Keene Housing

Keene Housing
Board of Commissioners Meeting
November 14, 2018

Keene Housing Staff Celebrate Halloween

Meeting Location:
Keene Housing
831 Court Street
Keene, NH 03431

Keene Housing

Board of Commissioners Meeting
Wednesday, November 14, 2018
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Keene Housing

BOARD OF COMMISSIONERS MEETING
WEDNESDAY, NOVEMBER 14, 2018
12:00 P.M.
KEENE HOUSING
831 COURT STREET, KEENE, NH

AGENDA

I. Call to Order

II. Roll Call

III. Approval of the October 17, 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 Bad Debt Write offs for Brookbend East Project for Fiscal Year Ending October 31, 2018 (Resolution No. 616)

b. Approval of the 2018 Tenant Selection and Occupancy Plan Revisions (Resolution No. 617)

c. Approval of the 2019 Moving to Work Administrative Plan (Resolution No. 618)

d. Approval of New Benefit – Election Day Hour (Resolution No. 619)

e. Informational Memo: Draft Operating Budget FY 2019

f. Informational Memo: Draft Capital Planning Budget FY 2019

g. Discuss Board of Commissioners Meeting Schedule

h. Review of Annual Conflict of Interest Statements

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, October 17, 2018

Chairperson Mack called the Keene Housing Board of Commissioners meeting to order at 12:03 p.m. Chairperson Mack asked that the minutes reflect who attended the meeting and declared a quorum present.

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

Absent:
- Pam Slack, Commissioner
- Chris Coates, Commissioner

Also in attendance:
- Joshua Meehan, Secretary
- Linda Griffin, Director of Finance
- Amy Wright, Director of Administration
- Denise Pratt, Director of Programs and Services
- Denise Comstock, Director of Housing
- Sandy Clark, Director of Facilities and Assets
- Amy Crocker, Property Manager

MINUTES:

Chairperson Mack called for approval of the September 19, 2018 Board of Commissioners meeting minutes. Vice Chairperson 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 stated a package was sent to New Hampshire Housing Finance Authority (NNHFA) for the approval of the Central Square Terrace (CST) rehabilitation project. Once approved, the proposal will then be submitted to HUD. The approval process is estimated to take 1 – 2 months. NNHFA is financing a large part of the project through its bond program. Keene Housing is meeting with Bread Loaf, Construction Manager, and the architects to review the cost of the project and value engineering.

The House approved a Continuing Resolution (CR) to fund government agencies through December 7, 2018. The CR provides short-term funding for HUD housing and community development programs at the same level as the previous fiscal year.

The installation of the solar panels at Harper Acres is complete. The photovoltaic units were scheduled to be interconnected yesterday but, due to high winds on Monday night, it is postponed to next Wednesday. The Agency plans to coordinate the installation of heat pumps with the photovoltaic project at Forest View next summer. Revision is the only company that submitted a proposal and they were awarded the project. Keene Housing is submitting an application for funding to the New Hampshire Charitable Foundation to offset the cost of the heat pumps and photovoltaic project at Forest View.

Secretary Meehan announced Keene Housing's Farm to Family program is permanently closing due to low participation and an administrative burden. The program was created 3 years ago, and it only has 8 active customers. Jori Johnson, Community Garden Coordinator, is meeting with each participant and encouraging them to join Keene Housing's Community Garden program.

Secretary Meehan encouraged the Commissioners to attend the Keene Housing Kids Collaborative fundraising breakfast on Friday, October 19, 2018 at Keene State College.

Secretary Meehan invited Sandy Clark, Director of Facilities and Assets, to give a development update. Ms. Clark stated the North and Gilsum window project is progressing. The project was delayed due to quality issues and weather but is back on schedule. The exterior stairs at West Street and Forest View are being replaced. The landscaping projects at Harper Acres and Ash Brook are complete. The Agency is in the planning phase of replacing the parking lot and sidewalks at Riverbend next year.

Denise Pratt, Director of Program and Services, stated the Agency is partnering with the City Clerk's office to offer onsite voter registration on October 19, 2018 at Harper Acres, Stone Arch Village Senior and Central Square Terrace.

MANAGEMENT REPORT:

Ms. Comstock stated the Agency is holding 21 units offline for the relocation of CST residents due to rehabilitation project. It is a slow trend but vacancies are improving.

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:

No topics were presented.

PUBLIC COMMENT:

No members of the public were present.

NON-PUBLIC SESSION:

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

Vice Chairperson 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 Mack adjourned the Board meeting at 12:35 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

10/22/2018
Date

Keene Housing

Resolution No. 616

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item: Bad Debt – write offs for 2018 for Brookbend East project for fiscal year ending 10/31/2018

2. Date of Board Meeting: 11/14/2018

3. Proposed Board Resolution:

That the Keene Housing Board of Commissioners, authorizes the Finance Department to write-off tenant old accounts receivable for $1,664.69 as uncollectible bad debt for the fiscal year ending October 31, 2018 pursuant to the November 1, 2018 memorandum from Linda Griffin, Finance Director to Joshua R. Meehan, Executive Director.

4. All Backup Attached?

Yes X No ☐

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

5. Department Head Approval Signature _____ Date: _____

6. Statement of availability of funds by Finance Manager

Funds Budgeted and Available Yes [X] No Source _____

Account #_____

Finance Manager Approval Signature _____ Date: 11/1/2018

7. Executive Director Approval Signature _____ Date: 11/1/2018

Keene Housing

MEMORANDUM

To: Joshua R. Meehan, Executive Director
From: Linda Griffin, Finance Director
Subject: Bad Debt - write offs for 2018 for Brookbend East
Date: November 1, 2018

This memorandum recommends that Keene Housing Board of Commissioners authorizes the Finance Department to write-off tenants' old accounts receivable for Brookbend East for approximately $1,664.69 for the fiscal year ending October 31, 2018 .

The Finance Department and the Housing Department have completed a review of the inactive tenants' accounts and have identified accounts that are deemed uncollectible and are to be written off to bad debt. These accounts consist of damages, late fees and work order charges for tenants that have moved out and have no payment plan setup. All of these accounts will be sent to a collection agency for further collection efforts. During 2018, there was $475.52 collected from previous bad debt write offs.

Summary of write-off per property are as follows:

PROPERTIES	2017 WRITE OFF	2018 WRITE OFF	Damages	Fees	Rent
Brookbend East	$580.82	$1,664.69	$745.72	$118.97	$800.00

RECOMMENDATION

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

Resolution:

That the Keene Housing Board of Commissioners, authorizes the Finance Department to write-off tenant's old accounts receivable for Brookbend East for approximately $1,664.69 as uncollectible bad debt for the fiscal year ending October 31, 2018 pursuant to the November 1, 2018 memorandum from Linda Griffin, Finance Director to Joshua R. Meehan, Executive Director.

Keene Housing

Resolution No. 617

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item

   Tenant Selection and Occupancy Plan Revisions for 2018

2. Date of Board Meeting: November 14, 2018

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners approves the revisions to the Tenant Selection and Occupancy Plan, pursuant to the November 1, 2018 memorandum from Denise Comstock, Director of Housing to Joshua R. Meehan, Executive Director.

4. All Backup Attached?

   Yes X No ☐

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

5. Department Head Approval Signature Denise Comstock Date: 11/2/18

6. Statement of availability of funds by Finance Director

   Funds Budgeted and Available Yes ☐ No ☐ Source _____

   N/A Account # _____

   Finance Manager Approval Signature _____ Date: _____

7. Executive Director Approval Signature _____ Date: 11/1/18

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Denise Comstock, Director of Housing
Subject: 2018 Tenant Selection and Occupancy Plan Revisions
Date: November 1, 2018

The Tenant Selection and Occupancy Plan (TSOP), established by resolution, describes policies for admission to and continued occupancy in the properties owned or managed by Keene Housing. The TSOP is designed for use with a series of procedures. Operational details, forms, checklists, methods, and systems are contained in procedures, rather than in this Plan. The Director of Housing tracks necessary revisions throughout each year, and then proposes the revisions to the Board of Commissioners. These revisions may originate from our regulatory agencies such as New Hampshire Housing Finance Authority, or from internal staff discussion.

This memorandum recommends that the Keene Housing Board of Commissioners approves the following revisions to the Tenant Selection and Occupancy Plan. The changes went out to public comment from September 21, 2018 to October 20, 2018, and no comments were received. The changes are as follows:

I. Updating the Wait List and the Purge Letter, Page 26, Section 4: The waitlist is updated as needed to ensure that all applicants and applicant's information is current.

Recommend changing from "annually" to "as needed" to reduce the burden of conducting the purge process annually, which requires substantial administrative staff time, when it may not be useful or necessary. The Director of Housing, and Director of Programs and Services will determine when it is necessary to purge the wait list in consultation with the Executive Director.

Chapter 3, Applying for Programs and the Wait List Purge Letter, Page 30, Section C was added to 1. The following prevents an applicant household being placed on any KH wait list, when:

The Head of Household is not of an age at the time of application to have legal capacity to enter into a lease under NH state and local law (at least 18, or an emancipated minor under NH state and local law).

This was added in response to recently receiving multiple cases of minors, as young as 3 to 5 years old, applying for KH vouchers and units owned and or managed by Keene Housing. This language was vetted with legal counsel.

Chapter 4, Tenant Selection and Assignment, Page 33, Section E. Student eligibility for HOME Properties. The following language will be added:

For units receiving HOME housing assistance, in addition to meeting all eligibility and suitability requirements, and student status requirements under Section C, each household member 18 years of age or older must complete the Annual HOME Certification of Student Status form.

This section was added at the request of New Hampshire Housing Finance Authority recently, when a management review was conducted of Stone Arch Village Senior. We have specifically described the Student

Eligibility rules for Multi-Family, and Low-Income Tax Credit program, so Section E will be added for the HOME program.

RECOMMENDATION

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

> Resolution: That the Keene Board of Commissioners approves the revisions to the Tenant Selection and Occupancy Plan, pursuant to the November 1, 2018 memorandum from Denise Comstock, Director of Housing to Joshua R. Meehan, Executive Director.

a. Household size or composition, and/or
b. Contact information, including current residence, mailing address, and phone number.

2. Applicant households must submit changes in writing.
3. If a change in household composition changes the apartment size for which a household is eligible, KH may place the household on a new wait list.
   a. Placement on the new wait list is based upon the date/time stamp of confirmation of the household composition change.
4. The wait list is updated as needed to ensure that all applicants and applicant information is current.
   a. When updating the wait list, KH sends an Update Request via mail to each applicant household on the wait list to determine whether the household remains interested in the program/property for which they have applied.
      i. KH sends this update request to the last address that KH has on record for the household.
      ii. The update request provides a deadline by which the household must respond and states that failure to respond will result in the applicant's removal from the wait list.
   b. The household's response must be in writing and delivered in person, by mail, email, or by fax as described in the Update Request.
      i. Responses must be postmarked or received by KH no later than fifteen (15) business days from the date of KH letter.
      ii. If the household fails to respond within fifteen (15) business days, KH will remove the household from the wait list without further notice.
   c. If the post office returns the Update Request letter with no forwarding address, KH will remove the applicant from the wait list without further notice.
   d. If the post office returns the Update Request letter with a forwarding address, the notice will be re-sent to the address indicated.
      i. The household will have fifteen (15) business days to respond from the date the letter was re-sent.
      ii. If the household fails to respond within this time frame, KH will remove the household from the wait list without further notice.

D. Placement on the Wait List

1. The following prevents an applicant household being placed on any KH wait list.
    a. The head of household owes KH, an KH affiliate, or an KH managed property money.
    b. A household member is subject to a state lifetime sex offender registry.
    c. The Head of Household is not of an age at the time of application to have legal capacity to enter into a lease under NH state and local law (at least 18, or an emancipated minor under NH state and local law).
2. If KH can determine from the information provided that an applicant household is ineligible, the household is not placed on the wait list.

    i. Where a household is determined to be ineligible, KH sends written notification of the ineligibility determination within 10 business days of receiving a completed application.
    ii. The notice specifies the reasons for ineligibility and informs the household of its right to request an Informal Review and explains the process for doing so (see Chapter 14).

3. KH sends notice of preliminary placement on the wait list(s) within 10 business days of receiving a completed application. The notice will list all wait list(s) to which the household has been added.
    a. Placement on the wait list does not indicate that the household is eligible for admission.
    b. KH makes a final determination of eligibility and qualification for admission preferences when the household is selected from the wait list.
4. Applicant households are placed on the wait list according to the date and time of their complete application.

E. Organization of the Wait List

1. KH organizes its Housing wait list in such a manner to allow KH to accurately identify and select households in the proper order, according to the admissions policies described in this TSOP.
2. The wait list contains the following information for each applicant listed:
    a. Name and social security number of all household members
    b. Amount and source of annual income
    c. Date and time of application
    d. Household type (household, elderly, disabled)

c. Receives assistance under AFDC, TANF, or similar program, excluding SSA or SSI
d. Enrolled in a job training program receiving assistance under the Work Investment Act (WIA) or similar federal, state or local laws
e. Is under age 24 and has exited the Foster Care system within the previous 6 years

E. Student Eligibility for HOME Properties

1. For units receiving HOME housing assistance, in addition to meeting all eligibility and suitability requirements, and student status requirements under Section C, each household member 18 years of age or older must complete the Annual HOME Certification of Student Status form.

F. Screening for Suitability

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

Keene Housing

Resolution No. 618

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item

   Approval of Moving to Work Administrative Plan

2. Date of Board Meeting: November 14, 2018

3. Proposed Board Resolution:

   Resolution: That the Keene Housing Board of Commissioners approves revisions to the Moving to Work Administrative Plan for the Moving to Work Housing Choice Voucher Program; and further authorizes the Executive Director to make any corrections necessary, pursuant to the November 5, 2018 memorandum from the Director of Programs and Services Denise Pratt to Executive Director Joshua R. Meehan.

4. All Backup Attached?

   Yes X No ☐

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

5. Department Head Approval Signature Denise Pratt Date: 11-8-2018

6. Statement of availability of funds by Finance Manager

   Funds Budgeted and Available Yes ☐ No ☐ Source _____

   Account #_____

   Finance Manager Approval Signature _____ Date: _____

7. Executive Director Approval Signature _____ Date: 11/8/18

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Denise Pratt, Director of Programs and Services
Subject: Approval of the 2019 Moving to Work Administrative Plan
Date: November 5, 2018

This memorandum recommends that the Board of Commissioners approve the 2019 Moving to Work Administrative Plan for the Moving to Work Housing Choice Voucher Program.

BACKGROUND

The Department of Housing and Urban Development (HUD) requires that Keene Housing maintains a Moving to Work Administrative Plan (Admin Plan) that describes all policies affecting KH's various voucher programs (MTW Housing Choice Voucher, MTW Project Based Voucher, Non Elderly Disabled Voucher, Affordable Housing Preservation Program (AHPP), Home Ownership Voucher program, Mainstream-5 and 2017 Mainstream Voucher Program). Staff, participants, applicants, HUD staff, and advocates looking for information about how KH administers the various programs refer to the Admin Plan. The Admin Plan also includes KH's agency-wide policies related to the Violence Against Women Act (VAWA), Reasonable Accommodation, and the Agency's Language Assistance Plans.

In 2013, KH adopted an annual review process for all policy documents as part of our best practices. This review process provides us the ability to respond to changes in, and unanticipated consequences of, our policies as well as any relevant regulatory changes that occur during the year. For the Admin Plan, the review also gives us the opportunity to make any policy changes necessary for implementation of our MTW Annual Plan which is effective the first of every year, subject to HUD approval.

Keene Housing (KH) invited the community-at-large to review and provide comments regarding the proposed revisions to KH's Moving to Work (MTW) Administrative Plan from 8:30 am on Monday, October 1, 2018 until 4:30 pm on Tuesday, October 30, 2018. A public hearing was held Wednesday, October 17, 2018 at 5:00pm at the main office. No members of the public attended the hearing and no public comments were received.

PROPOSED REVISIONS

The attached changes include fourteen (14) new policies, ten (10) revised policies and eight (8) policy clarifications. Most of the new policies fall into the categories of waitlist administration and eligibility criteria. Policy additions affecting project-based vouchers and recertifications are the result of changes to federal regulations. The revisions simplify existing policies and remove specific values from examples that, if left in their current format, would require updating any time there is a change to payment standards or utility allowances. Actual payment standards and utility allowances amounts are replaced with hypothetical, whole numbers, eliminating the need to update these areas of the Plan during the annual review process. We also revised the methodology used when calculating

income from assets, following a recommendation from Edgemere Consulting, the consulting firm we use to provide technical assistance concerning MTW and Housing Choice Voucher program administration. Clarifications address housekeeping related items that inevitably come up during the year as policies are applied to day to day procedures. These revisions are not changes in policy, but rather an attempt to make existing policies more easily understood by participants, staff and other interested parties.

CONCLUSION

This year's revisions reflect a careful review of both staff feedback as well as programmatic and regulatory changes that we anticipate for 2019. As some of the policy changes are significant, we expect a period of adjustment for both staff and participants. We will carefully monitor these changes, as we do all policies, to adjust to any additional HUD guidance, data analysis, or staff or participant feedback is received.

RECOMMENDATION

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

Resolution: That the Keene Housing Board of Commissioners approves the 2019 Moving to Work Administrative Plan for the Moving to Work Housing Choice Voucher Program; and further authorizes the Executive Director to make any technical corrections necessary, pursuant to the November 5, 2018 memorandum from the Director of Programs and Services Denise Pratt to Executive Director Joshua R. Meehan.

2019 Moving To Work Administrative Plan Changes

Note: formatting corrections will be made in the final Plan.

New (N), Revision (R), Clarification (C)	Chapter Reference	2019 Change	Page Reference	Section Reference
N	1. General Provisions	Added: 2017 Mainstream Vouchers (MS).	10	B.1.e
N	2. Definitions	Added definition of 2017 Mainstream Program.	15	None
N	2. Definitions	Added definition of Mainstream-5 Program.	21	None
N	2. Definitions	Added definition of Resident.	24	None
N	3. Applying for Programs and the Waiting List	Added: c. Failure to submit complete application d. Head of Household is not of an age to have legal capacity to enter into a lease under New Hampshire state or local law.	28	D.1.c. D.1.d.
N	3. Applying for Programs and the Waiting List	Added Residency preference.	29	F.1.a.
N	3. Applying for Programs and the Waiting List	Added preference for non-elderly persons assisted through the 2017 Mainstream Voucher Program. This preference is a condition of the 2017 Mainstream Voucher Program award.	30	F.1.d.
N	4. Eligibility	Added Head of Household must meet the definition of "Resident" as one of the conditions of eligibility.	34	A.2.
N	4. Eligibility	Added birth certificate to required documents in determining eligibility.	35	A.8.
N	4. Eligibility	Added: c. 2017 Mainstream Program. e. Affordable Housing Preservation Program (Chapter 13).	40	B.1.c. B.1.e.

N	7. Project-Based Vouchers	Added pursuant to CFR 983.211 Removal of unit from HAP contract.	52	I.4.a
N	13. Recertification	Added streamlining recertification process for Mainstream 5 and 2017 Mainstream per CFR 982.516 which allows for use of the COLA applied to individual sources of fixed income.	92	A.4.a A.4.b A.4.c
N	14. Housing Quality Standard	Added Lead Rule in Housing Choice Voucher Program section per HUD's Lead Safe Housing Rule Requirements	102	M.
N	15. Rent Reasonableness	Added types of HHs subject to Rent Reasonableness determinations.	105	B.1 B.2
R	8. Determining Income	Revision how income from assets is calculated. The new calculation simplifies the asset verification process. Recommended by Edgemere Consulting.	59	B.2.a B.2.b B.2.c
R	10. Total Tenant Payment, Subsidy, and Safety Net	Revised "Market rents in Keene" to "Prevailing market rents". The revision encompasses HCV assistance in KH's Area Of Operation (AOO) which is all of New Hampshire vs just the Keene area.	72	4.a.ii
R	10. Total Tenant Payment, Subsidy, and Safety Net	Updated Voucher Payment Standard by Bedroom Size and Step Subsidy Level using 2018 Payment Standards.	74	Chart
R	10. Total Tenant Payment, Subsidy, and Safety Net	Revised actual 2018 payment standards with whole numbers to avoid having to update the table every year during the Administrative Plan review process.	76	Example: Calculating tenant rent in mixed HHs
R	10. Total Tenant Payment, Subsidy, and Safety Net	Revised actual 2018 utility allowances with whole numbers to avoid having to update the table every year during the Administrative Plan review process.	77	Example: Calculating tenant rent using utility allowances

R	11. Resident Self-Reliance Program	Rephrased second sentence.	81	Policy description.
R	11. Resident Self-Reliance Program	Rephrased.	81	B.3.a
R	13. Recertification	Revised SSDI with Social Security Disability Insurance	94	3.b.iii
R	16. Moves	Inserted Mainstream-5 vouchers and 2017 Mainstream vouchers to the list of applicable programs.	106	Chapter description
R	17. Portability	Inserted Mainstream-5 vouchers and 2017 Mainstream vouchers to the list of HHs eligible to port-out of KH's AOO.	109	B.1
C	3. Applying for Programs and the Waiting List	Inserted Mobility Wait List chapter reference.	33	I.3.b.
C	7. Project-Based Vouchers	Clarified when a household living in a PBV unit may apply to the PBV Mobility Waiting List and that households living in PBV units are not eligible to be placed on the MTW HCV Waiting List.	53	J.c.
C	10. Total Tenant Payment, Subsidy, and Safety Net	Clarified Step 2 duration is one (1) year, not three (3) years and that at the start of the second year the subsidy is decreased to the 3rd Step subsidy amount.	76	C.10.a
C	10. Total Tenant Payment, Subsidy, and Safety Net	Clarifies KH does not pay subsidy directly to HHs living in PBV units.	76	C.13.
C	10. Total Tenant Payment, Subsidy, and Safety Net	Clarified which staff make up the SN Committee and that assisted HHs applying for SN may attend the SN meeting to present the circumstances that led up to their applying for SN.	78	G. Safety Net
C	10. Total Tenant Payment, Subsidy, and Safety Net	Clarifies applicant eligibility requirements for SN.	79	1.c.ii 1.c.iii

C	17. Portability	Clarified port-out eligibility per the CFR. B.2. port-out requirements per CFR 982.353(c)(2) B3. Elderly and disabled HHs ability to port-out of KH's AOO for any reason.	110	B.2 B.3
C	18. Termination of Participation	Inserted the word "occupancy" into the sentence.	113	C.1

Keene Housing

Resolution No. 619

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item: New Benefit - Election Day Hour

2. Date of Board Meeting: November, 14, 2018

3. Proposed Board Resolution:

That the Keene Housing Board of Commissioners approves the provision of one paid hour to all fulltime Keene Housing employees on Election Days to allow eligible employees to vote; and further authorizes the Director of Administration to make any necessary revisions to the Employee Handbook and related documents to reflect the addition of an Election Day Hour to Keene Housing's employee benefits pursuant to the memorandum dated November 7, 2018 from Executive Director Joshua Meehan to the Keene Housing Board of Commissioners.

4. All Backup Attached? Yes ☑ No ☐

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

5. Department Head Approval Signature N/A Date: _____

6. Statement of availability of funds by Director of Finance

Funds Budgeted and Available Yes ☐ No ☐ Source _____

Account # _____

Director of Finance Approval Signature N/A Date: _____

7. Executive Director Approval Signature [signature] Date: 11/7/18

Keene Housing

MEMORANDUM

To: Keene Housing Board of Commissioners
From: Joshua Meehan, Executive Director
Subject: New Benefit – Election Day Hour
Date: November 7, 2018

This memorandum recommends that the Board of Commissioners approve a new benefit for fulltime employees allowing eligible members of staff to take one hour of paid time to vote on Election Days.

BACKGROUND

For many employees, particularly hourly ones, it can be difficult finding time to vote on Election Day. This is particularly true for hourly employees with childcare and caregiver responsibilities. While some states require employers to provide paid time to vote on Election Day, New Hampshire is not currently one of them. Luckily, employers around the country have begun coming together to provide their employees with time to participate in elections, regardless of whether or not there is a state or local mandate that they do so.

For example, a coalition of large employers recently launched the "Time to Vote" campaign with the express aim of encouraging employers to provide time to their employees to vote. The non-partisan campaign includes amongst its members Lyft, Kaiser Permanente, Dick's Sporting Goods, Tyson and Walmart, to name a few.

As an experiment, we allowed employees to take a paid hour to vote during last week's election. Staff was permitted to come in to work one hour later than regularly scheduled or to leave an hour early to vote. The feedback from staff was universally positive, with no recorded interruption in productivity.

Already well known for our commitment to helping our employees participate in community activities through our Volunteer Day benefit, providing our employees time to participate more fully in their civic lives seems like a natural fit for Keene Housing.

The new benefit would allow all fulltime employees to take one paid hour anytime during Election Days (local, state or federal) to vote. Keene Housing will not require that employees use their Election Day Hour nor will Keene Housing require that those who do provide proof that they voted.

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

Resolution: That the Keene Housing Authority Board of Commissioners,

> That the Keene Housing Board of Commissioners approves the provision of one paid hour to all fulltime Keene Housing employees on Election Days to allow eligible employees to vote; and further authorizes the Director of Administration to make any necessary revisions to the Employee Handbook and related documents to reflect the addition of an Election Day Hour to Keene Housing's employee benefits pursuant to the memorandum dated November 7, 2018 from Executive Director Joshua Meehan to the Keene Housing Board of Commissioners.

< Go Back

Time to Vote

U.S.COMPANIES LAUNCH NEW "TIME TO VOTE" CAMPAIGN

Nonpartisan,business-led effort aims to increase voter participation on Election Day

UNITED STATES OF AMERICA (September 24, 2018) – Companies across the United States are supporting the Time to Vote campaign, a nonpartisan effort led by CEOs, aimedat increasing voter participation. Collectively, CEOs from across the country and from a variety of industries are concerned about voter participation and have committed to encouraging their employees to vote in the upcoming elections.

The U.S. has one of the lowest voter participation rates in the developed world, recently as low as 36 percent, and one of the most common reasons that people give for not voting is that they are too busy, or have work and life demands that prevent them from voting. To change this paradigm, a diverse coalition

of companies including Kaiser Permanente, LeviStrauss & Co., Patagonia, PayPal, Tyson Foods and Walmart are coming together, starting with the November elections, to increase voter turnout.

The Time to Vote campaign also aims to increase awareness about the steps employers can take to allow time for their employees to vote. The companies joining this campaign are committed to increasing voter participation through programs such as paid time off, a day without meetings and resources for mail-in ballots and early voting. And all of them care about their workforces and supporting democracy.

If your company is interested in joining the Time to Vote campaign, visit MakeTimeToVote.org.

CONTACTS

- Amber McCasland: AMcCasland@levi.com
- Corley Kenna: Corley.Kenna@patagonia.com

As of distribution of this press release, approximately 140 companies are part of this coalition. Please find press contacts and quotes for some ofthem below. For a complete list of participating companies, please visit MakeTimeToVote.org.

QUOTES AND OTHER CONTACTS

> "Our democracy needs strong participation to stay vibrant and healthy," said Eric Dayton, CEO of Askov Finlayson. "At a time when fewer people are voting than ever, businesses have a vital role to play by empowering our employees to exercise their fundamental right to vote in the upcoming election."

Press Contact: press@askovfinlayson.com

> "Beautycounter is proud to give our teams the day off to participate in democracy and head to the polls," said Gregg Renfrew, Founder & CEO, Beautycounter. "Business leaders can play an important role in making it easy for American workers to vote for elected officials that best represent their values. The time is now for us to engage in the democratic process in a meaningful way. As a company dedicated to non-partisan advocacy, we couldn't find a better way to support our mission than to join the Time to Vote initiative."

Press Contact: Meaghan Curcio, meaghan.curcio@beautycounter.com

"At Deckers, we believe in doing business in a way that keeps us engaged and makes a positive impact on the world around us," said Dave Powers, CEO of Deckers Brands. "But that isn't just a business philosophy – it's something that extends to each and every employee. We encourage everyone at Deckers to make their voices heard and positively impact our community and environment."

Press Contact: Michelle Apodaca, mapodaca@deckers.com

"DICK'S Sporting Goods is proud to join the Time to Vote campaign," said Ed Stack, Chairman & CEO, DICK'S Sporting Goods. "We are happy to provide flexibility for our teammates to make voting easier and more convenient. We encourage everyone at DICK'S to take the time to register and visit the polls."

Press Contact: Jennifer Moreau, press@dcsg.com

"I believe that each of us can be a catalyst for change," said Eileen Fisher, Founder and President of EILEEN FISHER, Inc. "When we exercise our right to vote, we can have a profound impact. As the founder of a values-based company, I want to encourage every employee - across our entire organization – to exercise their right to create change. Any opportunity that allows us to make a difference in our communities is of vital importance."

Press Contact: Marie Larson, mlarson@eileenfisher.com

"We have long believed that employers should make it possible for their employees to vote," said Charlie and Carolyn Kimbell, Owners of Elevation Clothing. "It is a civic duty of the voter and a corporate responsibility of the employer."

Press Contact: charlie@elevationclothing.com

"Too many prospective voters face legitimate hurdles in exercising the most necessary and fundamental right of voting," said Ian Golden, CEO of Finger Lakes Running. "Paired with an apathy, or cynicism as to the impact that one vote can have, we have one of the lowest voter turnout rates among comparable and developed nations. We're long overdue for a greater number of voters to exercise their right to make their voices heard, for politicians to empower and not disenfranchise prospective voters, and for we as employers to do our parts in making that happen. I'm thankful to be a part of this necessary endeavor."

Press Contact: iangolden@gmail.com

"I know from firsthand jousting with so many of my colleagues that our people are truly passionate about politics – on both sides of the aisle," said John Saunders, president and CEO FleishmanHillard. "However, during a full-out, typically hectic PR consultancy day it can be too easy to neglect to vote. So we are saying: Stop. Time out. Go vote - it's too important not to."

Press Contact: Chelsey Watts, chelsey.watts@fleishman.com

"Voting is crucial to participating in the future of our country and helping to enact change, whether it's to protect our planet or our own healthy lifestyles," says Kara Goldin, Founder and CEO of hint, Inc. "This November, it's important to have your voice heard, please vote wherever you are, it matters."

Press Contact: Anne Breza, anne@drinkhint.com

"To create healthier communities, we must build more engaged communities — and this includes encouraging as many Americans as possible to exercise their right to vote," said Kaiser Permanente Chairman and CEO Bernard J. Tyson. "Voting is a privilege of living in America, and we are proud to join other major employers to ensure our position on exercising your right to vote is encouraged and supported."

Press Contact: John Nelson, john.e.nelson@kp.org

"As a proud immigrant and son of a Holocaust survivor, I deeply value our vibrant democracy, which cannot be taken for granted and requires our active participation," said Daniel Lubetzky, Founder & CEO of KIND Healthy Snacks. "KIND is proud to join other businesses in the Time to Vote campaign, as exercising our right to vote is one important way to build stronger communities."

Press Contact: Dana Rosenberg, drosenberg@kindsnacks.com

"The purest expression of any person's freedom occurs in the voting booth - it is our collective moral duty as CEOs to accommodate every citizen in pursuing that privilege," said Todd Carmichael, CEO of La Colombe.

Press Contact: Kathryn O'Connor, kathryn.oconnor@lacolombe.net

"Lyft takes our civic responsibility seriously, which is why we are providing free and discounted rides to the polls on election day," said John Zimmer, Co-Founder and President of Lyft. "Last election, it is estimated that 15 million registered citizens did not vote because of transportation issues. We're thrilled to be a part of the Time to Vote movement, to help community members exercise their rights through initiatives like in-office voter registration, and voter education on early voting and vote by mail."

Press Contact: Kate Margolis, press@lyft.com

"People have fought and died for the right to vote in America and as business leaders we have a role to play in helping our employees participate in the democratic process," said Levi Strauss & Co. President and CEO Chip Bergh. "This campaign isn't about any particular party or candidate or issue – it's about encouraging more people to vote without having to make the hard choice between going to work and going to the polls."

Press Contact: Amber McCasland, AMcCasland@levi.com

"Every election is an important one, and democracy dies without engagement," said New Belgium Brewing CEO, Steve Fechheimer. "As business leaders, we aspire to foster engagement within our workplaces, and we have the power to enable engagement in our democracy as well. We raise our glasses to the organizations that have joined the campaign and to all those considering taking action."

Press Contact: Jesse Claeys, jclaeys@newbelgium.com

"Our democracy simply works better when people go vote," said Patagonia CEO Rose Marcario. "Demonstrating your company's commitment to voting reinforces the idea that American businesses can protect our democracy. I have been heartened to see business leaders from every corner of the country and across a range of industries prioritizing the health of our democracy and I look forward to seeing this movement grow."

Press Contact: Corley Kenna, corley.kenna@patagonia.com

"It is not fair, it is lazy, it is undemocratic and cowardly to sit on the sidelines and complain and whine about the sorry state of affairs our politics are in and the attacks on our environment and our deficits and our wars and dysfunctional politicians and NOT VOTE!" said Vinny McClelland, CEO of The Mountaineer.

Press Contact: vinny@mountaineer.com

"It's powerful to see companies coming together in support of voter participation," said Arne Arens, The North Face Brand president. "We feel responsible for creating opportunities for our people to vote, and we encourage them to actively engage in civic life. We're proud to be a part of Time to Vote, and continue to advocate for all Americans to make their voice heard."

Press Contact: Eric Raymond, eric_raymond@vfc.com

"No matter your core beliefs, voting this midterm will have major implications in our communities, with our environment, and to the landscape of outdoor recreation areas," said Bryan Wolf, owner of Roads Rivers and Trails. "So for those of you on the fence about voting, we want to be the positive voice that tells you, your vote matters!"

Press Contact: Bryan Wolf, rrt@roadsriversandtrails.com

"At sweetgreen, we know that when we act together, we can make a change and it takes only one small change influence the world," said sweetgreen Co-Founder and CEO Jonathan Neman. "That's why we're proud to be a part of the Time to Vote campaign and encourage each and every person at sweetgreen, and across the country, to make their voice heard and to vote."

Press Contact: Maude Michel, maude.michel@sweetgreen.com

"The opportunity to vote is one of our most powerful forms of expression, and a necessary part of a thriving democracy," said Patrick Spence, CEO Sonos. "As employers, it is our duty to society to empower those who work for us to use their voices at the polls. Sonos is proud to be part of this important initiative."

Press Contact: Laura Morarity, pr@sonos.com

ADDITIONAL PRESS CONTACTS

- First Lite: Ryan Callaghan, ryan@firstlite.com
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Keene Housing

INFORMATIONAL MEMORANDUM

To: Joshua R. Meehan, Executive Director
From: Linda Griffin, Finance Director
Subject: DRAFT Operating Budget FY 2019
Date: November 6, 2018

This memorandum provides a draft consolidated financial operations summary of the 2019 budget compared to the 2018 projected actuals for Keene Housing (inclusive of properties owned by KH, its affiliates and managed properties). The intent of this draft budget is to provide explanations for assumptions used in the budget for the Board of Commissioners to discuss at their November meeting. A final budget proposal will be presented to the Commissioners for their adoption at the December 2018 meeting.

Attached are two financial reports 1) consolidated operating income statement comparing the projected actual 2018 revenues and expenses to the proposed 2019 by category of revenues and expenses 2) income statements for individual property/program budgets for 2019.

SUMMARY

The net income (before depreciation):
2019 Budget = $1,575k
2018 Projected = $1,295k

The Revenue:
2019 Budget has increased by $312k (2.1%) compared to 2018 projection.

The Expenses:
2019 Budget has increased by $5k (0%) compared to 2018 projection.

Below is a narrative of significant changes from 2018 (projected actuals) to the proposed 2019 budget.

REVENUE changes

The Rents/Subsidy revenue budget has increased from 2018 by $173k or 1.3%. This revenue line item has four components.

- The HUD voucher funding. It is assumed that Congress will fund the voucher programs in 2019 at the current 2018 pro-ration of 97.7%. The Non Elderly Disabled (NED) and Mainstream voucher programs are re-benchmarked using prior year actuals each year in January, then the 97.7% pro-ration factor is applied.
- KH received 19 additional vouchers for a new Mainstream program, $132k.
- The KH voucher payment standard (VPS) that pays landlords (including many of the KH owned/managed properties) and KH is not increasing in 2019.
- The portion of rent paid by the resident. The assumption is that those rents will stay at the current levels.

The Commercial Rents received are expected to increase by $2k or .8%. The assumption includes one store front vacancy will remain at CST, and Bennett Block has a commercial space that is being left vacant while plans for redeveloping the property move ahead in 2019/20.

The Administrative Fee income is earned by administering HUD voucher programs (Section 8/MTW, Non-Elderly Disabled (NED) and Mainstream programs). KH's MTW/Section 8 housing choice voucher program funding is calculated under the terms of the initial MTW Agreement and the Admin Fee is embedded in the Housing Assistant Payment funding. The advantage of the embedded Admin Fee is that it will protect KH from likely additional pro-ration of the Admin Fee funding. NED and Mainstream's program Admin Fee are pro-rated at the same rate as other, non-MTW PHAs. The 2019 budget internally allocates 13.4% of the Section 8 funding for the admin budget, this is an increase of $42k or 5.8% from the 2018 budget, which includes $16k from the new Mainstream program. HUD determines the admin fee earned for the NED and Mainstream programs and it is assumed to be pro-rated at 80% for 2019 which is the same as 2018.

Other Income budget is expected to increase by $17k or 6.7%, which is related to the CDBG loan forgiveness allowance for Meadow Rd., Riverbend and Cottage St. We are also assuming that the Family Self Sufficiency (FSS) grant is level funded.

The Development Fee budget for 2019, assumes MAHC receives the first installment for the CST earned Development Fee of $100,000.

Management Fee revenue budget has remained unchanged from 2018 projection. Fees Revenue is earned by KH (Locals) and are paid by the property/units managed.

Partnership/Incentive Fee budget is assumed to be similar to 2018. These fees are a source of income for KH (Locals) as the Managing General Partner in our Low Income Housing Tax Credit developments. The 2019 budget is assuming income of $252k in Fee Revenue coming from four properties: Stone Arch Village Family and Senior and Brookbend West and East that generally have surplus cash at year end. In 2018, there was $252k received by KH (Locals).

The Budget for vacancy loss (a reduction in revenue) is difficult to predict. The CST project has a budget of $252k for 2019 while in the construction/rehabilitation phase. Other properties are assumed to have similar vacancy loss as the prior year.

EXPENSE changes

Administrative expense budget has increased by $129k or 9.4% from the 2018 projection. The increase is related to a planned software upgrade in voucher program and financial software, legal fees and Technical Assistance for the MTW program planning.

The Employee Payroll/Fringe expense budget has increased by $67k or 2.5% from the 2018 projection. The increase is related to modest annual increases for employee salaries and mid-year increases in renewing benefits.

The overall Utilities budget for 2019 is increasing from the 2018 projection by $23k or 2%, assuming rates will increase and usage will not.

Maintenance budget has decreased by $74k or 7.2%. The budget decreased for Maintenance Repairs and Services by $32k related to the capital improvements that have been completed over the past few years and has now cut down on the unplanned repairs. The Flooring expense is decreasing by $13k due to CST being rehabilitated in 2019. Security services budget has decreased in 2019 by $45k and was based on actual 2018 schedule. Waste Disposal budget is increasing by $14k to now include recycling at all properties and the occasional dumpster for residents. Lawncare expense increasing in 2019 by $25k related to the Brookbend property and additional work in 2019. Snow Removal budget is increasing in 2019 by $9k related to sidewalk shoveling at Ashbrook, Brookbend East and West along with extra snow removal with a backhoe at Harper Acres, Forestview and North & Gilsum.

Miscellaneous Equipment (expensing smaller items under $2k), is decrease by $21k for 2019.

Property Tax budget has increased by $12k or 2%. Assuming a 2% increase across most of the properties. Many properties have a "Payment in Lieu of Taxation" (PILOT) agreement or are eligible for the alternative 'Low Income Housing Tax Credit' tax calculation method based on 10% of revenues.

Property/Liability Insurance budget decreased by $1k or .3%. The CST mortgage insurance will be eliminated after sale/purchase which is related to a reduction of $14k and all other premiums are expected to increase by 3% after a no increase year in 2018.

Interest expense budget has decreased by $157k or 29%. This decrease is related to selling CST and paying off the current mortgage. The new entity will have a construction loan with no interest payments in 2019.

HAP expense budget has increased by $22k or .4% which is directly related to the new Mainstream vouchers.

The Tenant Programs (youth programming, development grants and rent credits) budget has increased by $6k or 2.8%. The budget includes no change to the payments being made to Keene Housing Kids Collaborative by properties (KAHP, Brookbends, Meadow Road, SAV Family) and tenant development grants/rent credits in the Resident Self-Reliance program. The increase is associated with developing and expanding the community gardens at additional properties in 2019.

Partnership/Incentive Fee budget has decreased by $10k or 47.3%. The fees are calculated and paid out to KH and Limited Partners as a distribution of surplus cash at year end. The properties: Stone Arch Village Family and Senior and Brookbend West and East have had these pay outs in the past years.

The MTW transfers are funds used towards non-Housing Assistant Payment eligible expenses and are estimated to be $758k for the 2019 budget which is a increase of $18k from the 2018 projection. The use of these funds will be to provide funding to Keene Housing Kids Collaborative and capital improvements as detailed in the Capital Planning Budget.

OTHER:

The following programs are anticipating negative Net Income from operations in 2019.

- The NEDs and Mainstream voucher programs may have a short-fall in funding for 2019 due to pro-ration by HUD for the admin fee. The programs have cash on hand of $87k and $145k, respectively, so the assumption is that this cash balance will be used to offset the deficit in 2019 of $21k.

- Fairweather Lodge, a property that KH manages but is owned by Monadnock Housing Opportunities (MHO) is anticipating a short-fall of $1,198. The MHO board will be meeting in November and discuss the budget. Operating losses at Fairweather do not affect KH finances.

KEENE HOUSING - CONSOLIDATED BUDGET 2019

	Totals 2018 Projection	Totals 2019 Budget	(decr)/Incr from 2018 projection to 2019 budget		NOTES:
INCOME					
Rents, Tenants/Subsidy	$13,490,195	**$13,663,017**	1.3%	$172,822	The Budget 2019 assumes same as the 2018 MTW Approved Funds from HUD. Increase the MS program by 19 new vouchers, $132K.
Rents, Commercial	$262,772	**$264,863**	0.8%	$2,091	Assuming slight increases form 2018.
Admin Fee Income	$847,872	**$930,856**	9.8%	$82,984	The Admin Income for NEDS and MS programs increased by $8k. The new vouchers admin fee is estimated at $16k. MTW Admin Income is embedded with the HAP funding, increased by $40k.
Other Income	$257,840	**$275,090**	6.7%	$17,250	There are now four properties that have CDBG loans, the loan payments are forgiven each year by 5% and treated as income to those properties.
Development Fees	$0	**$100,000**	100.0%	$100,000	development fees related to CST expected to be received by MAHC at closing.
Management Fee	$578,201	**$576,496**	-0.3%	($1,706)	assuming same as 2018 fees.
Misc Tenant Income	$55,506	**$55,506**	0.0%	$0	assuming same as 2018 projection.
LESS: Vacancy Loss	$254,541	**$315,458**	23.9%	$60,917	CST experiencing significant vacancy due to Rehab $252k
TOTAL INCOME	**$15,237,845**	**$15,550,370**	**2.1%**	**$312,525**	
Partnership Fees	$251,571	**$252,789**	0.5%	$1,218	estimated incentive fees : SAV F, SAV S, BBE, BBW, EK, RB. Based on projected net income for 2018.
MTW transfers	$0	**$0**	0.0%	$0	
TOTAL INCOME	**$15,489,416**	**$15,803,159**	**2.0%**	**$313,743**	

	Totals 2018 Projection	Totals 2019 Budget	(decr)/Incr from 2018 projection to 2019 budget		NOTES:
EXPENSES					
Administrative	$1,373,840	**$1,502,562**	9.4%	$128,722	Ssoftware budget has a one time increase to upgrade the voucher program software $70k and financial software upgrade of $30k. Increase in legal fees $15k and Technical Assistance consulting by $10k.
Payroll and Fringe	$2,666,695	**$2,733,280**	2.5%	$66,585	Assumes annual increases in payroll and benefit costs increase at renewal mid year.
Utilities	$1,155,540	**$1,178,566**	2.0%	$23,026	Budget assumption was based on actuals from the past 12 months. Assumed rates increase by 2%.
Maintenance	$1,028,072	**$953,676**	-7.2%	($74,396)	Maintenance and Repairs line item reduced based on 2018 projection, related to the capital improvements completed at the properties.
Misc Equipment	$56,840	**$35,800**	-37.0%	($21,040)	Reduction in requests being made by Maint/Property Managers.
Property Taxes	$610,409	**$622,382**	2.0%	$11,974	Assumes a 2% increase in all taxes.
Property/Liability Ins	$386,603	**$385,490**	-0.3%	($1,113)	Assumes a 3% increase in all premiums. Mortgage insurance on CST is ending when loan is paid in Feb 2018. $14k.
Interest Expense	$542,568	**$385,474**	-29.0%	($157,095)	CST loan being paid off in Feb 2018, $122k reduction.
HAP disbursements	$5,403,800	**$5,426,207**	0.4%	$22,407	Based on actuals HAP for 2018, averaged.
Tenant Programs	$210,970	**$216,916**	2.8%	$5,946	Increase in community garden budget across properties.
TOTAL EXPENSES	**$13,435,337**	**$13,440,354**	**0.0%**	**$5,017**	
Partnership Fees	$20,596	**$30,328**	47.3%	$9,732	estimated investor fees : SAV F, SAV S, BBE, BBW, EK, RB. Based on projected net income for 2018.
MTW transfers	$738,892	**$757,720**	2.5%	$18,828	Transfer of the MTW to KAHP for capital improvements, Resident programs and KHKC.
TOTAL EXPENSES	**$14,194,825**	**$14,228,401**	**0.2%**	**$33,577**	
NET INCOME	**$1,294,591**	**$1,574,758**	**21.6%**	**$280,166**	

before depreciation

Keene Housing - by Property

				PROGRAMS					PROPERTIES									MANAGED PROPERTIES				
Account Number	Totals 2018 Budget	Totals 2018 Projection	Totals 2019 budget	Locals	MAHC	MTW-Section 8	Mainstream Voucher	Non-Elderly/ Disb	KAHP	Meadow Road	CST	Evergreen Knoll	Riverbend	Stone Arch Family	Stone Arch Senior	Brook Bend East	Brook Bend West	Cottage Street	Emerald Street	Fairweather Lodge	Ashbrook Apt	Roxbury St Shelter
INCOME																						
Rents Tenants	$13,014,253	$13,490,195	$13,663,017	$0	$0	$4,956,132	$475,723	$807,072	$2,677,430	$257,904	$1,265,124	$480,408	$325,728	$336,636	$351,636	$705,588	$608,160	$38,652	$103,104	$31,188	$242,532	$0
Rental, Commercial	$262,681	$262,772	$264,863	$0	$123,000	$0	$0	$0	$50,363	$0	$61,752	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$29,748
MTW transfers	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Admin Fee Income - HUD	$835,960	$847,872	$930,856	$0	$0	$765,914	$62,507	$102,435	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Other Income /Grants	$332,927	$257,840	$275,090	$46,350	$6,198	$139,915	$0	$0	$15,496	$13,050	$80	$3,520	$24,503	$665	$5,920	$0	$0	$6,765	$0	$12	$1,216	$11,400
Development Fee Income	$0	$0	$100,000	$0	$100,000	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Management Fee Earned	$591,685	$578,201	$576,496	$576,496	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Incentive Management Fee	$174,105	$251,571	$252,789	$252,789	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Misc Tenant Income	$56,548	$55,506	$55,506	$0	$0	$0	$0	$0	$28,375	$0	$6,023	$4,654	$1,705	$3,817	$3,208	$2,500	$3,084	$50	$0	$0	$2,090	$0
LESS: Vacancy Loss	$97,263	$254,541	$315,458	$0	$0	$0	$0	$0	$5,000	$8,000	$252,000	$4,800	$0	$0	$0	$20,280	$18,000	$0	$6,488	$0	$890	$0
TOTAL INCOME	**$15,170,896**	**$15,489,416**	**$15,803,159**	**$875,635**	**$229,198**	**$5,861,961**	**$538,230**	**$909,507**	**$2,766,664**	**$262,954**	**$1,080,979**	**$483,782**	**$351,936**	**$341,118**	**$360,764**	**$687,808**	**$593,244**	**$45,467**	**$96,616**	**$31,200**	**$244,948**	**$41,148**
EXPENSES																						
Administrative Exp	$1,424,546	$1,373,840	$1,502,562	$151,979	$55,401	$325,311	$19,389	$32,977	$378,796	$37,698	$117,213	$47,659	$43,667	$45,810	$55,397	$64,993	$64,163	$5,513	$13,560	$8,513	$34,025	$500
Salaries and Fringe	$2,693,580	$2,666,695	$2,733,280	$476,366	$12,039	$576,247	$54,923	$83,579	$715,294	$34,649	$185,979	$109,197	$70,443	$47,918	$64,741	$127,440	$108,153	$5,184	$19,409	$5,984	$35,736	$0
Utilities	$1,087,739	$1,155,540	$1,178,566	$0	$17,506	$0	$0	$0	$556,920	$27,092	$186,700	$71,480	$35,796	$42,142	$54,300	$59,515	$52,201	$12,426	$13,484	$9,172	$27,198	$12,633
Maintenance Expenses	$1,101,580	$1,084,912	$989,476	$10,105	$21,030	$0	$0	$0	$434,888	$56,822	$41,869	$63,196	$55,307	$39,428	$47,903	$74,004	$73,861	$10,096	$6,329	$4,040	$47,994	$2,604
Property Taxes	$624,992	$610,409	$622,382	$0	$38,310	$0	$0	$0	$65,698	$23,414	$229,351	$44,682	$29,825	$29,327	$34,969	$58,105	$50,751	$3,725	$6,222	$804	$7,200	$0
Insurance Expense	$404,079	$386,603	$385,490	$25,957	$4,965	$2,112	$0	$0	$147,156	$24,363	$62,002	$10,970	$8,796	$12,812	$13,544	$20,529	$22,834	$3,240	$4,673	$3,881	$11,999	$5,658
Interest Expense	$532,478	$542,568	$385,474	$0	$18,712	$1,659	$0	$0	$186,671	$7,745	$10,219	$36,587	$11,971	$2,882	$14,349	$26,737	$23,001	$0	$6,508	$0	$38,249	$184
MTW transfers	$342,958	$738,892	$757,720	$0	$0	$757,720	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Gains on Sale of Property	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
HAPS Disbursed	$5,348,329	$5,403,800	$5,426,207	$0	$0	$4,143,412	$475,723	$807,072	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Tenant Programs	$210,970	$210,970	$216,916	$27,650	$0	$55,500	$0	$0	$89,651	$10,630	$4,739	$2,900	$2,157	$9,690	$7,575	$2,912	$2,912	$0	$0	$0	$600	$0
Incentive Management Fee	$54,421	$20,596	$30,328	$0	$0	$0	$0	$0	$0	$0	$0	$2,421	$0	$8,039	$2,031	$9,424	$8,413	$0	$0	$0	$0	$0
TOTAL EXPENSES	**$13,825,673**	**$14,194,825**	**$14,228,401**	**$692,057**	**$167,963**	**$5,861,961**	**$550,035**	**$923,629**	**$2,575,074**	**$222,413**	**$838,070**	**$389,092**	**$257,961**	**$238,048**	**$294,809**	**$443,658**	**$406,288**	**$40,184**	**$70,185**	**$32,394**	**$203,002**	**$21,579**
NET INCOME Before depreciation	**$1,345,223**	**$1,294,591**	**$1,574,758**	**$183,578**	**$61,235**	**$0**	**($11,804)**	**($14,122)**	**$191,590**	**$40,541**	**$242,909**	**$94,690**	**$93,975**	**$103,070**	**$65,955**	**$244,150**	**$186,956**	**$5,283**	**$26,431**	**($1,194)**	**$41,946**	**$19,569**

Keene Housing

INFORMATIONAL MEMORANDUM

To:	Joshua R. Meehan, Executive Director
From:	Linda Griffin, Finance Director
Cc:	Sandy Clark, Director of Facilities and Assets
Subject:	DRAFT Capital Planning Budget FY 2019
Date:	November 6, 2018

This memorandum provides a draft 2019 capital budget for Keene Housing (KH) and KH managed properties. Below is a narrative of capital improvement work that is proposed for 2019. Attached is a 2019 listing of capital improvements by property and a cashflow projection.

The 2019 draft capital improvement budget totals $1,410,521. The detailed items on the attached reports were produced by reviewing the current property Capital Needs Assessment with the Director of Facilities and Assets, the Director of Housing and the Executive Director. Most of the items for 2019 have been recently quoted and when available current estimates are used in the proposed budget.

The Keene Housing properties: KAHP properties (Harper Acres, Forestview, North & Gilsum, Bennett Block and scattered sites), Riverbend and Meadow Rd have a list of capital improvements proposed for 2019, totaling $1,317,292k. The MTW funds of $894k estimated to be available from 2019 operations can be used towards these capital improvements. Meadow Rd. has budget for the use of $35k in replacement reserves. The remaining funds needed are $387k that will be funded from KAHP's cash on hand. The replacement reserve account will not be used and the estimated balance will be $750k at year end of 2018. There is a chance that a grant may be received for the Forestview Heat Pump/Solar project from an interested foundation. If a grant or rebate is received then the KAHP cash needs will be reduced.

Evergreen Knoll has a budget request in to Rural Development (RD) to fund items from the replacement reserve account that have been identified for replacement in the current Capital Needs Assessment (C.N.A.). However, RD has asked that an updated C.N.A. be provided to them before they consider approving increased funding.

No significant capital improvements are scheduled at Stone Arch Village Family, Stone Arch Village Senior, Riverbend, CST (under construction in 2019) or the Brookbends.

Keene Housing (Locals) has one maintenance vehicle on the list for capital purchases for $30k (net of trade in) this expenditure will be funded from cash on hand.

There are four properties (Cottage St, Ashbrook Apt., Emerald St. and Fairweather Lodge) that are managed and not owned by KH. These properties are not scheduled to have any major capital expenditures for 2019.

Capital Purchases/Renovations details 2019

Description	Location	Budget	FUNDING STATUS:
Unplanned Life/Safety or RA	KAHP-Harper Acres	$10,000	MTW funds
Tub roll-in (10 units at $4000 full replace)	KAHP-Harper Acres	$5,000	MTW funds
Front/Back entry porch roof (14@ $2495)	KAHP-Harper Acres	$34,930	MTW funds
Heat Pump Project includes Electric/Meter Consolidation	KAHP-Forest View	$540,000	Cash and MTW funds
Building Roofs (6 @ $25,000)	KAHP-Forest View	$250,000	MTW funds
Front & Back Doors w/trim and Handrails	KAHP-Forest View	$100,800	MTW funds
Unplanned Life/Safety or RA	KAHP-Forest View	$10,000	MTW funds
Unplanned Life/Safety or RA	KAHP-North & Gilsum	$10,000	MTW funds
Remediation Of Ground Soil monitoring	KAHP-Bennett	$7,598	MTW funds
Unplanned Life/Safety	KAHP-Bennett	$10,000	MTW funds
Insulation/foam basements	KAHP-West St.	$3,000	MTW funds
Plastic in Basement (add)	KAHP-17-19 Roxbury Ct	$2,000	MTW funds
Kitchen upgrade (one Kitchen)	KAHP-17-19 Roxbury Ct	$10,000	MTW funds
Asphalt Parking lot and sidewalks (w/eng fees)	Riverbend Apartments	$288,364	MTW funds
Wood Trim on all buildings	Meadow Rd	$15,000	Reserves/CASH
Bathroom Fan/Light (18 @ $350)	Meadow Rd	$6,300	Reserves/CASH on hand
Bathroom Shower Value (16 @ $300)	Meadow Rd	$4,800	Reserves/CASH on hand
Landscaping Fencing around garden	Meadow Rd	$6,000	Reserves/CASH on hand
New Bathrooms (1 @ $3500)	Meadow Rd	$3,500	Reserves/CASH on hand
	Sub-Total Projects	**$1,317,292**	
MTW Funding carryover from 2018		**$182,150**	
MTW Funding expected in 2019		**$712,089**	
Meadow Rd. Cash/Reserve on hand		**$35,600**	
KAHP Cash on hand, MTW Block Grant		**$387,453**	
Project at Forestview Apt (heat pumps/solar) - Chartible Foundation, Rebates			
	Unfunded projects	**$0**	

Light Alarm (for notification of boiler down)	Evergreen knoll	$5,000	Need approval for Reserves
Dumpster Pad	Evergreen knoll	$10,000	Need approval for Reserves
Asphalt (near Maint Shed and behind HC unit)	Evergreen knoll	$5,000	Need approval for Reserves
Unit Thermostats (32 @ $100))	Evergreen knoll	$3,200	Need approval for Reserves
`	CST	$10,000	Under rehabiliation
Pavilion for Playground	Brookbend West	$3,000	Need approval for Reserves
Pavilion for Playground	Brookbend East	$3,000	Need approval for Reserves
Vehicles	Locals	$30,000	CASH on hand
Landscaping (Phase II)	Ashbrook	$20,000	Need approval from Board
Heater replacement	Fairweather Lodge	$4,029	Need approval from Board
	Sub-Total Projects	**$93,229**	

TOTAL CAPITAL purchases/renovations	**GRAND TOTAL Projects**	**$1,410,521**	

Major Renovation Projects	Location	FUNDING STATUS:
Rehabilitation Planning 2018/2019	CST	planning 2019 project
Rehabilitation Planning 2019/2020	KAHP-Bennett Block	planning 2020 project
New Development Planning 2019/2020	KAHP-Harper Acres 105 Castle St.	planning 2020 project

CASHFLOW PROJECTION	Totals	Locals	MAHC	MTW- Block Grant	MTW- Section 8	Main stream Voucher	Non-Elderly/Disb	KAHP	Meadow Road	CST	Evergreen Knoll	Riverbend	Stone Arch Family	Stone Arch Senior	Brook Bend East	Brook Bend West	Cottage Street	Emerald Street	Fair weather Lodge	Ashbrook Apt	Roxbury St Shelter
Replacement Reserves Balance																					
Beginning Balance 1/2019	**$1,911,229**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$769,428**	**$62,443**	**$225,465**	**$179,850**	**$78,181**	**$60,357**	**$120,865**	**$153,253**	**$80,873**	**$15,039**	**$74,277**	**$8,457**	**$82,741**	**$0**
Deposit to Reserves 2019	$270,793	$0	$0	$0	$0	$0	$0	$80,946	$3,144	$63,781	$30,804	$14,650	$10,580	$14,793	$22,755	$12,381	$2,400	$3,960	$2,100	$8,500	$0
Withdrawls from Reserves 2019	($63,229)	$0	$0	$0	$0	$0	$0	$0		($10,000)	($23,200)	$0	$0	$0	($3,000)	($3,000)	$0	$0	($4,029)	($20,000)	$0
Ending Balance 12/2019	**$2,118,793**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$850,374**	**$65,587**	**$279,246**	**$187,454**	**$92,831**	**$70,937**	**$135,658**	**$173,008**	**$90,254**	**$17,439**	**$78,237**	**$6,528**	**$71,241**	**$0**
Cash Balance																					
Beginning Balance 1/2019	**$4,685,503**	**$1,855,291**	**$122,147**	**$1,094,292**	**$252,760**	**$145,283**	**$87,485**	**$345,237**	**$9,109**	**($91)**	**$36,592**	**$68,617**	**$192,703**	**$77,100**	**$168,370**	**$134,476**	**$3,319**	**$12,025**	**$3,532**	**$52,369**	**$24,888**
INCOMING CASH:																					
Operating Surplus/(Deficit) 2019	$1,574,758	$183,578	$61,235	$0	$0	($11,804)	($14,122)	$191,590	$40,541	$242,909	$94,690	$93,975	$103,070	$65,955	$244,150	$186,956	$5,283	$26,431	($1,194)	$41,946	$19,569
Cash from Reserves	$98,829	$0	$0	$0	$0	$0	$0	$0	$35,600	$10,000	$23,200	$0	$0	$0	$3,000	$3,000	$0	$0	$4,029	$20,000	$0
Other transfer of funds	$0	$0	($300,000)	$0	$0	$0	$0	$300,000	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Pre-development Expenses Reimbursed	$300,000		$300,000																		
MTW funding 2019 for NON-HAP	$757,720	$0	$0	$0	$757,720	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
MTW transfers for Cap Impr & KHKC	**($41,789)**	**$0**	**$0**	**$0**	($913,944)	**$0**	**$0**	**$583,791**	**$0**	**$0**	**$0**	**$288,364**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
OUTGOING CASH:																					
CASH outlay 2019(principal)	($377,543)	$75,000	($18,848)	$0	$0	$0	$0	($263,197)	($33,083)	($26,111)	($23,495)	($11,908)	($4,774)	($10,383)	($5,595)	($5,129)	$0	($17,746)	$0	($30,667)	($1,607)
CASH paid on Investor from Surplus Cash	($385,907)							$0	$0	$0	($2,106)	($40,099)	($137,897)	($32,223)	($91,031)	($82,551)	$0	$0	$0	$0	$0
CASH paid on Loan from Surplus Cash	($248,010)							$0	$0	$0	($2,106)	($40,099)	$0	($32,223)	($91,031)	($82,551)	$0	$0	$0	$0	$0
Capital Improvements 2019 proposed	**($1,410,521)**	**($30,000)**	**$0**	**$0**	**$0**	**$0**	**$0**	**($993,328)**	**($35,600)**	**($10,000)**	**($23,200)**	**($288,364)**	**$0**	**$0**	**($3,000)**	**($3,000)**	**$0**	**$0**	**($4,029)**	**($20,000)**	**$0**
Cash to Reserves	($267,110)	$0	$0	$0	$0	$0	$0	($80,946)	($3,144)	($63,781)	($30,804)	($14,650)	($10,580)	($14,793)	($20,616)	($10,836)	($2,400)	($3,960)	($2,100)	($8,500)	$0
Ending Balance 12/2019	**$4,685,931**	**$2,083,869**	**$164,534**	**$1,094,292**	**$96,536**	**$133,478**	**$73,363**	**$83,147**	**$13,423**	**$152,926**	**$72,772**	**$55,835**	**$142,521**	**$53,433**	**$204,248**	**$140,366**	**$6,202**	**$16,750**	**$238**	**$55,148**	**$42,850**

* $75k fr KAHP note payable

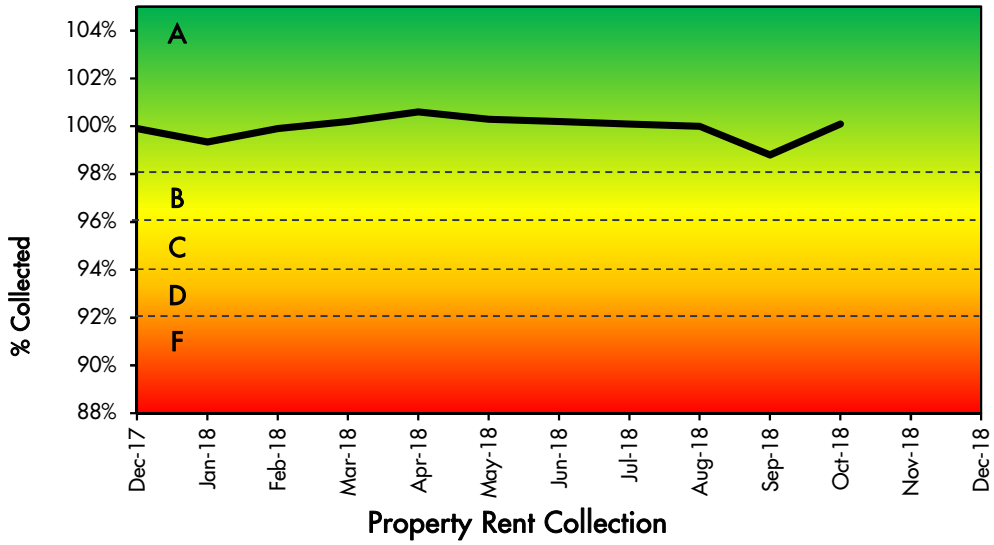
* $75k to Locals for note payable on 2018

Keene Housing

MANAGEMENT REPORT
OCTOBER 2018

Residential Property Rent Collection Report
October 2018

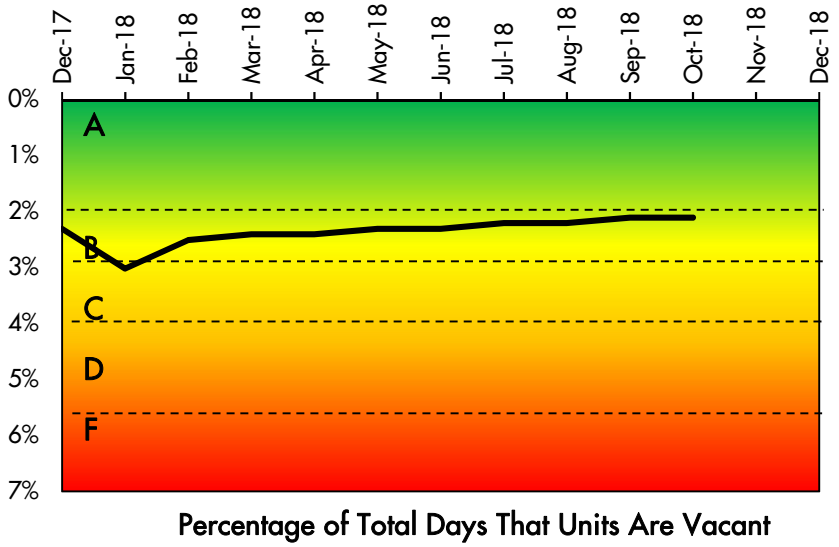
Community	Month Billed	Month Collected	% Collected	Monthly Grade	YTD Billed	YTD Collected	% YTD Collected	YTD Grade
Ash Brook Apartments	$10,312	$10,312	100.0%	A	$104,691	$104,697	100.0%	A
Bennett Block	$3,983	$3,983	100.0%	A	$41,459	$41,459	100.0%	A
Brookbend East	$14,454	$15,197	105.1%	A	$141,084	$146,997	104.2%	A
Brookbend West	$11,205	$10,014	89.4%	F	$107,539	$106,315	98.9%	A
Central Square Terrace	$23,371	$23,797	101.8%	A	$238,798	$238,448	99.9%	A
Cottage Street	$1,201	$1,201	100.0%	A	$11,181	$11,322	101.3%	A
Evergreen Knoll LP	$13,909	$14,599	105.0%	A	$129,064	$128,174	99.3%	A
Forest View	$20,119	$21,152	105.1%	A	$185,070	$184,679	99.8%	A
Harper Acres	$41,397	$40,837	98.6%	A	$392,867	$392,518	99.9%	A
Meadow Road Apartments	$7,536	$7,535	100.0%	A	$55,748	$55,747	100.0%	A
North and Gilsum	$13,495	$14,186	105.1%	A	$127,578	$125,977	98.7%	A
Riverbend Apartments	$10,259	$10,165	99.1%	A	$94,749	$94,965	100.2%	A
Scattered Sites	$10,729	$10,156	94.7%	C	$101,552	$100,991	99.4%	A
Stone Arch Village Family	$11,778	$11,952	101.5%	A	$104,334	$104,485	100.1%	A
Stone Arch Village Senior	$11,284	$11,282	100.0%	A	$111,569	$111,567	100.0%	A
Totals	**$205,032**	**$206,368**	**100.65%**	**A**	**$1,947,283**	**$1,948,340**	**100.1%**	**A**



Monthly Vacancy Report

October 2018

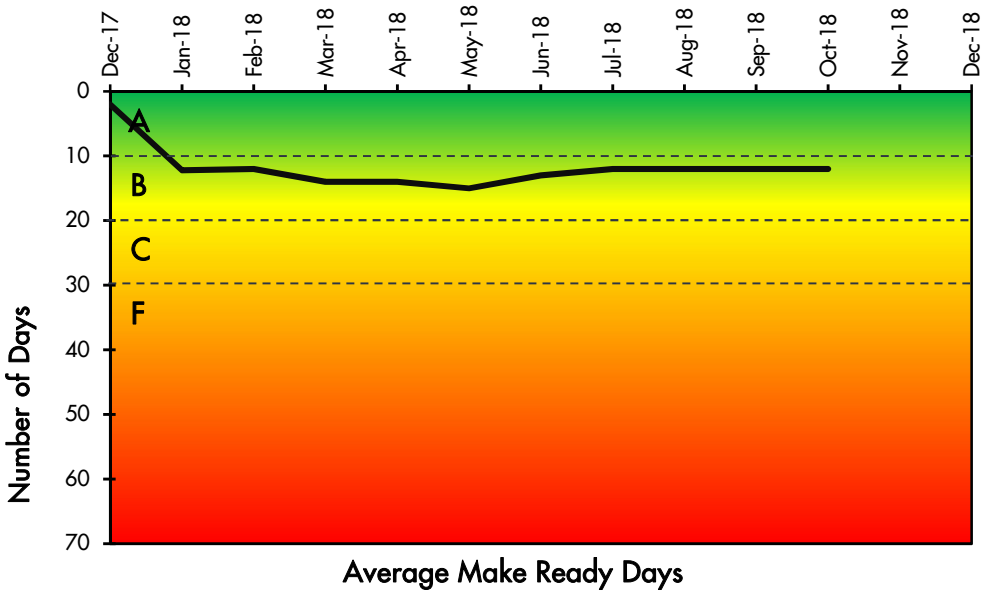
Community	Units Available	Available Days	Vacant Days	Monthly Vacancy Percentage	Monthly Grade	YTD Vacancy Percentage	YTD Grade
Ash Brook Apartments	24	744	0	0%	A	0.2%	A
Bennett Block	11	341	0	0%	A	0.0%	A
Brookbend East	40	1240	62	5.0%	D	4.1%	C
Brookbend West	35	1073	31	2.9%	A	5.8%	D
Central Square Terrace	81	2442	0	0%	A	0.2%	A
Cottage Street	3	93	0	0%	A	0.0%	A
Evergreen Knoll LP	32	992	0	0%	A	2.9%	A
Forest View	38	1178	35	3.0%	A	4.2%	C
Harper Acres	108	3262	0	0%	A	0.5%	A
Meadow Road	18	558	31	5.6%	D	5.3%	D
North and Gilsum	29	899	31	3.4%	B	4.1%	C
Riverbend Apartments	24	744	0	0%	A	1.9%	A
Scattered Sites	18	558	0	0%	A	3.5%	B
Stone Arch Village Family	24	744	31	4.2%	C	1.7%	A
Stone Arch Village Senior	33	1023	17	1.7%	A	0.8%	A
Report Totals:	**518**	**15,891**	**238**	**1.5%**	**A**	**2.1%**	**A**



Percentage of Total Days That Units Are Vacant

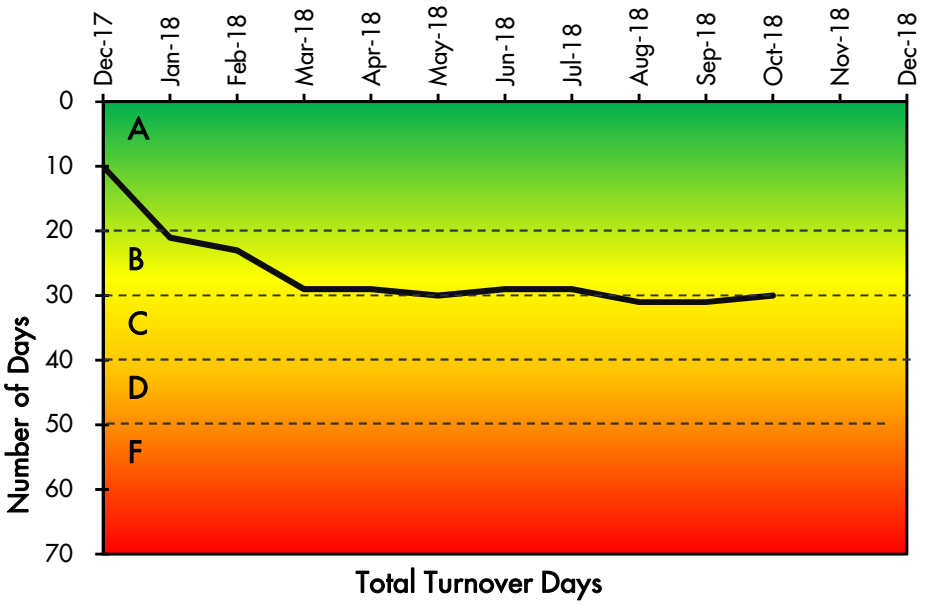
Unit Make Ready Days
October 2018

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	-	-	NONE	7	8	A
Brookbend West	-	-	NONE	6	8	A
Central Square Terrace	-	-	NONE	-	-	NONE
Cottage Street	-	-	NONE	-	-	NONE
Evergreen Knoll LP	-	-	NONE	7	10	A
Forest View	-	-	NONE	7	15	B
Harper Acres	-	-	NONE	4	11	B
Meadow Road	-	-	NONE	5	14	B
North and Gilsum	1	10	A	7	15	B
Riverbend Apartments	-	-	NONE	3	9	A
Scattered Sites	-	-	NONE	4	14	B
Stone Arch Village Family	1	22	C	4	14	B
Stone Arch Village Senior	-	-	NONE	2	8	A
Report Totals:	**2**	**16**	**B**	**52**	**12**	**B**



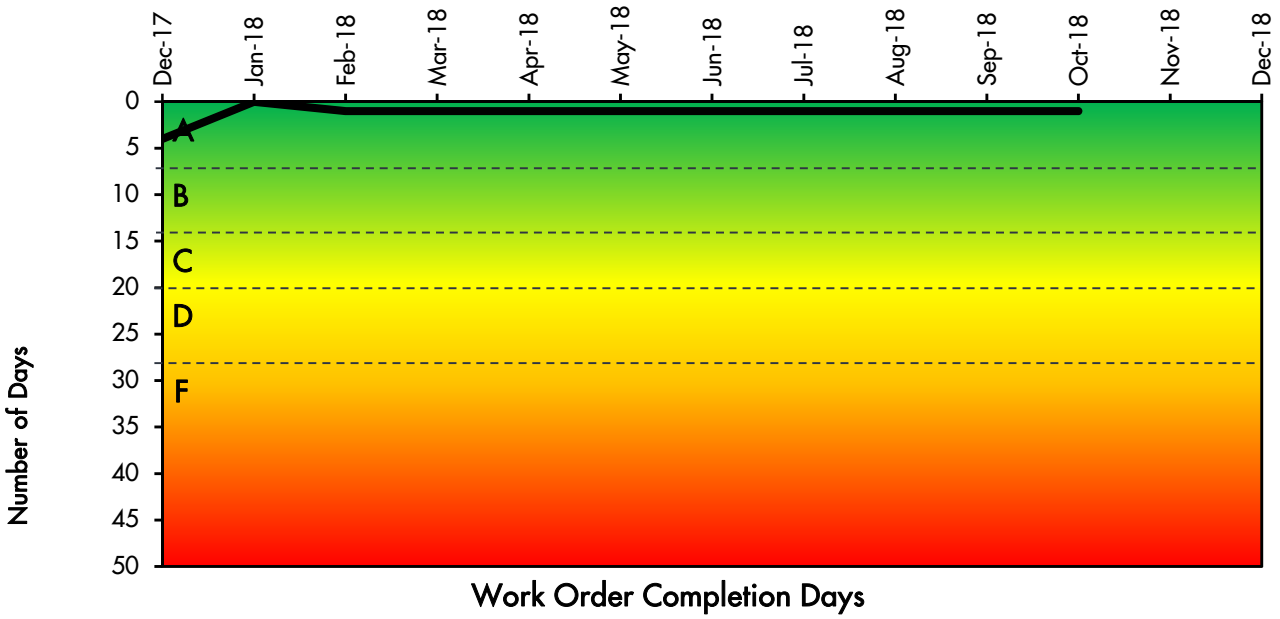
Unit Turnover
October 2018

Community	Number of Units Turned in Month	Average Turnover Days in Month	Monthly Grade	YTD Number of Units Turned	YTD Avg. Turnover Days	YTD Grade
Ash Brook Apartments	-	-	NONE	1	17	A
Bennett Block	-	-	NONE	-	-	NONE
Brookbend East	3	21	B	9	55	F
Brookbend West	2	16	A	9	68	F
Central Square Terrace	13	0	A	14	4	A
Cottage Street	-	-	NONE	-	-	NONE
Evergreen Knoll LP	-	-	NONE	10	28	B
Forest View	3	12	A	10	48	D
Harper Acres	-	-	NONE	8	19	A
Meadow Road	1	31	C	5	57	F
North and Gilsum	2	16	A	9	40	D
Riverbend Apartments	-	-	NONE	4	36	C
Scattered Sites	-	-	NONE	4	49	D
Stone Arch Village Family	1	31	C	4	32	C
Stone Arch Village Senior	1	17	A	3	25	B
Report Totals:	**26**	**9**	**A**	**108**	**30**	**C**



Residential Property Non-Emergency Work Order Completion Days
October 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	6	4	A
Ash Brook Apartments	6	1	A	81	1	A
Bennett Block	13	1	A	82	1	A
Brookbend East	25	0	A	149	1	A
Brookbend West	19	0	A	120	1	A
Central Square Terrace	89	1	A	559	1	A
Cottage Street	4	0	A	14	1	A
Emerald Street House	6	1	A	40	1	A
Evergreen Knoll LP	8	0	A	130	1	A
Forest View	24	0	A	152	1	A
Harper Acres	129	1	A	529	1	A
Keene Housing Main Office	5	1	A	54	1	A
Meadow Road	11	1	A	89	1	A
North and Gilsum	18	0	A	148	1	A
Riverbend Apartments	4	0	A	69	1	A
Scattered Sites	8	1	A	128	1	A
Stone Arch Village Family	12	0	A	84	1	A
Stone Arch Village Senior	37	1	A	232	1	A
Report Totals:	**418**	**1**	**A**	**2,666**	**1**	**A**



Residential Property Emergency Work Order Completion Days
October 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
OCTOBER 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	$377,821	$344,826	91%	598	$577	102%	587	$9,457	$32,995
May	$546,276	$342,707	63%	596	$575	102%	587	$2,720	$203,569
June	$411,513	$343,151	83%	589	$583	100%	587	$843	$68,362
July	$411,513	$348,370	85%	596	$585	102%	587	$996	$63,143
August	$411,513	$345,918	84%	588	$588	102%	579	$507	$65,595
September	$411,513	$344,385	84%	588	$586	104%	567	$649	$67,128
October	$411,513	$348,075	85%	593	$587	102%	580	$1,040	$63,438
November									$0
December									$0
Total	$4,115,125	$3,448,136	85%	5934	$581	102%	5835	$18,860	$666,989

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	$377,821	$336,788	89%	546	$617	93%	587	$9,457	$41,033
May	$546,276	$334,414	61%	545	$614	93%	587	$2,720	$211,862
June	$411,513	$334,708	81%	542	$618	92%	587	$843	$76,805
July	$411,513	$339,042	82%	549	$618	94%	587	$996	$72,471
August	$411,513	$340,273	83%	545	$624	94%	579	$507	$71,240
September	$411,513	$338,815	82%	544	$623	96%	567	$649	$72,698
October	$411,513	$341,655	83%	548	$623	94%	580	$1,040	$69,858
November									$0
December									$0
Total	$4,115,125	$3,370,058	83%	5448	$619	93%	5835	$18,860	$745,067

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	$14,846	$15,175	102%	17	$893	94%	18	$0	($329)
May	$14,871	$14,630	98%	17	$861	94%	18	$0	$241
June	$14,871	$11,427	77%	17	$672	94%	18	$0	$3,444
July	$16,779	$12,544	75%	16	$784	89%	18	$0	$4,235
August	$15,478	$13,089	85%	17	$770	94%	18	$0	$2,389
September	$15,478	$13,089	85%	17	$770	94%	18	$0	$2,389
October	$15,478	$12,863	83%	17	$757	94%	18	$0	$2,615
November									$0
December									$0
Total	$152,339	$138,796	91%	170	$816	94%	180	$0	$13,543

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	$53,261	$53,868	101%	101	$533	101%	100	$0	($607)
May	$53,301	$51,214	96%	98	$523	98%	100	$0	$2,087
June	$53,301	$53,136	100%	97	$548	97%	100	$139	$165
July	$53,301	$52,011	98%	97	$536	97%	100	$0	$1,290
August	$54,945	$51,906	94%	96	$541	96%	100	$139	$3,039
September	$54,945	$51,505	94%	97	$531	97%	100	$0	$3,440
October	$54,945	$51,942	95%	96	$541	96%	100	$160	$3,003
November									$0
December									$0
Total	$539,635	$523,922	97%	981	$534	98%	1000	$438	$15,713

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	$28,617	$28,052	98%	47	$597	94%	50	$0	$565
May	$24,804	$28,474	115%	47	$606	94%	50	$0	($3,670)
June	$28,604	$29,856	104%	50	$597	100%	50	$0	($1,252)
July	$29,152	$29,991	103%	50	$600	100%	50	$0	($839)
August	$29,152	$28,793	99%	48	$600	96%	50	$0	$359
September	$29,152	$28,036	96%	48	$584	96%	50	$0	$1,116
October	$29,152	$28,749	99%	50	$575	100%	50	$0	$403
November									$0
December									$0
Total	$285,057	$286,686	101%	482	$595	96%	500	$0	($1,629)

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

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

Financial Report – October 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 $1,664k which is a net increase of $499k from the budget of $1,165k.

OPERATING REVENUES are $13,343k a net increase of $694k as compared to the budget of $12,649k. The most significant changes are related to:

VARIANCES for Revenue categories (Less)/Higher than Budget		
$103,629	Rent Revenue	Change in tenant rent – partly related to subsidy changes and partly increase in rent at some properties without corresponding increase in HAP.
($49,587)	HAP funding	The MTW funding approval is at 99.7% proration (per HUD pro-ration). The budget was set at 96.3%, the additional funding this year is $269k. KH intends to use most of the additional funding for non-HAP rehabilitation.
($59,166)	Other Income	Other Income is related to miscellaneous income and is less than budget. Grants funds: FSS funds is under budget by $20k, due to timing. CHT admin revenue is on budget and CDBG admin revenue is under budget by $16k. KH received a solar grant during 2018 of $10k. Interest income is over budget by $27k. Additionally, there is misc income throughout other properties is under budget by $60k.
($17,265)	Management Fees	Management fees are under budget by $8k due to management fee not increasing as expected at two properties (RB, SAVS) and by $9k due to increased vacancies at two properites (KAHP and CST).
$0	Development fees	No Development fees paid or expected (MAHC).
$72,025	Vacancy Loss (reduction to revenue)	Vacancy Loss (higher than budget is more of a reduction to revenue): KAHP year to date vacancy= $36k and higher than budget by $33k. We are expecting to be reimbursed by the CST relocation budget. CST year to date vacancy= $56k and higher than budget by $40k. BBW year to date vacancy= $22k and higher than budget by $3k. Evergreen year to date vacancy= $10k and higher than budget by $9k. BBE year to date vacancy= $19k and less than budget by $15k.
$6,082	Tenants Charges	Tenants Charges (laundry, damages, other fees) more than expected.
$28,950	Admin Funding	HUD Section 8 admin funding is more than budget by $21K, which is related to timing. NEDs and Mainstream admin revenue is more than budget by $8k due to the funding formula pro-ration increasing.
($59,382)	**Lower than Budget**	**Operating Revenue**
$99,816	Partnership Distributions	Partnership fees, paid to Keene Housing from surplus cash for 2017 on LIHTC properties managed. The total budget is $175k, actuals posted to date are $252k.
$653,716	MTW Transfer	The 2018 MTW Non-HAP funding used for Non-HAP initiatives. KAHP Capital Impr = $305k, KHKC = $44k
$694,150	**Higher than Budget**	**Total Revenue**

Keene Housing

OPERATING EXPENSES are $11,679k a net increase of $195k as compared to the budget of $11,484k. The most significant changes are related to:

VARIANCES for Expense categories (Less)/Higher than Budget		
($95,754)	Admin Expenses	Administrative Expense are all under budget, except for the Energy Consulting is over by $1k and Legal is over by $17k, which are both related to the Solar Project at HA and CST.
($87,988)	Payroll and Benefits	Benefit Expenses are under budget by $50k which will stay for the remainder of the year. Salaries are under budget by $38k but some may be used up with additional OT for winter storms in Nov/Dec.
$26,069	Utilities Expenses	Fuel Expense is over budget by $7k. (CST by $11k) Water & Sewer is over budget by $2k Electric is over budget by $17k. (Over: KAHP by $17k due to Eversource fees changing and transitioning one small property over to KH paying for electric and SAV Senior by $4k, CST by $3k. Under: EK by $5k)
($79,183)	Maint Expenses	Maintenance Expenses under budget are: Materials by $28k, Maint/Repairs $10k, Security $67k, Electrical $14k, Misc Equipment $30k, Snow Removal $8k. Maintenance Expenses over budget are: Waste Removal by $8k, Grounds $9k, Plumbing $10k, Flooring by $30k, Other Services by $12k (CST parking lease, HA tree removal).
($29,953)	Insurance Expenses	Insurance Expenses under budget, related to minimal increase in premium during 2018.
($28,070)	Property Tax Exp	Property Taxes under budget.
$2,354	Partnership taxes	Taxes over budget, related to CST.
$16,882	Interest Expenses	Interest Expenses over budget.
$5,838	Resident services	Residential Services are running over budget for now, timing.
($75,884)	HAP disbursements	HAP disbursements under budget in Section 8 program by $26k, Mainstream program by $22k and NEDs/MR by $27k.
($345,690)	**Lower than Budget**	**Operating Expenses**
$131,659	Partnership Distributions	Partnership fees, paid to Keene Housing from surplus cash for 2017 on LIHTC properties managed. The total budget is $55k, actuals posted to date are $189k.
$408,887	MTW Transfer	The YTD actual transfer = $350k The 2018 MTW Non-HAP funding used for Non-HAP initiatives. KAHP Capital Impr = $305k, KHKC = $44k
$194,856	**Higher than Budget**	**Total Expenses**

Keene Housing

Income Statement - Comparing Actuals to Budget - YTD - as of October 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)	88,920	235,584	436,750 Higher Revenue	290,085 Higher Expenses	Revenue is MTW transfer $349k in; then out to funds capital projects and KHKC.
Monadnock Affordable (MAHC)	(33,009)	(29,740)	3,364 Higher Revenue	95 On Budget	
Keene Affordable (KAHP)	328,009	529,470	173,238 Higher Revenue	(28,222) Lower Expenses	Revenue is MTW transfer in $305k to fund capital projects.
Meadow Road	36,154	41,308	3,937 Higher Revenue	(1,217) Lower Expenses	
Roxbury St Shelter	5,793	11,460	3,495 Higher Revenue	(2,172) Lower Expenses	
Section 8 Voucher Program (MTW)	15,107	85,342	53,253 Lower Revenue	(16,983) Lower Expenses	
Mainstream Voucher Program	(37,065)	(435)	9,872 Higher Revenue	(26,758) Lower Expenses	
Special Purpose Vouchers (Non-Elderly Disabled)	(47,152)	31,425	45,973 Higher Revenue	(32,604) Lower Expenses	
Low Income Tax Credits Properties (LIHTC)					
Brookbend East	190,664	204,999	13,470 Higher Revenue	(865) On Budget	.
Brookbend West	148,217	98,137	(4,811) Lower Revenue	45,268 Higher Expenses	Expense includes partnership distribution which exceeds YTD budget by $88k.
Evergreen Knoll	52,674	47,169	671 Higher Revenue	6,175 Higher Expenses	
Riverbend	24,957	65,706	(8,214) Lower Revenue	(48,963) Lower Expenses	
Stone Arch Family	80,464	29,743	(15,274) Lower Revenue	35,447 Higher Expenses	Expense includes partnership distribution which exceeds YTD budget by $34k.
Stone Arch Senior	41,745	40,537	3,865 Higher Revenue	5,073 Higher Expenses	Expense includes partnership distribution which exceeds YTD budget by $19k
Multi-Family Properties					
Central Square Terrance	208,632	186,126	(32,022) Lower Revenue	(9,516) Lower Expenses	
Non-Owned/Managed Properties					
Cottage Street	2,320	4,290	35 On Budget	(1,935) Lower Expenses	
Ashbrook	36,227	49,548	5,087 Higher Revenue	(8,234) Lower Expenses	
Emerald Street	20,262	31,259	1,319 Higher Revenue	(9,679) Lower Expenses	
Fairweather Lodge	1,691	1,975	144 On Budget	(140) On Budget	
TOTALS	1,164,610	1,663,902	694,150 Higher than Budget	194,856 Higher than Budget	

(a) excluding depreciation

Keene Housing

Cash Outlay - Year to Date - as of October 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	235,584	0	0	(85,709)	0	18,199	(4,564)	0	2,976,173	163,510
Monadnock Affordable (MAHC)	193,120	(29,740)	(15,076)	0	3,706	(372,403)	9,689	296,484	0	85,780	(107,340)
Keene Affordable (KAHP)	939,209	529,470	(169,486)	(65,490)	(430,046)	0	(275,039)	(234,261)	0	294,357	(644,852)
Meadow Road	20,140	41,308	(26,293)	5,126	(17,097)	0	(2,037)	(7,857)	0	13,290	(6,850)
Roxbury St Shelter	16,572	11,460	(1,356)	0	0	0	(853)	(35)	0	25,788	9,216
Section 8 Voucher Program (MTW)	73,857	85,342	n/a	n/a	n/a	n/a	34,747	106,467	0	300,413	226,556
Mainstream Voucher Program	145,475	(435)	n/a	n/a	n/a	n/a	(25,472)	110	0	119,678	(25,797)
Special Purpose Vouchers (Non-Elderly Disabled)	87,771	31,425	n/a	n/a	n/a	n/a	(89,994)	(4)	0	29,198	(58,573)
Low Income Tax Credits (LIHTC)											
Brookbend East	216,295	204,999	(105,711)	(20,320)	(15,627)	(89,732)	(2,028)	13,952	0	**201,828**	(14,467)
Brookbend West	168,611	98,137	(95,179)	(10,927)	(15,136)	0	(4,566)	2,790	0	**143,730**	(24,881)
Evergreen Knoll	42,610	47,169	(17,303)	(25,670)	(796)	0	(45,721)	10,324	0	**10,613**	(31,997)
Riverbend	35,304	65,706	(17,521)	(12,802)	(1,613)	0	(22,386)	(1,345)	0	**45,343**	10,039
Stone Arch Family	141,098	29,743	(3,670)	(8,560)	0	(7,110)	(13,008)	10,138	0	**148,631**	7,533
Stone Arch Senior	101,880	40,537	(39,581)	(1,408)	(11,750)	(3,171)	(14,815)	8,158	0	**79,850**	(22,030)
Multi-Family Properties											
Central Square Terrance	29,337	186,126	(133,389)	(54,044)	0	0	(62,459)	47,628	0	**13,199**	(16,138)
Non-Owned/Managed Properties											
Cottage Street	587	4,290	0	(1,325)	0	0	2,717	(2,104)	0	**4,165**	3,578
Ash Brook	39,005	49,548	(24,145)	(7,891)	(30,000)	0	(4,240)	581	0	**22,858**	(16,147)
Emerald Street	7,119	31,259	(14,738)	(3,314)	0	0	(8,454)	2,647	0	**14,519**	7,400
Fairweather Lodge	1,942	1,975	0	4,579	(6,328)	0	(957)	186	0	**1,397**	(545)
TOTAL	5,072,595	1,663,902	(663,448)	(202,046)	(610,396)	(472,416)	(506,677)	249,295	0	4,530,809	(541,786)

(a) excluding depreciation

Keene Housing

Balance Sheet Summary - Assets - as of October 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)	1,885,737	1,094,293	0	0	0	10,361,182	170,503	438,576	13,950,291
Monadnock Affordable (MAHC)	85,780	0	0	0	0	1,024,682	1,367,841	1,175,232	3,653,535
Keene Affordable (KAHP)	294,357	0	756,329	0	0	520,084	18,253,155	13,580	19,837,505
Meadow Road	13,290	41,765	54,173	0	0	15,749	646,782	0	771,759
Roxbury St Shelter	25,788	0	0	0	0	4,349	403,391	0	433,528
Section 8 Voucher Program (MTW)	300,413	0	0	0	0	6,406	1,250	0	308,069
Mainstream Voucher Program	119,678	0	0	0	0	26,487	0	0	146,165
Special Purpose Vouchers (Non-Elderly Disabled)	29,198	0	0	0	0	92,826	0	0	122,024
Low Income Tax Credits (LIHTC)									
Brookbend East	201,828	62,887	172,108	198,242	0	9,515	5,754,736	53,556	6,452,872
Brookbend West	143,730	56,521	99,915	177,913	0	11,343	5,356,370	38,872	5,884,664
Evergreen Knoll	10,613	37,848	174,716	87,665	0	41,721	2,844,014	3,196	3,199,773
Riverbend	45,343	53,863	76,333	50,789	0	6,062	1,755,571	0	1,987,961
Stone Arch Family	148,631	54,803	63,645	84,020	0	9,529	2,664,360	7,120	3,032,108
Stone Arch Senior	79,850	63,227	119,661	124,673	0	1,297	2,945,219	14,119	3,348,046
Multi-Family Properties									
Central Square Terrance	13,199	135,067	215,729	0	16,450	3,335	1,467,477	33,681	1,884,938
Non-Owned/Managed Properties									
Cottage Street (MFS)	4,165	4,034	11,148	12,640	6,115	972	394,566	5,250	438,890
Ash Brook (MHO)	22,858	26,277	82,132	0	8,984	913	608,765	5,277	755,206
Emerald Street (CHO)	14,519	8,969	73,631	0	10,607	330	125,541	0	233,597
Fairweather Lodge (CHO)	1,397	2,553	9,188	0	0	2,811	23,960	0	39,909
TOTALS	**3,440,373**	**1,642,107**	**1,908,708**	**735,942**	**42,156**	**12,139,593**	**44,783,501**	**1,788,459**	**66,480,839**

(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 October 31, 2018

Program/Property	ACTUALS						
	Payables Vendors, Tenants	Payables Development fees	Accrued Liabilities	Loans	Capital and Retained Earnings	Net Income Current Year	Total Liabilities
Keene Housing							
Central Office (Locals)	11,547	0	26,292	0	13,708,456	203,996	13,950,291
Monadnock Affordable (MAHC)	300,529	0	12,566	491,118	2,918,676	(69,355)	3,653,534
Keene Affordable (KAHP)	44,785	0	129,411	15,635,027	4,204,101	(175,821)	19,837,503
Meadow Road	89,183	0	5,677	496,558	175,154	5,187	771,759
Roxbury St Shelter	39,304	0	(590)	291,222	111,437	(7,846)	433,527
Section 8 Voucher Program (MTW)	138,157	0	8,383	0	77,020	84,509	308,069
Mainstream Voucher Program	1,910	0	521	0	144,169	(435)	146,165
Special Purpose Vouchers (Non-Elderly Disabled)	39,499	0	1,086	0	50,014	31,425	122,024
Low Income Tax Credits (LIHTC)							
Brookbend East	966	0	26,931	1,060,700	5,321,514	42,771	6,452,882
Brookbend West	1,205	0	31,926	1,548,530	4,352,984	(49,980)	5,884,665
Evergreen Knoll	1,023	0	31,519	1,776,157	1,464,139	(73,064)	3,199,774
Riverbend	129,579	0	50,197	1,017,659	807,204	(16,677)	1,987,962
Stone Arch Family	481	0	26,638	588,820	2,478,832	(62,663)	3,032,108
Stone Arch Senior	727	0	34,491	523,655	2,841,656	(52,482)	3,348,047
Multi-Family Properties							
Central Square Terrance	83,925	933,070	62,157	2,625,933	(1,919,550)	99,403	1,884,938
Non-Owned/Managed Properties							
Cottage Street	32	0	857	491,380	(47,755)	(5,624)	438,890
Ash Brook	373	0	12,906	747,408	(15,170)	9,687	755,204
Emerald Street	71	0	6,085	137,958	65,599	23,886	233,599
Fairweather Lodge	588	0	2,964	0	37,341	(986)	39,907
TOTALS	**883,884**	**933,070**	**470,017**	**27,432,125**	**36,775,821**	**(14,069)**	**66,480,848**

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	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	
Security Services	Hunter North	04/01/18 - 03/31/19	3/31/2019	remaining renewal options: 4 (2020, 2021, 2022, 2023)		
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	
Janitorial	Jan-Pro Cleaning Systems	06/26/17- 06/22/18	6/23/2019	remaining renewal options: 3 (2020, 2021, 2022)		$44,268
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
Voucher Management Software	Tracker Systems	07/01/17- 06/30/18	6/30/2019	remaining renewal options: 0 (renewed annually)		$9,276
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
Document Management Software	De Lage Landen Financing	08/31/2017 - 08/31/2021	8/31/2021	remaining renewal options: 0		$7,500

Heard it Through the GRAPEVINE

FALL 2018

POINTS OF INTEREST

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FUN FACT

Chewing gum, according to research carried out at the University of Northumbria, can improve your memory significantly.

Keene Housing

The Executive Director's Corner

Happy fall! I hope everyone had a great summer and found some time to relax with their families. Even though it is still nice out, we know winter is right around the corner, so let me take this chance to remind everyone to keep their eyes out for the snow removal schedule, which we'll be publishing shortly. As always, please check with your property manager if you have any questions about snow removal.

Once again, we had a very busy summer here at Keene Housing, making all sorts of improvements at the properties. The two biggest projects that started this summer were the window, door and stair replacements at North and Gilsum. Although we hit some unexpected snags along the way, we hope that the project will be completed before the snow starts falling. We'll be sure to keep all the North and Gilsum residents informed about the project's progress as we head into late fall. Please keep an eye on the bulletin boards, our website and Facebook page for the latest updates.

I am very happy to announce that the solar panel installation at Harper Acres is almost complete. I'd like to thank all of the Harper Acres residents for their patience and cooperation with the various contractors that have been working on Harper Acres over the past few years. I hope they'd agree that all of the inconveniences were well worth it now that the street, rain garden, sidewalk, sunroom and solar panel projects are all about done. Long-time Harper Acres residents have watched their neighborhood go through a significant transformation, and, based on the feedback we've been getting, they seem very pleased.

Less noticed, but hopefully welcomed, changes at some of the family properties have been improvements to the basketball courts at Stone Arch Family, Forest View and Evergreen Knoll. In just a few weeks time all of the courts will have proper keys and three point lines. Hopefully these improvements will help motivate the kids to get off the screens and out onto the courts!

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Snow Removal 2018/2019

Once again, this year AGM will be KH's snow plow contractor for all properties except Evergreen Knoll, Riverbend, Stone Arch Village and Harper Acres, where Keene Housing Staff remove the snow. AGM will give us a schedule of plow times by property in the very near future and we will send notices as well as post the times on all of the bulletin boards, KH's website and Facebook page. Please be aware of Keene Housing's and your responsibilities as follows:

Keene Housings Responsibilities:

Maintenance/Contractors will plow the parking lots, common areas and the common sidewalks at the end of the snowfall. Generally, you will not have to move your car before 7 A.M. or after 7 P.M.

We will clear down to the pavement as soon as possible after a storm. Until that happens you must pay attention and move your car, so the lots can be completely cleared.

At most properties, when the plow enters the lot, the driver will blow the horn.

We first plow ONLY those areas where NO CARS ARE PARKED. Your vehicle must be moved before plowing to ensure your parking area is open and ready for plowing.

We will not plow or shovel between or next to cars; we do not clear off or move your cars.

Maintenance staff will shovel snow and spread salt ONLY on sidewalks, around all handicapped units at Ashbrook, Harper Acres and Stone Arch Senior. Forestview, North and Gilsum, the Brookbends, Stone Arch Family, 309 Water Street, Damon Court, West Street, Meadow Road, Riverbend, Evergreen Knoll, Roxbury Court and Cottage Street residents are responsible for clearing their entry sidewalks.

KH Staff or the contractor, will not attempt to find owners of cars and are not allowed to move or clean off your vehicles.

Tenant Responsibilities:

Keene Housing parking permits are required on all vehicles.

Vehicles with or without permits that are not moved while the plow is on the property or in any way interfere with plowing will be towed WITHOUT NOTICE at the owner's expense. Cars are towed by Emerson's Towing at 603-357-1028.

You are expected to be aware of the weather and be prepared for storms. This includes having a snow shovel available. You are responsible to shovel snow and salt your own sidewalks, except as indicated above.

It is your responsibility to move your vehicle(s) immediately when the plow operator arrives on the property for final clean up. If you are unable to meet this responsibility (such as if you are on vacation, out of town, in the

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hospital, or sick) you must make other arrangements (ask a neighbor, friend or relative to clean off and move your car).

In Keene, sand is available at no charge at the lot in front of City Public Works at 350 Marlboro Street (bring your own container), and Keene Housing puts salt buckets out all around the common spaces (community rooms, mail box areas, handicapped walks, bus stops) of all properties.

Cooperation among residents to get cars moved is appreciated. Keene Housing and AGM will plow spaces if every car is moved out of the lot (remember, do not move until we are doing final clean up between 7 a.m. – 7 p.m.) and, not before then.

Please do not pull the front of your car or truck up over the curb onto the sidewalks; it makes it hard to clear the area.

We appreciate your cooperation during the winter months, so that we are able to do the best job we can to clear the snow in a timely manner!

Keeping Your Belongings Safe

As residents of Keene and Swanzey, we are fortunate to live in safe communities. KH has also recently added Hunter North security patrols to routinely monitor properties and daily reports are sent to Property Managers to follow up on any incidents, because we want you to feel safe and secure in your homes. These reports also enable Property Managers to monitor any patterns in suspicious activity, and to alert police when appropriate. Even so, it is always wise to take precautions to ensure that your personal belongings remain secure, and it's not easy to recover items after they are stolen. Please keep the reminders below in mind in order to prevent the theft of any of your valuables:

1. Don't leave items such as bikes, sports equipment, and strollers unlocked outdoors. While chaining these items is a great idea; bringing them inside, if possible, may be even better. Out of sight is the best deterrent.

2. Secure your items when you go away at times such as during Christmas, or on a weekend trip away.

3. Lock doors, when you are going away, even if for a short time. Sometimes, you may be gone longer than you think you will.

4. Report a crime immediately. Don't wait to report a crime. Even before you call your Property Manager, call the police and make a report.

5. Make Notes and Inventory. It's a good idea to make notes of the items you have, and even take photos. This might help with #4.

6. Consider renter's insurance. Many renter's insurance policies cover stolen items, and they are relatively inexpensive; on average about $15 per month.

Resident Self-Reliance Program Update

The Resident Self Reliance (RSR) Program is up and running like a well-oiled machine! Laura and Kelly have enjoyed meeting with all RSR participants this quarter and very much look forward to seeing you all again next quarter! Reminder, you must bring at least one current paystub for each working adult household member and current bank balances to each quarterly meeting. This is just some of the information we will be tracking in our fabulous new software. We are excited to be able to show you evidence of your progress and your successes. This software will also make it easier to see where goals need adjusting to ensure your success. We look forward to seeing you all again in quarter four!

Community Gardens

We had 47 residents participate in our community gardens in 2018. Despite losing a few residents from 2017 that moved, we still picked up new gardeners that allowed us to see participation up 17%. If you are interested in having a garden in 2019, please let me know as soon as possible so I can see if I can increase the infrastructure to allow for new participants. Contact Jori, the Community Garden Coordinator at 352-6161 or jjohnson@keenehousing.org.

Just a friendly reminder that the garden produce is only for the person that grew it. A lot of hours go into the planning, planting, weeding, and harvesting of the garden beds. Some residents rely on what they grow to offset their food budgets so please do not remove any vegetables or fruit from anyone's garden.

Community Connections Corner

"Kindness in words creates confidence. Kindness in thinking creates profoundness. Kindness in giving creates love." – Tao Te Ching

Bullying is a form of aggressive behavior in which someone intentionally and repeatedly causes another person injury or discomfort either by physical contact, words or subtle actions. Many of us hear the term bullying and think of children at the playground picking on one another. Unfortunately, senior bullying is something we have been getting complaints about on various elderly/disabled properties. An estimated 10 – 20% of older adults in senior communities experience some type of bullying, typically in the form of verbal abuse. It's time we, staff and residents, stand together and make a change. Speak up. Don't tolerate it. Treat others with respect. Don't judge others. Be kind to everyone. As the old saying goes, if you have nothing nice to say, don't say anything at all.

If you feel you are being bullied, want to brainstorm solutions, need help with benefits or have ideas for group activities on property, stop by during office hours. Contact Karen at 352-6161 or email kgraveline@keenehousing.org.

Mondays, Harper Acres - 2:00PM ~ 4:30PM (Mill Building)
Tuesdays, Central Square Terrace – 1:00PM ~ 4:30PM
Thursdays, Stone Arch Village Senior – 1:30PM ~ 3:30PM

IN OTHER NEWS

Keene Housing Awarded Funding To House Disabled Families

The U.S. Department of Housing and Urban Development announced that it has awarded Keene Housing (KH) $131,000 to provide housing to 19 disabled Cheshire County families. KH will prioritize providing housing to disabled individuals and families transitioning from institutional settings and homeless shelters as well as those at serious risk of becoming homeless or institutionalized.

KH is partnering with Monadnock Family Services, Southwest Community Services and Hundred Nights Shelter to make sure that families that receive housing through this new program receive help finding permanent housing as well as supports afterwards to help ensure that the families are successful after they move in.

Staffing News

Please join us in welcoming new employees, Dawn Smith and Leslie Horne, to Keene Housing.

Dawn joined the admin team in August 2018 as an Administrative Assistant. She works closely with Lori Tassinari in covering the front desk, greeting visitors, answering the phone, processing applications and work orders and much more. Dawn served 4 ½ years in the Navy and received an honorable discharge. She worked at the Keene hospital/clinic for a total of 15 years. Dawn is married with 3 children and 2 grandchildren. She is very happy go lucky and her family is of the utmost importance to her. She loves to sing and sang with a local band for a few years. She also enjoys crafting and did a lot of traveling over the course of 3 years when she lived in Germany. Being at the ocean brings her peace and solitude.

Leslie Horne is our newest Property Manager. Leslie has worked in the housing industry for most of her career and is an experienced Property Manager in Massachusetts, Maine and New Hampshire. She is also a licensed realtor in Massachusetts and Maine. Leslie will manage the day-to-day operations of Forest View, Harper Acres, North and Gilsum, and Bennett Block properties, as well as several smaller, scattered site properties. Her responsibilities include lease-ups, move-ins, responding to resident concerns, maintaining occupancy requirements, and ensuring established property standards are met. Leslie grew up in Keene and enjoys nature and the outdoors. In her free time, she likes hiking, biking, kayaking and spending time with family and friends. We are excited to have her join the KH team. Contact Leslie at 352-6161 or email lhorne@keenehousing.org.

EXECUTIVE DIRECTOR'S CORNER (CONT.)

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Speaking of our kids, I hope that everyone is taking full advantage of the free programming and services available through the Kids Collaborative. Anna and Liz are working tirelessly to make sure that Keene Housing kids have the same opportunities for after school learning, sports, arts and camps as very other kid in Keene and Swanzey. If you've never met with Anna or Liz, I strongly urge you to give them a call at 603.352.0109 or follow them on Facebook to see what scholarships and opportunities they have in store for this school year.

Finally, I want to say a big thanks to all of the Community Gardeners who did such a wonderful job growing food, herbs and flowers at the gardens this year! From the small urban garden at Central Square Terrace to the ginormous gardens at the Brookbends, Harper Acres and Stone Arch Senior, it was a banner year for our "growing" community gardens. I know I speak for all of our community gardeners when I say how appreciative we are of Jori Johnson's dedication to helping get the new gardens up and established, and to Carol Jue for her continuing work with the Garden of Eatin' gardeners at Harper Acres.

I'd like to wrap-up by thanking everyone who came out to this summer's Community BBQs. It's always great to share food, laughs and stories with each other, and I look forward to doing it again next year!

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

November 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1 CST Bingo	2 CST Decorating	3
4 Harper Crochet Night	5 SAVS Bingo	6 CST Game Night	7 CST Nutrition Group	8 CST Bingo	9	10
11 SAVS Movie Night	12 Office Closed Veterans Day CST Resident Cooking Group	13 CST Card Making & Game Night SAVS Book Club	14 Board of Commissioners Meeting SAVS Craft Group Harper Craft group	15 CST Bingo	16 CST Food Activity	17
18 Harper Crochet Night	19 SAVS Bingo	20 CST Game Night	21	22 Office Closed Thanksgiving	23 Office Closed Day After Thanksgiving	24
25	26 SAVS Bingo	27 CST Craft Group & Game Night	28 SAVS Card Making	29 CST Bingo	30 CST Holiday Decorating	

Keene Housing

DECEMBER 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3 SAVS Bingo	4 CST Game Night	5	6 CST Bingo	7	8
9	10 SAVS Bingo	11 CST Game Night	12 Staff Holiday Party 5:30pm at Papagallos	13 CST Bingo	14	15
16	17 SAVS Bingo	18 CST Game Night	19 Board of Commissioners Meeting	20 CST Bingo	21	22
23	24 SAVS Bingo	25 Office Closed Christmas	26	27 CST Bingo	28	29
30	31 SAVS Bingo					

Keene Housing