $2,646 | $129,100 |

Affordable Housing Preservation Program (AHPP)

| Month | Actual HAP Received | HAP Expense | HAP Utilization | UML | Avg. PUC | % Leased | UMA | HAP Recovery | Excess (Deficiency) |
|---|---|---|---|---|---|---|---|---|---|
| January | $14,846 | $14,579 | 98% | 17 | $858 | 94% | 18 | $0 | $267 |
| February | $14,846 | $15,961 | 108% | 17 | $939 | 94% | 18 | $0 | ($1,115) |
| March | $14,846 | $15,439 | 104% | 18 | $858 | 100% | 18 | $0 | ($593) |
| April | | | | | | | | | $0 |
| May | | | | | | | | | $0 |
| June | | | | | | | | | $0 |
| July | | | | | | | | | $0 |
| August | | | | | | | | | $0 |
| September | | | | | | | | | $0 |
| October | | | | | | | | | $0 |
| November | | | | | | | | | $0 |
| December | | | | | | | | | $0 |
| **Total** | $44,538 | $45,979 | 103% | 52 | $885 | 96% | 54 | $0 | ($1,441) |

Non-Elderly Disabled (NED)

| Month | Actual HAP Received | HAP Expense | HAP Utilization | UML | Avg. PUC | % Leased | UMA | HAP Recovery | Excess (Deficiency) |
|---|---|---|---|---|---|---|---|---|---|
| January | $54,662 | $52,256 | 96% | 99 | $528 | 99% | 100 | $0 | $2,406 |
| February | $54,662 | $52,980 | 97% | 100 | $530 | 100% | 100 | $0 | $1,682 |
| March | $52,312 | $53,104 | 102% | 100 | $531 | 100% | 100 | $0 | ($792) |
| April | | | | | | | | | $0 |
| May | | | | | | | | | $0 |
| June | | | | | | | | | $0 |
| July | | | | | | | | | $0 |
| August | | | | | | | | | $0 |
| September | | | | | | | | | $0 |
| October | | | | | | | | | $0 |
| November | | | | | | | | | $0 |
| December | | | | | | | | | $0 |
| **Total** | $161,636 | $158,340 | 98% | 299 | $530 | 100% | 300 | $0 | $3,296 |

Mainstream (MS)

| Month | Actual HAP Received | HAP Expense | HAP Utilization | UML | Avg. PUC | % Leased | UMA | HAP Recovery | Excess (Deficiency) |
|---|---|---|---|---|---|---|---|---|---|
| January | $28,808 | $28,112 | 98% | 48 | $586 | 96% | 50 | $0 | $696 |
| February | $28,808 | $28,043 | 97% | 47 | $597 | 94% | 50 | $0 | $765 |
| March | $28,808 | $28,580 | 99% | 47 | $608 | 94% | 50 | $0 | $228 |
| April | | | | | | | | $0 | $0 |
| May | | | | | | | | $0 | $0 |
| June | | | | | | | | $0 | $0 |
| July | | | | | | | | $0 | $0 |
| August | | | | | | | | $0 | $0 |
| September | | | | | | | | $0 | $0 |
| October | | | | | | | | $0 | $0 |
| November | | | | | | | | $0 | $0 |
| December | | | | | | | | $0 | $0 |
| **Total** | $86,424 | $84,735 | 98% | 142 | $597 | 95% | 150 | $0 | $1,689 |

*FY18 utilization targets are 98% in NEDs, AHPP, and Mainstream, 93% in MTW without THASP and Project MARCH, 101% with.*

| 2017 Summary | | | |
|---|---|---|---|
| Program | UMA | UML | % UML |
| MTW | 7044 | 7309 | 104% |
| NED | 1200 | 1180 | 98% |
| MS | 600 | 587 | 98% |
| AHPP | 198 | 198 | 100% |

Keene Housing

# Financial Report – March 31, 2018

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 $547k which is a net increase of $234k from the budget of $313k.

**OPERATING REVENUES** are $3,935k a net decrease of $112k as compared to the budget of $3,823k. The most significant changes are related to:

| VARIANCES for Revenue categories (Less) / Higher than Budget | | |
|---|---|---|
| $14,701 | Rent Revenue | Change in tenant rent – partly related to subsidy changes and partly increase in rent at some properties without corresponding increase in HAP. |
| $15,102 | HAP funding | The MTW funding budget is at 96.3% proration (per HUD pro-ration). HUD has not received final funding approval. MTWs are waiting for notification from HUD which is dependent on when the US Government approves the budget and what the final pro-ration will be. |
| ($10,701) | Other Income | Other Income is related to miscellaneous income. Grants funds: FSS funds is under budget by $2k, CHT admin revenue is on budget and CDBG admin revenue is under budget by $4k. Interest income is over budget by $7k since new bank is posting higher interest on accounts. Additionally, there is misc income throughout other properties is under budget by $22k. |
| ($3,404) | Management Fees | Management fees are on budget. |
| $0 | Development fees | No Development fees paid or expected (MAHC). |
| ($1,258) | Vacancy Loss | Vacancy Loss (reduction to revenue):<br>KAHP year to date vacancy= $7k and over budget by $6k.<br>CST year to date vacancy= $4k and under budget by $5k.<br>BBE year to date vacancy= $4k and under budget by $6k.<br>BBW year to date vacancy= $7k and over budget by $1k.<br>Evergreen year to date vacancy= $2k and over budget by $2k. |
| ($2) | Tenants Charges | Tenants Charges (laundry, damages, other fees) |
| $10,859 | Admin Funding | HUD Section 8 admin funding is over budget. NEDs and Mainstream admin revenue is on budget. |
| **$25,298** | **Higher than Budget** | **Operating Revenue** |
| $72,638 | Partnership Distributions | Partnership fees, paid to Keene Housing or MAHC from surplus cash for 2017 on LIHTC properties managed. The total budget is $175k, actuals posted to date are $146k. |
| $14,341 | MTW Transfer | The 2018 MTW Non-HAP funding used for Non-HAP initiatives. KAHP Capital Impr = $0k, KHKC = $15k |
| **$112,277** | **Higher than Budget** | **Total Revenue** |

**OPERATING EXPENSES** are $3,388k a net decrease of $122k as compared to the budget of $3,510k. The most significant changes are related to:

| VARIANCES for Expense categories (Less) / Higher than Budget | | |
|---|---|---|
| ($37,869) | Admin Expenses | Administrative Expense are all under budget, except for the Energy Consulting and Legal, which are both related to the Solar Project at HA and CST. |
| $133 | Payroll and Benefits Expen | Benefit Expenses are on budget. Salaries are over budget by $15k due to OT in Maint department, which is just timing. |
| $14,320 | Utilities Expenses | Fuel Expense is over budget by $12k. (CST by $6k)<br>Water & Sewer is under budget by $3k.<br>Electric is over budget by $5k |
| ($52,706) | Maint Expenses | Maintenance Expenses under budget are: Materials by $18k, Maint service / repairs $12k, security $31k, Electrical $8k, Misc Equipment $3k.<br>Maintenance Expenses over budget are: Snow removal by $11k, Other Services by $5k (CST parking lease). |
| ($5,766) | Insurance Expenses | Insurance Expenses under budget. |
| ($3,647) | Property Tax Exp | Property Taxes under budget. |
| $753 | Partnership taxes | Taxes under budget. |
| $1,312 | Interest Expenses | Interest Expenses over budget. |
| ($2,764) | Resident services | Residential Services are running under budget for now, timing. |
| ($19,146) | HAP disbursements | HAP disbursements under budget. |
| **($105,381)** | **Lower than Budget** | **Operating Expenses** |
| $40,541 | Partnership Distributions | Partnership fees, paid to Keene Housing or MAHC from surplus cash for 2017 on LIHTC properties managed. The total budget is $55k, actuals posted to date are $70k. |
| ($57,057) | MTW Transfer | The YTD actuals = $28k<br>The 2018 MTW Non-HAP funding used for Non-HAP initiatives.<br>KAHP Capital Impr = $0k, KHKC = $14k |
| **($121,896)** | **Lower than Budget** | **Total Expenses** |

Keene Housing

# Income Statement - Comparing Actuals to Budget - YTD - as of March 31, 2018

| Program/Property | BUDGET | ACTUALS | Changes Compared to Approved Budget | | |
|---|---|---|---|---|---|
| | Operational Surplus/ (Deficit) | Operational Surplus/ (Deficit) | Revenue (Less) /Higher than budget | Expenses (Less) /Higher than budget | Notes on variances |
| **Keene Housing** | | | | | |
| Central Office (Locals) | 48,221 | 123,146 | 89,608 Higher Revenue | 14,683 Higher Expenses | Revenue is MTW transfer $14k in; then out to funds capital projects and KHKC. |
| Monadnock Affordable (MAHC) | (9,350) | (101) | 1,052 Higher Revenue | (8,197) Lower Expenses | |
| Keene Affordable (KAHP) | 82,095 | 35,716 | (32,060) Lower Revenue | 14,319 Higher Expenses | Revenue is MTW transfer in $0k to fund capital projects. |
| Meadow Road | 11,294 | 18,977 | 1,372 Higher Revenue | (6,311) Lower Expenses | |
| Roxbury St Shelter | 1,184 | 3,523 | 1,080 Higher Revenue | (1,259) Lower Expenses | |
| Section 8 Voucher Program (MTW) | (5,891) | 121,414 | 36,324 Higher Revenue | (90,980) Lower Expenses | |
| Special Purpose Vouchers (Non-Elderly Disabled) | (14,909) | 2,761 | 12,466 Higher Revenue | (5,204) Lower Expenses | |
| Mainstream Voucher Program | (11,447) | 1,936 | 3,756 Higher Revenue | (9,627) Lower Expenses | |
| | | | | | |
| **Low Income Tax Credits Properties (LIHTC)** | | | | | |
| Brookbend East | 56,442 | 59,353 | 6,567 Higher Revenue | 3,655 Higher Expenses | . |
| Brookbend West | 43,821 | 57,649 | (979) On Budget | (14,807) Lower Expenses | . |
| Evergreen Knoll | 15,825 | 19,474 | (933) On Budget | (4,582) Lower Expenses | |
| Riverbend | 12,044 | 24,919 | (4,460) Lower Revenue | (17,335) Lower Expenses | |
| Stone Arch Family | 3,554 | (31,012) | (4,783) Lower Revenue | 29,784 Higher Expenses | Expense includes partnership distribution which exceeds YTD budget by $34k. |
| Stone Arch Senior | 15,416 | 17,314 | 196 On Budget | (1,702) Lower Expenses | |
| | | | | | |
| **Multi-Family Properties** | | | | | |
| Central Square Terrance | 46,872 | 69,024 | 1,826 Higher Revenue | (20,326) Lower Expenses | |
| | | | | | |
| **Non-Owned/Managed Properties** | | | | | |
| Cottage Street | 1,024 | 994 | (30) On Budget | (2) On Budget | |
| Ashbrook | 11,276 | 12,546 | 766 On Budget | (504) On Budget | |
| Emerald Street | 5,499 | 9,017 | 521 On Budget | (2,997) Lower Expenses | |
| Fairweather Lodge | 48 | 606 | (12) On Budget | (503) On Budget | |
| TOTALS | 313,018 | 547,256 | 112,277 Higher Revenue | (121,896) Lower Expenses | |

(a) excluding depreciation

# Cash Outlay - Year to Date - as of March 31, 2018

| Program/Property | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | change in balance sheet accounts affecting cash | | | | | | | | |
| | Unrestricted Cash Balance at 1/1/18 | Cash from Operations Surplus/ (Deficit) | Principal Payments | Reserve Accounts Net change (Incr)/Decr | Capital Improvement Payments | Changes in 'other' 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) | 2,812,663 | 123,146 | 0 | 0 | (84,490) | 0 | (42,960) | (7,539) | 0 | 2,800,820 | (11,843) |
| Monadnock Affordable (MAHC) | 193,120 | (101) | (4,535) | 0 | 0 | 0 | 8,283 | (4,779) | 0 | 191,988 | (1,132) |
| Keene Affordable (KAHP) | 939,209 | 35,716 | (45,256) | (19,074) | (127,412) | 0 | (9,778) | (44,169) | 0 | 729,236 | (209,973) |
| Meadow Road | 20,140 | 18,977 | (7,825) | (786) | 0 | 0 | (7,843) | 7,114 | 0 | 29,777 | 9,637 |
| Roxbury St Shelter | 16,572 | 3,523 | (404) | 0 | 0 | 0 | 1,305 | (333) | 0 | 20,663 | 4,091 |
| Section 8 Voucher Program (MTW) | 73,857 | 121,414 | n/a | n/a | n/a | n/a | 38,110 | 9,139 | 0 | 242,520 | 168,663 |
| Special Purpose Vouchers (Non-Elderly Disabled) | 87,771 | 2,761 | n/a | n/a | n/a | n/a | (6,685) | (159) | 0 | 83,688 | (4,083) |
| Mainstream Voucher Program | 145,475 | 1,936 | n/a | n/a | n/a | n/a | (3,311) | 80 | 0 | 144,180 | (1,295) |
| | | | | | | | | | | | |
| **Low Income Tax Credits (LIHTC)** | | | | | | | | | | | |
| Brookbend East | 216,295 | 59,353 | (1,285) | (5,841) | (15,627) | (94,782) | 2,495 | 23,640 | 0 | **184,248** | (32,047) |
| Brookbend West | 168,611 | 57,649 | (1,165) | (3,147) | (15,136) | 0 | (1,682) | 10,151 | 0 | **215,281** | 46,670 |
| Evergreen Knoll | 42,610 | 19,474 | (5,148) | (7,701) | 0 | 0 | (19,691) | 7,932 | 0 | **37,476** | (5,134) |
| Riverbend | 35,304 | 24,919 | (2,864) | (3,767) | 0 | 0 | (19,218) | (291) | 0 | **34,083** | (1,221) |
| Stone Arch Family | 141,098 | (31,012) | (1,126) | (2,568) | 0 | (7,110) | (12,657) | 6,499 | 0 | **93,124** | (47,974) |
| Stone Arch Senior | 101,880 | 17,314 | (2,430) | (3,835) | 0 | 0 | (14,830) | 5,302 | 0 | **103,401** | 1,521 |
| | | | | | | | | | | | |
| **Multi-Family Properties** | | | | | | | | | | | |
| Central Square Terrance | 29,337 | 69,024 | (39,411) | (15,941) | (28,900) | 0 | (70,880) | 62,215 | 0 | **5,444** | (23,893) |
| | | | | | | | | | | | |
| **Non-Owned/Managed Properties** | | | | | | | | | | | |
| Cottage Street | 587 | 994 | 0 | (600) | 0 | 0 | (214) | (311) | 0 | **456** | (131) |
| Ash Brook | 39,005 | 12,546 | (7,133) | (2,292) | 0 | 0 | (5,799) | 2,426 | 0 | **38,753** | (252) |
| Emerald Street | 7,119 | 9,017 | (4,384) | (990) | 0 | 0 | 239 | 1,907 | 0 | **12,908** | 5,789 |
| Fairweather Lodge | 1,942 | 606 | 0 | (525) | 0 | 0 | 449 | (572) | 0 | **1,900** | (42) |
| TOTAL | 5,072,595 | 547,256 | (122,966) | (67,067) | (271,565) | (101,892) | (164,667) | 78,252 | 0 | 4,969,946 | (102,649) |

(a) excluding depreciation

Keene Housing

# Balance Sheet Summary - Assets - as of March 31, 2018

| 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) | 1,706,528 | 1,094,292 | 0 | 0 | 0 | 10,422,340 | 195,380 | 438,953 | 13,857,493 |
| Monadnock Affordable (MAHC) | 191,988 | 0 | 0 | 0 | 0 | 1,021,521 | 1,399,819 | 840,146 | 3,453,474 |
| Keene Affordable (KAHP) | 729,236 | 171,317 | 709,914 | 0 | 0 | 83,132 | 18,311,423 | 20,685 | 20,025,707 |
| Meadow Road | 29,777 | 52,714 | 60,085 | 0 | 0 | 10,606 | 654,969 | 0 | 808,151 |
| Roxbury St Shelter | 20,663 | 0 | 0 | 0 | 0 | 2,190 | 438,292 | 0 | 461,145 |
| Section 8 Voucher Program (MTW) | 242,520 | 0 | 0 | 0 | 0 | 3,043 | 1,833 | 0 | 247,396 |
| Special Purpose Vouchers (Non-Elderly Disabled) | 83,688 | 0 | 0 | 0 | 0 | 6,763 | 0 | 0 | 90,451 |
| Mainstream Voucher Program | 144,180 | 0 | 0 | 0 | 0 | 3,855 | 0 | 0 | 148,035 |
| | | | | | | | | | |
| **Low Income Tax Credits (LIHTC)** | | | | | | | | | |
| Brookbend East | 184,248 | 44,771 | 157,628 | 196,509 | 0 | 24,841 | 5,868,470 | 58,615 | 6,535,082 |
| Brookbend West | 215,281 | 40,323 | 92,135 | 176,357 | 0 | 26,263 | 5,460,052 | 38,872 | 6,049,283 |
| Evergreen Knoll | 37,476 | 35,430 | 156,747 | 86,942 | 0 | 18,833 | 2,927,380 | 3,196 | 3,266,004 |
| Riverbend | 34,083 | 43,997 | 67,297 | 50,345 | 0 | 13,205 | 1,811,627 | 0 | 2,020,554 |
| Stone Arch Family | 93,124 | 56,726 | 57,653 | 84,011 | 0 | 7,264 | 2,729,044 | 7,120 | 3,034,942 |
| Stone Arch Senior | 103,401 | 52,068 | 122,088 | 123,583 | 0 | 13,561 | 2,998,583 | 14,119 | 3,427,403 |
| | | | | | | | | | |
| **Multi-Family Properties** | | | | | | | | | |
| Central Square Terrance | 5,444 | 141,365 | 177,625 | 0 | 16,450 | 5,458 | 1,557,084 | 33,681 | 1,937,107 |
| | | | | | | | | | |
| **Non-Owned/Managed Properties** | | | | | | | | | |
| Cottage Street (MFS) | 456 | 5,170 | 10,423 | 12,639 | 6,116 | 2,768 | 401,505 | 5,250 | 444,327 |
| Ash Brook (MHO) | 38,753 | 25,291 | 76,533 | 0 | 8,906 | 3,535 | 606,667 | 5,277 | 764,962 |
| Emerald Street (CHO) | 12,908 | 6,802 | 71,307 | 0 | 5,923 | (1,510) | 130,702 | 0 | 226,132 |
| Fairweather Lodge (CHO) | 1,900 | 2,552 | 14,292 | 0 | 0 | 1,406 | 19,705 | 0 | 39,855 |
| **TOTALS** | **3,875,654** | **1,772,818** | **1,773,727** | **730,386** | **37,395** | **11,669,074** | **45,512,535** | **1,465,914** | **66,837,503** |

(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 March 31, 2018

| 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) | 333 | 5,799 | 0 | 23,302 | 0 | 13,714,087 | 113,972 | 13,857,493 |
| Monadnock Affordable (MAHC) | 600 | 0 | 0 | 11,232 | 501,659 | 2,951,428 | (11,446) | 3,453,473 |
| Keene Affordable (KAHP) | 559 | 21,843 | 0 | 183,979 | 15,759,257 | 4,230,819 | (170,750) | 20,025,707 |
| Meadow Road | 349 | 92,004 | 0 | 17,478 | 515,026 | 175,154 | 8,141 | 808,152 |
| Roxbury St Shelter | 2 | 38,415 | 0 | 0 | 292,173 | 128,938 | 1,617 | 461,145 |
| Section 8 Voucher Program (MTW) | 9,368 | 21,771 | 0 | 18,074 | 0 | 77,019 | 121,164 | 247,396 |
| Special Purpose Vouchers (Non-Elderly Disabled) | 38,842 | 0 | 0 | 1,588 | 0 | 47,261 | 2,761 | 90,452 |
| Mainstream Voucher Program | 1,581 | 0 | 0 | 821 | 0 | 143,698 | 1,937 | 148,037 |
| | | | | | | | | |
| **Low Income Tax Credits (LIHTC)** | | | | | | | | |
| Brookbend East | 42 | 5,011 | 0 | 32,532 | 1,165,126 | 5,321,514 | 10,858 | 6,535,083 |
| Brookbend West | 41 | 3,097 | 0 | 37,354 | 1,642,544 | 4,352,983 | 13,214 | 6,049,233 |
| Evergreen Knoll | 21 | 0 | 0 | 30,128 | 1,788,314 | 1,464,139 | (16,597) | 3,266,005 |
| Riverbend | 21 | 127,893 | 0 | 52,916 | 1,032,317 | 807,204 | 204 | 2,020,555 |
| Stone Arch Family | 21 | 0 | 0 | 23,458 | 591,365 | 2,478,832 | (58,734) | 3,034,942 |
| Stone Arch Senior | 584 | 0 | 0 | 31,779 | 560,806 | 2,844,826 | (10,592) | 3,427,403 |
| | | | | | | | | |
| **Multi-Family Properties** | | | | | | | | |
| Central Square Terrance | 106 | 83,126 | 933,070 | 77,438 | 2,719,911 | (1,919,549) | 43,007 | 1,937,109 |
| | | | | | | | | |
| **Non-Owned/Managed Properties** | | | | | | | | |
| Cottage Street | 10 | 0 | 0 | 2,672 | 491,380 | (47,755) | (1,979) | 444,328 |
| Ash Brook | 498 | 1,887 | 0 | 12,739 | 764,420 | (15,169) | 588 | 764,963 |
| Emerald Street | 0 | 986 | 0 | 4,430 | 148,311 | 65,600 | 6,805 | 226,132 |
| Fairweather Lodge | 0 | 0 | 0 | 2,795 | 0 | 37,341 | (282) | 39,854 |
| **TOTALS** | **52,978** | **401,832** | **933,070** | **564,715** | **27,972,609** | **36,858,370** | **53,888** | **66,837,462** |

# Capital Purchases/Renovations details 2018

| Major Renovation Projects | Location | Cost Estimate | | projected YE actuals | | SOURCES or NOTES: | FUNDING STATUS: |
|---|---|---|---|---|---|---|---|
| 105 Castle Street New Development Planning | KAHP-Harper Acres | | | $20,000 | | Pre-development cost | planning 2020 project |
| Rehabilitation Planning | KAHP-Bennett Block | | | $20,000 | | Pre-development cost | planning 2020 project |
| Rehabilitation Planning | CST | $5,600,000 | | $28,900 | | Pre-development cost | planning 2019 project |
| Heat Pump project | Forestview | $425,000 | | $0 | | CDFA tax credit, MTW $100k, RD gran | planning 2019 project |

| Description | Location | Original Budget | | projected YE actuals | Remaining Budget | SOURCES or NOTES: | FUNDING STATUS: |
|---|---|---|---|---|---|---|---|
| Bathroom Exhaust Fans (112 install w/staff) | KAHP-Harper Acres | $16,800 | | $14,518 | $2,282 | in process | MTW funds |
| Transformer Replacement (last one) | KAHP-Harper Acres | $25,000 | | $25,000 | $0 | C.N.A. | MTW funds |
| Thermostats (common hallways 14 bldg @$725) | KAHP-Harper Acres | $10,150 | | $9,450 | $700 | in process | MTW funds |
| Sunroom Furniture (14 @ $1000) | KAHP-Harper Acres | $14,000 | | $15,327 | ($1,327) | in process | MTW funds |
| Picnic Tables (8 regular, 3 handicapped) | KAHP-Harper Acres | $10,129 | | $6,100 | $4,029 | in process | MTW funds |
| Unplanned Life/Safety or RA | KAHP-Harper Acres | $10,000 | | $0 | $10,000 | unknown | MTW funds |
| Streetscape project from 2017 | KAHP-Harper Acres | $0 | | $5,012 | ($5,012) | from project 2017 | MTW funds |
| Window project from 2017 | KAHP-Harper Acres | $0 | | $95,210 | ($95,210) | from project 2017 | MTW funds |
| Water Shut Offs Located In Crawl Spaces | KAHP-Forest View | $14,196 | | $14,196 | $0 | C.N.A. | MTW funds |
| Landscaping Phase 1 (area drains-$33k) | KAHP-Forest View | $50,000 | | $33,000 | $17,000 | bid out | MTW funds |
| Property Sign | KAHP-Forest View | $3,000 | | $3,000 | $0 | in process | MTW funds |
| Cement Stairs | KAHP-Forest View | $7,056 | | $14,000 | ($6,944) | bids received in 2018 | MTW funds |
| Gutter on Front Stairs | KAHP-Forest View | $0 | | $6,800 | ($6,800) | bids received in 2018 | MTW funds |
| Solor Project | KAHP-Forest View | $60,000 | | $0 | $60,000 | moved to 2019 | MTW funds |
| Unplanned Life/Safety or RA | KAHP-Forest View | $10,000 | | $0 | $10,000 | unknown | MTW funds |
| Screen Doors | KAHP-North & Gilsum | $14,500 | | $9,000 | $5,500 | bids received in 2018 | MTW funds |
| Windows (includes architect fees $15,550) | KAHP-North & Gilsum | $250,000 | | $302,486 | ($52,486) | bids received in 2018 | MTW funds |
| Cement Stairs (15) | KAHP-North & Gilsum | $107,140 | | $65,500 | $41,640 | bids received in 2018 | MTW funds |
| Asphalt repairs | KAHP-North & Gilsum | $20,000 | | $0 | $20,000 | on hold for 2017 | MTW funds |
| Landscaping Phase 1 (need plan) | KAHP-North & Gilsum | $40,000 | | $0 | $40,000 | on hold for 2017 | MTW funds |
| lights in crawl spaces | KAHP-North & Gilsum | $4,000 | | $4,000 | $0 | add to heat pump project? | MTW funds |
| Public Art | KAHP-North & Gilsum | $10,000 | | $10,000 | $0 | Josh's request | MTW funds |
| Unplanned Life/Safety or RA | KAHP-North & Gilsum | $10,000 | | $0 | $10,000 | unknown | MTW funds |
| Remediation Of Ground Soil monitoring | KAHP-Bennett | $12,000 | | $12,000 | $0 | on going project | MTW funds |
| Unplanned Life/Safety | KAHP-Bennett | $10,000 | | $0 | $10,000 | unknown | MTW funds |
| Stairs (outside porch/front) | KAHP-West St. | $31,592 | | $16,000 | $15,592 | bids received in 2018 | MTW funds |
| Unit Flooring (vinyl) | KAHP-17-19 Roxbury Ct | $3,800 | | $0 | $3,800 | C.N.A., on turnover | MTW funds |
| Kitchen upgrade (Cabinets, Counters, Oven, Cooktop | KAHP-17-19 Roxbury Ct | $7,150 | | $0 | $7,150 | C.N.A., on turnover | MTW funds |
| | **TOTAL KAHP** | **$750,513** | | **$660,599** | **$89,914** | | |
| MTW Funding (non-HAP current year) | MTW 2018 | $247,950 | | $247,950 | | | |
| | **TOTAL KAHP cash** | **$502,563** | | **$412,649** | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Back Door step | Riverbend Apartments | $3,000 | | $3,000 | $0 | Estimate-Cheshire Builders | CASH on hand |
| Shed | Riverbend Apartments | $6,500 | | $6,500 | $0 | Comm Garden | CASH on hand |
| Property Sign | Riverbend Apartments | $3,000 | | $3,000 | $0 | Estimate | CASH on hand |
| Laundry Room Floor | Evergreen knoll | $3,000 | | $3,000 | $0 | C.N.A. | RD approval pending. CASH |
| Property Sign | Evergreen knoll | $2,500 | | $2,500 | $0 | Estimate | RD approval pending. CASH |
| Light Alarm (for notification of boiler down) | SAV Family | $5,000 | | $5,000 | $0 | C.N.A. | Need approval for Reserves |
| Shed | SAV Senior | $6,500 | | $0 | $6,500 | on hold for 2017 | Funding NOT approved |
| Reasonable Accommodations (2 @ $4000) | CST | $8,000 | | $8,000 | $0 | unknown | Need approval for Reserves |
| Unplanned | CST | $10,000 | | $10,000 | $0 | unknown | Need approval for Reserves/Cash |
| nothing planned | Meadow Rd | $0 | | $0 | $0 | | Reserves and CASH on hand |
| Light Alarm (for notification of boiler down) | Brookbend West | $5,000 | | $5,000 | $0 | C.N.A. | Need approval for Reserves |
| Boiler Room ventilation equipment(7) | Brookbend West | $11,293 | | $11,293 | $0 | completed | Need approval for Reserves |
| Boiler Room digital displays | Brookbend West | $4,070 | | $3,842 | $228 | completed | Need approval for Reserves |
| Landscaping around buildings | Brookbend West | $5,000 | | $5,000 | $0 | Property Manager | CASH on hand |
| Light Alarm (for notification of boiler down) | Brookbend East | $5,000 | | $5,000 | $0 | C.N.A. | Need approval for Reserves |
| Boiler Room ventilation equipment(7) | Brookbend East | $11,293 | | $11,293 | $0 | completed | Need approval for Reserves |
| Boiler Room digital displays | Brookbend East | $4,070 | | $4,333 | ($264) | completed | Need approval for Reserves |
| Landscaping around buildings | Brookbend East | $5,000 | | $5,000 | $0 | Property Manager | CASH on hand |
| Vehicles | Locals | $35,000 | | $24,615 | $10,385 | completed | CASH on hand |
| Skid Steer | Locals | $50,000 | | $39,581 | $10,419 | completed | CASH on hand |
| Server for Agency | Locals | $21,403 | | $21,419 | ($16) | completed | CASH on hand |
| Exterior Basement Doors (2) | MAHC-SAV office | $4,000 | | $4,000 | $0 | C.N.A. | CASH on hand |
| Hallway Carpet in main office | MAHC-SAV office | $30,000 | | $19,000 | $11,000 | C.N.A. | CASH on hand |
| Roof Replacement | MAHC-SAV office | $0 | | $11,000 | ($11,000) | emergency need | CASH on hand |
| Landscaping/Trees | Ashbrook | $4,000 | | $4,000 | $0 | Quote | Need approval from Board |
| replace handrail | Emerald | $9,000 | | $9,000 | $0 | need 3 quotes | Need approval from Board |
| Stone Wall/Retaining Wall | Fairweather Lodge | $1,000 | | $1,000 | $0 | Quote | Need approval from Board |
| **total capital purchases/renovations** | **Total (excluding KAHP)** | **$252,629** | | **$225,376** | **$27,253** | | |

# Keene Housing-Active Contracts

| Type of Services | Vendor | Original Contract Dates | Current Expiration Date | Renewal Options | 2018 ANNUAL Contract Limits | 2018 ANNUAL Contract Specific Amounts |
|---|---|---|---|---|---|---|
| Janitorial | Jan-Pro Cleaning Systems | 06/26/17- 06/22/18 | 6/22/2018 | remaining renewal options: 4 (2019, 2020, 2021, 2022) | | $44,268 |
| Voucher Management Software | Tracker Systems | 07/01/17- 06/30/18 | 6/30/2018 | remaining renewal options: 0 (renewed annually) | | $9,000 |
| Document Management Software | PiF Technology | 08/31/17 - 08/31/18 | 8/31/2018 | remaining renewal options: 0 (renewed annually) | | $7,170 |
| Environmental Services | LE-Environmental | 12/07/16 - 12/06/17 | 12/7/2018 | remaining renewal options: 3 (2019, 2020, 2021) | <$50,000.00 | |
| Energy Consulting Services | Nova Consulting Group | 02/01/15 - 01/31/16 | 1/31/2019 | remaining renewal options: 1 (one year 2020) | <$50,000.00 | |
| Graphic Design | Silver Direct | 02/01/16 - 1/31/17 | 1/31/2019 | remaining renewal options: 0 | < $15,000.00 | |
| Technical Assistance | Edgemere Consulting | 01/15/16 - 1/14/17 | 1/31/2019 | remaining renewal options: 0 | <$50,000.00 | |
| IT Support | True North Networks | 4/30/2014 - no end | 4/30/2019 | remaining renewal options: 0 | | $55,812 |
| Trash Removal | Waste Management | 05/01/17 - 04/30/19 | 4/30/2019 | remaining renewal options: 3 (2019, 2020, 2021) | | $105,000 |
| Snow Removal | AGM Landscaping | 10/01/17- 05/01/19 | 5/1/2019 | remaining renewal options: 3 (2020, 2021, 2022) | | $61,025 |
| Architect/Engineering Services | Weller & Michal Contract | 05/13/14 - 05/13/16 | 5/13/2019 | remaining renewal options: 0 | as needed | |
| Electrical Services | Elm City Electric | 05/15/1 7- 05/14/19 | 5/14/2019 | remaining renewal options: 3 (2020, 2021, 2022) | as needed | |
| Architect/Engineering Services | Stevens & Associates | 06/13/14 - 06/13/16 | 6/13/2019 | remaining renewal options: 0 | as needed | |
| Capital Needs Assessment | GDS Associates | 07/01/17- 06/30/18 | 6/30/2019 | remaining: 1 (one year 2020) | | $8,676 |
| Propane Gas Heating Services | L&G Propane | 07/01/17 - 06/30/19 | 6/30/2019 | remaining renewal options: 3 (2020, 2021, 2022) | | Fixed Pricing 1.2009/gal |
| Development Consulting | TAG Associates | 09/01/1 6- 08/31/19 | 8/31/2019 | remaining renewal options: 2 (2020, 2021) | <$50,000.00 | |
| Heating/AC/AH | Gary Jackson Heating | 09/15/16 - 09/14/17 | 9/14/2019 | remaining renewal options: 2 (2020, 2021) | as needed | |
| Development Consulting | NNEHIF | 10/01/16 - 09/30/19 | 9/30/2019 | remaining renewal options: 2 (2020, 2021) | <$50,000.00 | |
| Copier/Printer Leases | US Bank | 10/5/2014-10/5/2019 | 10/5/2019 | remaining renewal options: 0 | | $12,063 |

## Keene Housing-Active Contracts

| Type of Services | Vendor | Original Contract Dates | Current Expiration Date | Renewal Options | 2018 ANNUAL Contract Limits | 2018 ANNUAL Contract Specific Amounts |
|---|---|---|---|---|---|---|
| Copier/Printer Leases | US Bank | 10/5/2014-10/5/2019 | 10/5/2019 | remaining renewal options: 0 | | $121 |
| Copier/Printer Leases | US Bank | 10/5/2014-10/5/2019 | 10/5/2019 | remaining renewal options: 0 | | $1,101 |
| Architect/Engineering Services | Dietz & Company | 10/6/14 - 10/16/16 | 10/16/2019 | remaining renewal options: 0 | as needed | |
| Printing/Binding | Silver Direct | 11/1/17-10/31/19 | 10/31/2019 | remaining renewal options: 3 (2020, 2021, 2022) | as needed | |
| Printing/Binding | Prospect Park Press | 11/1/17-10/31/19 | 10/31/2019 | remaining renewal options: 3 (2020, 2021, 2022) | | as needed |
| Lawn Care | AGM Landscaping | 01/01/18 -11/30/19 | 11/30/2019 | remaining renewal options: 3 (2020, 2021, 2022) | | $68,550 |
| Lawn Care | Griffin Property Management | 04/01/18-11/30/19 | 11/30/2019 | remaining renewal options: 3 (2020, 2021, 2022) | | $74,781 |
| Copier/Printer Leases | US Bank | 3/29/2015-3/29/2020 | 3/29/2020 | remaining renewal options: 0 | | $120 |
| Copier/Printer Leases | US Bank | 3/29/2015-3/29/2020 | 3/29/2020 | remaining renewal options: 0 | | $2,592 |
| Copier/Printer Leases | US Bank | 4/18/2015-4/28/2020 | 4/28/2020 | remaining renewal options: 0 | | $3,995 |
| Legal - Labor & Employment Law | Sheehan Phinney Bass & Green | 11/01/17 - 10/31/20 | 10/31/2020 | remaining renewal options: 2 (2021, 2022) | as needed | |
| Legal - RE & Landlord/Tenant Law | Bragdon, Dowd & Kossayda | 11/01/17 - 10/31/20 | 10/31/2020 | remaining renewal options: 2 (2021, 2022) | as needed | |
| Legal - RE Law & Federal Reg | Ballard Spahr | 11/01/17 - 10/31/20 | 10/31/2020 | remaining renewal options: 2 (2021, 2022) | as needed | |
| Legal - RE Law & Federal Reg | Reno Cavanaugh | 11/01/17 - 10/31/20 | 10/31/2020 | remaining renewal options: 2 (2021, 2022) | as needed | |
| Legal - RE Law & Federal Reg | Drummond Woodsum | 11/01/17 - 10/31/20 | 10/31/2020 | remaining renewal options: 2 (2021, 2022) | as needed | |
| Legal - RE Law & Federal Reg | Hawkins Delafield & Wood | 12/01/17 - 11/30/20 | 11/30/2020 | remaining renewal options: 2 (2021, 2022) | as needed | |
| Admin Support from KH | Keene Housing Kids Collaborative | 01/1/18 -12/31/20 | 12/31/2020 | remaining renewal options: 3 (2021, 2022, 2023) | | $5,300 |
| Operating Support from KH/MTW | Keene Housing Kids Collaborative | 01/1/18 -12/31/20 | 12/31/2020 | remaining renewal options: 3 (2021, 2022, 2023) | | $50,000 |
| Copier/Printer Leases | US Bank | 3/17/2016-3/17/2021 | 3/17/2021 | remaining renewal options: 0 | | $352 |

## Keene Housing-Active Contracts

| Type of Services | Vendor | Original Contract Dates | Current Expiration Date | Renewal Options | 2018 ANNUAL Contract Limits | 2018 ANNUAL Contract Specific Amounts |
|---|---|---|---|---|---|---|
| Document Management Software | De Lage Landen Financing | 08/31/2017 - 08/31/2021 | 8/31/2021 | remaining renewal options: 0 | | $7,500 |

Keene Housing

# 2017 Resident Satisfaction Survey

The Annual Resident Satisfaction Survey was distributed in October 2017. The purpose of this year's survey was to: Obtain feedback on resident satisfaction with the service provided by KH staff, identify improvements residents would like to see, and determine potential safety concerns our residents might have.

## Surveys Distributed

**898**

## Response Rate

**30%**

## Household Types

**62** Families

**203** Elderly and/or Disabled

# Program Satisfaction

## Primary Contact with KH Staff

**Scheduled Appointment**

| | |
|---|---|
| Main Office | 40% |
| On Property/FAC | 20% |

**Walk-In, No Appointment**

| | |
|---|---|
| Main Office | 28% |
| On Property/FAC | 22% |

## Resident Services

76%

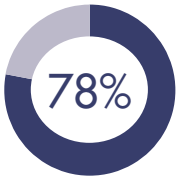
Respondents were satisfied or very satisfied with the Resident Services Coordinators

## % Satisfied or Very Satisfied with Staff

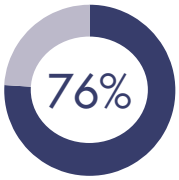
| | | |
|---|---|---|
| Housing Staff | Responsiveness to Questions and Concerns | 82% |
| | Accuracy of Information | 82% |
| | Timeliness of Returning Messages | 80% |
| | Treatment by Housing Staff | 83% |
| Voucher Staff | Responsiveness to Questions and Concerns | 89% |
| | Accuracy of Information | 90% |
| | Timeliness of Returning Messages | 89% |
| | Treatment by Housing Staff | 88% |

# Maintenance Satisfaction

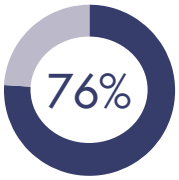
## Satisfaction with Maintenance Staff



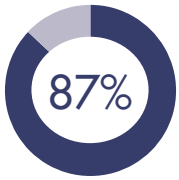

Ease of Requesting Repairs




Quality of Repairs



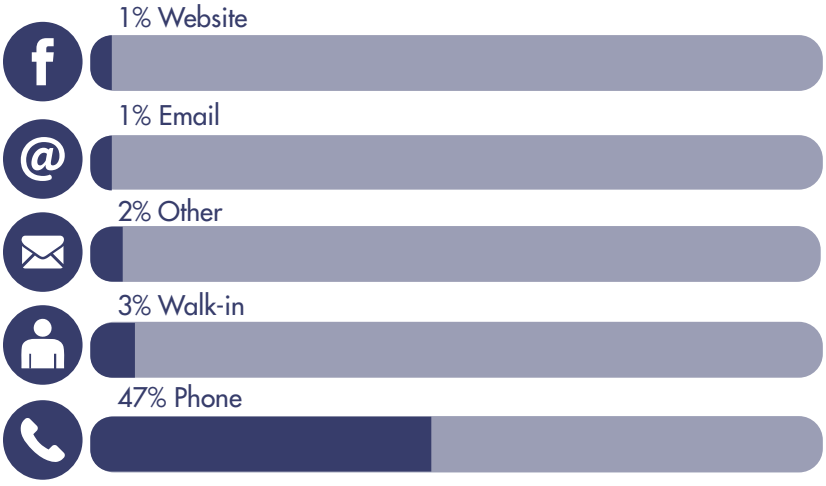

Response Time for Repairs




Treatment by Maintenance Staff

"They are great guys. They have a wide variety of problems to address and always come up with a solution." -Stone Arch Senior Resident

## Primary Way to Request Repairs




## Safety

Unauthorized guests on property and Drug Use are the primary safety concerns of respondents.

## What one improvement would make in your

### Apartment?

75% of respondents would like new paint or flooring.

### Community/Building?

60% of respondents would like more parking or carports.

# Heard it Through the GRAPEVINE

SPRING 2018

## POINTS OF INTEREST


The Executive Director's Corner..... 1

Property News..... 2

News From Programs & Services..... 4

From the Garden..... 6

In Other News..... 7


**FUN FACT**

**Children grow faster in the spring than during other times of the year.**

Keene Housing

## The Executive Director's Corner

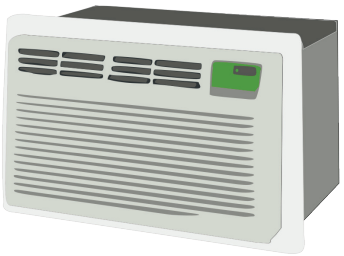
Despite the seemingly never-ending snow, the calendar says its spring so, happy spring! What started as pretty mild winter really turned into a monster by the end. I hope you'll join me in thanking our Facilities and Assets crew, along with the folks at AGM for doing such a good job keeping the lots and sidewalks clear this year. We had a few really heavy, icy storms, which I know were a real challenge for them. That said, please remember that if you ever feel that we missed a spot after a storm you should let us know. There are two easy ways to contact us. The first is by calling us at 352-6161. Someone is available to take your calls all day and all night, so don't feel like you have to wait until our regular business hours. If you don't need immediate service, you can also submit work orders, including requesting snow removal, through our website, www.keenehousing.org. Click on your property at the bottom of the homepage and you'll be brought to your property page. You'll see a spot to submit a work order on the bottom of that page. Please don't submit emergency work orders – things like water leaks – through the website, though. Emergency work orders should always be called-in right away.

We've got big plans for property improvements throughout our portfolio this year. At Harper Acres we're looking forward to completing the streetscape and landscaping work that began last year. The final touches include new furniture in the sunrooms, installing the final railings, putting in the new picnic tables and adding storage sheds behind many of the buildings so that residents won't have to store their bikes in the sunrooms. We'll also be keeping a careful eye on the new rain gardens to make sure that the new plants and flowers come in well, and replanting those that don't. But that's not all! Hopefully as early as next month we'll begin working on the installation of solar panels at several Harper Acres buildings. The roof mounted solar arrays will help us reduce electrical costs at Harper Acres, which is our largest electricity consumer. We'll hold a community meeting

*Continued on Page 8*

## Air Conditioning

With snow still on the ground, it sure seems early to think about air conditioning, but the cooling season, which runs from May 1 to October 1st will be here before we know it. Please keep an eye out for your air conditioner (AC) agreement forms in the mail as we approach the season. Here are some things to keep in mind. All AC installations at the designated properties must be checked on by maintenance. If you owe money from last year's air conditioning season, you must pay that balance before having an AC installed for this coming season. AC agreement forms must be submitted before any air conditioner is installed, even if you are at a property where you install your own and pay your own electricity. At Central Square Terrace, maintenance is happy to install and remove all air conditioners, and this is recommended especially for residents on upper floors. With your cooperation, the installation of ACs will be a smooth process.



## New Security Services – Hunter North Associates, LLC

We just recently contracted with Hunter-North Associates, LLC to provide security services at our properties, so that residents will feel an extra sense of safety and security. We are fortunate in Keene to live in a very safe community, but like in every community, there are times when incidents do occur, especially during the hours when property management staff are not on the clock. For those times, Hunter North officers will be driving or walking through the property grounds, and in some properties with community spaces, they will be going into those areas to make sure things are safe and sound. They will be reporting to KH property managers on an ongoing basis, so that property managers can address any security related issues in a timely manner. They will also report any criminal activity directly to the police.

By way of introduction, Hunter North Associates, LLC (HNA), is a well-established, full service security and investigative agency licensed and operating throughout New Hampshire, Vermont, Massachusetts, Connecticut and Ohio for guard and investigative services. They provide ongoing and extensive training to all their investigators and personnel.

We will be working closely with Hunter-North as they begin their work at our properties, and are looking forward to the added value they will provide for all of our residents. We hope that this will add to everyone's comfort and sense of security.

# Keene Housing Kids COLLABORATIVE

*Building the Foundation for Successful Adulthood*

5 HARMONY LANE KEENE, NH 03431 - 603.352.0109 - INFO@KEENEKIDSCOLLABORATIVE.ORG

## WHO WE SERVE

**118** 0-4 YEAR OLDS

**183** ELEMENTARY AGED

**93** MIDDLE SCHOOL AGED

**118** HIGH SCHOOL AGED

"HER GRADES HAVE SKYROCKETED!" - PARENT

ArtClasses Preschool Karate Baseball HorsebackRiding Basketball AfterschoolPrograms SoccerLiteracyPrograms IceSkating FlagFootball Swimming RockClimbing Gymnastics Bowling CareerTraining Cooking MixedMartialArts Theater Farming JumpRope SummerCamps Hockey Dance Archery

"THIS PROGRAM LEVELS THE PLAYING FIELD FOR OUR FAMILY." - PARENT

## IN 2017

**221** KIDS PARTICIPATED

**617** ACTIVITIES

**23** COMMUNITY PARTNERS

## JOIN US IN 2018

We pay tuition and program fees, liaise with families to make them aware of opportunities for their kids, manage applications and other paperwork, and act as a central point of contact and information clearinghouse.

"IT'S MADE A BIG DIFFERENCE IN HOW SHE INTERACTS WITH THE WORLD" - PARENT

## Resident Self-Reliance Program Update

Those of you in the RSR program noticed some temporary changes in Quarter 1 of this year. Laura and Kelly are working on a big project that will help us gather and analyze the information we need in order to provide the best program possible. We appreciate all of you turning in the documentation that we required. For Quarter 2, we will be doing the same thing with many of you. We will schedule appointments with some, but most will receive a letter in the mail reminding you of the documentation you must provide to us, and the deadline. Please be sure and check your mail! You are responsible for getting this information to us on time. Please know that Laura and Kelly are available to meet you during the quarter even if we do not have a regularly scheduled quarterly meeting. Just let us know, and we will set up a time to get together.

### We have a new library of books for you to check out

Check out "Why Didn't They Teach Me This In School? 99 Personal Money Management Principles to Live By". This short, easy to read, and practical book offers real life tips to take control of your money. It's great information for a young person getting their first job, someone stepping out on their own, or a great reminder for those of us that have been taking care of ourselves and our families for a while.

Contact your RSC to borrow from the RSR library.

## Community Connections Corner

The Community Connections program is focused on helping KH residents who are elderly/disabled to services and resources in the community and to build a fun, thriving community to live in and enjoy.

Residents of Central Square Terrace, Harper Acres and Stone Arch Village Senior have been busy with group activities. The properties have regularly scheduled groups such as Bingo and Game Nights as well as various educational groups. Craft groups are everyone's favorite! Check your property bulletin boards and our our Facebook page often for flyers of upcoming groups.

Need help connecting to community resources? Need help with state benefits? Interested in planning or running a group? Contact Karen Graveline at 603.352.6161 or email kgraveline@keenehousing.org or visit during office hours.

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

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

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

**You're getting a new Medicare card!**

**Cards will be mailed between April 2018 – April 2019**

You asked, and we listened. You're getting a new Medicare card! Between April 2018 and April 2019, we'll be removing Social Security numbers from Medicare cards and mailing each person a new card. This will help keep your information more secure and help protect your identity.

You'll get a new Medicare Number that's unique to you, and it will only be used for your Medicare coverage. The new card won't change your coverage or benefits. You'll get more information from Medicare when your new card is mailed.

**Here's how you can get ready:**

- Make sure your mailing address is up to date. If your address needs to be corrected, contact Social Security at **ssa.gov/myaccount** or 1-800-772-1213. TTY users can call 1-800-325-0778.
- Beware of anyone who contacts you about your new Medicare card. We'll never ask you to give us personal or private information to get your new Medicare Number and card.
- Understand that mailing everyone a new card will take some time. Your card might arrive at a different time than your friend's or neighbor's.

CMS Product No. 12002
September 2017

## 7 Serious Questions to Plan Your Future

*(Adapted from an article on the website "Lifehack.org")*

My husband and I recently made a major life change, we decided to open a bed and breakfast in our farmhouse. We have no experience running a bed and breakfast and didn't know where to even start and that's why it's a really BIG deal and an enormous leap of faith. What we do know is we love to be with people, we love to meet new people, and love to cook, and talk, and laugh. We enjoy sharing our home and welcoming folks to enjoy the space with us.

However, taking that leap of faith took a lot of thought and planning. Knowing the answers to these few questions helped us feel confident that we made the right decision, learn what we needed know, and make a plan to have the best chance for success.

It doesn't take long to answer the questions and you just might find them helpful in making your life plan.

1. What are things I'm most passionate about? What do you love? What fulfills you? What 'work' do you do that doesn't feel like work?
2. What are my greatest accomplishments? Think about your past experiences and the things in your life you're most proud of. How did those accomplishments make you feel? Probably pretty good.
3. If my life had absolutely no limits, what would I choose to have and what would I choose to do? Think about what you would do if you had no limits. What would you do? Where would you go? Who would you spend your time with?
4. What are my goals in life? Goals are a necessary component to set you up for a happy future. What are your health goals? What are your career goals? What are your family goals?
5. Whom do I admire most in the world? Following the path of successful people can set you up for success. Think about the people you respect and admire the most. What are their best qualities? Why do you respect them? What can you learn from them?
6. What do I not like to do? An important part of figuring out what you want to do with your life is honestly assessing what you don't want to do. What are the things you despise? What bugs you the most about your current job?
7. How hard am I willing to work to get what I want? Great accomplishments never come easy. If you want to do great things with your life, you're going to have to make a great effort. But here's the best part: it's often the journey that is the most fulfilling part.

## Farm to Family Buying Club

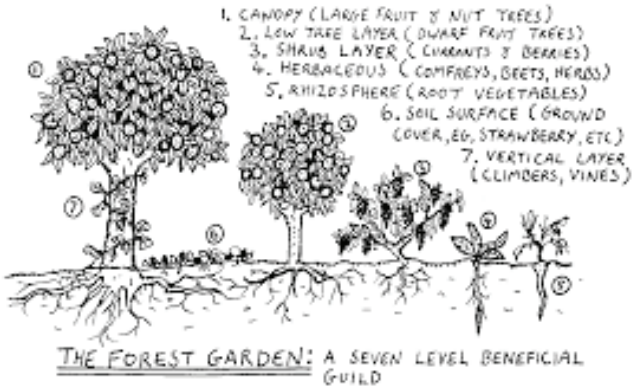
The Farm to Family Buying Club was suspended this winter due to costs associated with running it, but we are happy to announce that it will be reopening in June every Friday at our Central Square location. Many thanks to Amanda Littleton at Cheshire County Conservation District for finding a sponsor for us to continue operations. The VP of Philanthropy and Community Relations at Cheshire Health, Sandie Phipps, has graciously agreed to fund our buying club in 2018. Our first order deadline will be Tuesday, June 5. You may order online at harvesttomarket.com or join us in person at 5 Central Square Terrace to taste something made with the harvest of the month and place your order directly with The Community Garden Coordinator, Jori Johnson. The first pick up date will be Friday, June 8 at Central Square Terrace. We accept cash, checks, or EBT, and, as always, get your fresh, local fruits and veggies at half price when you shop with your EBT. More information on this in the next newsletter or contact Jori at jjohnson@keenehousing.org or 352-6161.

## Community Gardens

We had 40 residents participate in our community gardens in 2017. It was a cool, wet summer and it was rough for the gardeners that were dreaming of bountiful harvests of tomatoes and peppers. There were, however, many successes despite Mother Nature. Herbs everywhere flourished! Carrots, beans, and potatoes also thrived. One new gardener thought she wasn't doing well until she dug up her crop of potatoes. She gave some to a neighbor who harvested her leeks and made potato leek soup to share! There is plenty of room for new people to join the fun of growing their own food. No experience is necessary. Keene Housing provides all the seeds, plants, and tools you will need and I am there every step of the way to help you get started, maintain your garden, and problem solve any pest or fungus issues.

This year, two properties started their own seeds using indoor seed starting systems. At Central Square, we have had so much growth in such a short time, that some of the flowers already need to be transplanted! At 5 properties, we started seeds in milk jugs which we have placed in the gardens in the snow. They will freeze and thaw and act like mini greenhouses. Sometime in the spring we will open the milk jugs and have hundreds of seedlings ready to be planted. It's a great little gardening trick!

Also, several properties received "Edible Landscaping" in the form of blueberry bushes. You don't have to be a gardener to enjoy this fruit. Be on the lookout at Harper Acres and Brookbend for blueberries on small shrubs July – September. We are also making plans for some edible landscaping at Forest View in the future. Any input from residents would be much appreciated.



THE FOREST GARDEN: A SEVEN LEVEL BENEFICIAL GUILD

Finally, we are putting together a committee to design, plan, and implement a "Food Forest". We encourage residents to help in this endeavor. We meet every Wednesday at 27 Ivy Drive at our Brookbend pavilion at 1:30. Contact Jori at 352-6161 or jjohnson@keenehousing.org if you would like to join our group.

## Staffing News

Next time you visit Keene Housing's main office, you may be greeted by Robin Buffum. Robin is the newest addition to Keene Housing's administrative team. Robin and Lori Tassinari share front desk responsibilities including; answering the phone, greeting visitors, processing work orders, entering housing applications and much more. Robin is also the Town Clerk/Tax Collector for Roxbury, NH. Previously, Robin worked at Emile J. Legere Management Company for four years. She enjoys meeting new people and is always willing to help. She lives in Roxbury with her husband and has two grown children and two grandchildren. Her family means the world to her. Please stop by the office and welcome Robin to Keene Housing.

## A Message from the Green Team

### Reducing, Reusing and Recycling Our Way to Zero Waste

*Adapted from the Massachusetts Department of Environmental Protection's The Green Team program curriculum*

**What is the problem with trash?**

Traditional waste disposal methods, landfilling and incineration, can cause environmental problems such as air and water pollution. As wastes decompose in a landfill, methane gas is released, contributing to the greenhouse effect and global warming. If the amount of trash generated by our society continues to rise, future generations will be faced with greater environmental problems as a result.

**How can we solve the trash problem?**

1. **Reduce** We can cut down on the amount of trash requiring disposal by not creating it in the first place. Ways to reduce waste include avoiding disposable and over-packaged products, buying reusable products, and getting off "junk mail" lists.
2. **Reuse** We can cut down on the amount of trash requiring disposal by reusing items instead of throwing them away. Examples of reuse include donating unneeded clothing or household items to charities or swap shops, repairing broken items, and reusing items like shopping bags, boxes, containers and aluminum foil.
3. **Recycle** Many items that cannot be reduced or reused can be recycled, a process that converts them into new products. Newspaper, white paper and cardboard can be recycled into new paper products. Glass, metal and plastic items can be recycled into new containers and the raw materials needed to build a variety of other products, like steel bridges and cars. The list of materials being recycled continues to grow as new businesses are developed to use waste materials in place of virgin materials in the manufacturing process. It is important to close the recycling loop by buying products made with recycled materials.

# EXECUTIVE DIRECTOR'S CORNER (CONT.)

*Continued from page 1...*

before construction starts to share the schedule and scope of work with residents.

North and Gilsum is getting new windows, screen doors and, hopefully, some new landscaping this summer. We'll hold a resident meeting as we get closer to the start of the window project, so that residents will have a good sense of the process and timeline. Forest View and Harper Acres went through similar projects in recent years, and I think most everyone involved would agree that, thanks to good communication between us, residents and the contractors, the projects went really smoothly. North and Gilsum residents should keep an eye out for a meeting notice on the bulletin boards and online as we get closer to kicking the project off in the summer.

The biggest project on the horizon is the rehabilitation of Central Square Terrace (CST). Its been over 30 years since the apartments there have had major upgrades, and the time has come. This will be one of our most complex projects ever, including relocation of some, but not all, residents. We are currently working on securing the financing, so while nothing is certain yet, it looks like we may be able to begin construction in early 2019.

These aren't all the improvements that we have in store for 2018, but these are the big ones. As always, we'll keep folks up to speed on everything we've got going on through our Facebook, Twitter and website, as well as in the pages of this newsletter. I hope you have a wonderful spring and I look forward to seeing each and everyone of you at the summer barbecues!

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

# April 2018

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---|---|---|---|---|---|---|
| 1 | 2<br>Harper Acres<br>Coloring Group<br>SAVS Bingo<br>CST Game Night | 3 | 4 | 5<br>CST Bingo | 6 | 7 |
| 8 | 9<br>Harper Acres<br>Coloring Group<br>SAVS Bingo<br>CST Game Night | 10<br>CST - Cooking Group | 11<br>CST Craft Workshop<br>SAVS Craft Workshop | 12<br>CST Bingo | 13 | 14 |
| 15 | 16<br>Quarterly Staff Training<br>Harper Acres<br>Coloring Group<br>SAVS Bingo | 17<br>CST Card Making | 18<br>Board of Commissioners Meeting<br>CST Nutrition Workshop<br>SAVS Potluck | 19<br>CST Bingo<br>SAVS Planning Meeting | 20 | 21 |
| 22 | 23<br>4/23 - 4/27<br>Otis Atwell Audit<br>Harper Acres<br>Coloring Group | 24<br>CST Craft Group | 25<br>CST Craft Workshop<br>SAVS Card Making | 26<br>CST Bingo | 27 | 28<br>Harper Acres Movie Night |
| 29 | 30<br>Harper Acres<br>Coloring Group<br>SAVS Bingo<br>CST Game Night | | | | | |

Keene Housing

# May 2018

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---|---|---|---|---|---|---|
| | | 1 | 2<br>NHHFA Management Review Brookbend East | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17<br>Board of Commissioners Annual Meeting | 18<br>NHHFA Management Review Emerald House | 19 |
| 20 | 21 | 22 | 23<br>NHHFA Management Review Brookbend West | 24 | 25 | 26 |
| 27 | 28<br>Office Closed Memorial Day | 29 | 30 | 31 | | |

Keene Housing