Keene Housing

Keene Housing
Board of Commissioners Meeting
October 24, 2019

Creative Fall Planters at Central Square Terrace

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

Keene Housing

Board of Commissioners Meeting
Thursday, October 24, 2019
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Keene Housing

BOARD OF COMMISSIONERS MEETING
THURSDAY, OCTOBER 24, 2019 12:00 P.M.
STONE ARCH VILLAGE SENIOR
835 COURT STREET, KEENE, NH

AGENDA

I. Call to Order

II. Roll Call

III. Approval of the September 19, 2019 Keene Housing Board Meeting Minutes

IV. Executive Director's Report

V. Management Report

VI. Finance Report

VII. Old Business

VIII. New Business

a. Keene Housing Kids Collaborative Update

b. Approval of Amended House Rules/Occupancy Rules Handbook (Resolution No. 646)

c. Approval of Executive Director Travel (Resolution No. 647)

d. 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
Thursday, September 19, 2019

Chairperson Mack called the Keene Housing Board of Commissioners meeting to order at 12:06 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
- Chris Coates, Commissioner

Absent:
- Jen Marsh, Commissioner
- Pam Slack, Commissioner

Also in attendance:
- Joshua Meehan, Secretary
- Linda Griffin, Director of Finance
- Amy Wright, Director of Administration
- Denise Pratt, Director of Programs and Services
- Sandy Clark, Director of Facilities and Assets
- Marie Poole, Director of Housing
- June Jones, Property Manger
- Karen Graveline, Resident Service Coordinator

MINUTES:

Chairperson Mack called for approval of the August 22, 2019 Board of Commissioners meeting minutes. Vice Chairperson Moses made a motion to approve the minutes. Commissioner Coates seconded the motion, which upon being put to vote, the minutes passed unanimously.

EXECUTIVE DIRECTOR'S REPORT:

Secretary Meehan attended the State of New Hampshire's State Health Assessment and State Health Improvement Plan Advisory Council meeting by conference call this morning which allowed him to attend today's Board of Commissioners meeting. He will continue to participate in future Advisory Council monthly meetings.

Secretary Meehan stated the House passed a Continuing Resolution to extend government funding through November 2019. Secretary Meehan recently attended a Public Housing Authorities Directors Association (PHADA) conference in Washington D.C. serving in his new position as Vice President of Housing. He visited Capitol Hill and met with New Hampshire Congressional staff. In addition, Secretary Meehan and several of his colleagues met with Maxine Waters' staff. Historically, she has been an opponent of Moving to Work but there was interest in the Transitional Housing and Subsidy Program (THASP) and they found some commonality.

Keene Housing registered for Housing Accreditation. Housing Accreditation recognizes quality and excellence in governance, management and service delivery. Currently, the single funder of the program is Housing Authority Insurance Group (HAIG). A conference call is scheduled tomorrow with HAIG to secure future financial support. If funding is not secured, the Affordable Housing Advisory Board will reach out to housing industry groups to garner support.

Secretary Meehan and Chairperson Mack are meeting with mayoral candidates to learn about their policy stances affecting Keene Housing residents and to discuss the appointment of a new Resident Commissioner to Keene Housing's Board of Commissioners at the end of this year.

Keene Housing's DRAFT Moving to Work (MTW) Annual Plan for Fiscal Year 2020 is being presented to the Commissioners this afternoon. No changes are proposed for new initiatives or to approved activities. Keene Housing is participating in a research project to determine the feasibility of major rent reform in Fiscal Year 2021.

Secretary Meehan reminded the Commissioners that a Strategic Planning meeting is being held at 9:00 a.m. – 1:00 p.m. at Keene Housing's Main Office on Monday, October 14, 2019. He also invited the Commissioners to attend Keene Housing Kids Collaborative's Annual Fundraising Breakfast at Keene State College's Mable Brown Room on November 8, 2019.

Secretary Meehan stated Keene Housing withdrew its variance application to the Zoning Board of Appeals and plans to revisit the redevelopment of 105 Castle Street at a later date.

Secretary Meehan invited Sandy Clark, Director of Facilities and Assets to review Keene Housing's capital projects. Ms. Clark stated the second phase of the rehabilitation project at Central Square Terrace (CST) is underway. Things are going very well; the project is on schedule and within budget. The new sidewalks, parking lot and rain gardens at Riverbend are complete. The Forest View heat pump project includes new roofs, solar panels, heat pumps, rear storm/screen doors and the replacement of the front cement porches and railings. The entryway roofs at Harper Acres are currently being replaced.

Secretary Meehan stated Keene Housing is moving forward with the approved sale of the shelters to Southwestern Community Services (SCS).

MANAGEMENT REPORT:

Ms. Poole reviewed the management report and commented on the vacancies. She stated the Agency continues to struggle with applicants completing the eligibility process. During the month of July 2019, 40 eligibility appointments were scheduled and 21 applicants no call/no showed to the appointment, during the month of August 2019, 59 eligibility appointments were scheduled and 33 no call/no showed and to date in this month, 33 appointments were scheduled and 19 no call/no showed. Ms. Poole is working on a solution for the wait list purge which will help address this issue.

FINANCE REPORT:

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

NEW BUSINESS:

Resolution No. 645 – Approval of Fiscal Year 2020 Annual Moving to Work Plan

The Keene Housing Board of Commissioners approves and adopts Keene Housing's Fiscal Year 2020 Annual Moving to Work Plan, and further authorizes the Executive Director to make any technical corrections necessary pursuant to the memorandum dated September 10, 2019 from Denise Pratt, Director of Programs and Services, to Joshua Meehan, Executive Director. Commissioner Coates moved

the motion to approve the resolution. Vice Chairperson Moses seconded the motion, which upon being put to vote, was passed unanimously.

Informational Memo: Quarterly Community Garden/Farm to Family Report

Karen Graveline, Resident Services Coordinator, stated residents have self-referred themselves for help with food stamps and other issues. Central Square Terrace residents continue to be the most engaged with onsite activities.

OLD 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.

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

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

9/24/2019
Date

Keene Housing

Resolution No. 646

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item: Approval of Amended House Rules/Occupancy Rules Handbook

2. Date of Board Meeting: October 24, 2019

3. Proposed Board Resolution:

That the Keene Housing Board of Commissioners approves revisions to the House Rules/Occupancy Rules Handbook; and further authorize the Executive Director to make any technical corrections necessary pursuant to the October 3, 2019 memorandum from Marie Poole, 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 Marie Poole Date: 10/7/19

6. Statement of availability of funds by Director of Finance

Funds Budgeted and Available Yes ☐ No ☐ Source _____

Account # _____

Director of Finance Approval Signature _____ Date: _____

7. Executive Director Approval Signature _____ Date: 10/7/19

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Marie Poole, Director of Housing MCP
Subject: House Rules/Occupancy Rules Handbook
Date: October 3, 2019

This memorandum recommends that the Board of Commissioners adopts the updated and revised Keene Housing House Rules/Occupancy Rules Handbook that are an addendum to the KH Lease.

The KH House Rules is a fluid document and must be reviewed, updated and revised as required by HUD, the Low Income Housing Tax Credit and HOME program regulations as well as, to incorporate KH resident communication objectives to ensure that residents receive information relative to KH procedures, guidelines, rules, regulations and recommendations.

The last review of the "Occupancy Rules and Regulations" was in August of 2018. The House Rules were reviewed this year in order to determine if it met with program requirements and to ensure that residents are receiving current information.

It was determined that:

- The document title of "Occupancy Rules and Regulations" should be changed to "House Rules/Occupancy Rules Handbook" because depending on the particular Lease used for a particular property, the Lease refers to either "Occupancy Rules" or "House Rules" as an addendum.
- The House Rules language seemed very punitive in areas and that the tone should be changed to better reflect that our residents and their needs are paramount to our Agency values.
- That references to "tenant" should be changed to "resident."
- That the House Rules should have an introduction section.
- That maintenance procedures be made clearer.
- That information about the community gardens, rent payments, animals and service animals, renter's insurance, respect for your neighbors and energy conservation be incorporated.
- That safety measures be augmented.
- That KH adopt an Anti-Harassment/Anti-Intimidation/Anti-Bullying Harassment Policy.

CONCLUSION

The updated House Rules/Occupancy Rules Handbook has incorporated KH resident communication objectives ensuring that residents receive a comprehensive representation of KH procedures, guidelines, rules, regulations and recommendations.

RECOMMENDATION

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

Resolution: That the Keene Housing Board of Commissioners approve and adopt the revised House Rules/Occupancy Rules Handbook; and further authorize the Executive Director to make any technical corrections necessary pursuant to the memorandum dated October 3, 2019 from Marie Poole, Director of Housing, to Joshua R. Meehan, Executive Director.

LEASE ADDENDUM
HOUSE RULES/OCCUPANCY RULES HANDBOOK

Welcome to your new home with Keene Housing (KH). This handbook is designed to be a source of information regarding procedures, guidelines, rules and regulations and is incorporated as part of the provisions of your lease.

You, as the resident, and KH as the owner/management agent have responsibilities to each other. Hopefully, by clarifying these responsibilities at the very beginning, we can better achieve our objective of providing quality housing in a safe community to each of our residents.

Please read this handbook carefully and save it to refer to from time to time. More detailed information on KH's rules and policies can be found in your lease and the Tenant Selection and Occupancy Plan which is available online at www.keenehousing.org or by request at our Central Office at 831 Court Street in Keene.

Repairs, Maintenance and Care of your Apartment and the Grounds

Routine Repair

A. KH is responsible for any needed repairs. If your apartment needs repairs, you must notify KH. Please report all necessary repairs immediately and before conditions worsen. For example, do not wait until a small drip becomes a leak. Report all necessary repairs to the KH main office by calling 603-352-6161 or by email to reception@keenehousing.org. You may also submit a work order request by visiting your property's page on the KH's website at www.keenehousing.org . Routine repairs will generally be addressed within 1-2 days during normal business hours.
B. Please don't report necessary repairs to maintenance technicians while they are at the property performing other maintenance tasks. They don't carry work orders with them in order to write your request down and they aren't able to do any work that has not already been assigned to them that ensures that work orders are completed efficiently and in the proper order.

Emergency Repairs

Emergency maintenance response is available at night (after 3:00PM), on weekends and holidays for emergencies such as but, not limited to, loss of heat, hot water, electricity, water leaks and smoke detectors sounding or not working. Report emergencies to 603-352-6161. There is a 24-hour answering service that will contact the on-call maintenance technician. If you call after hours and get an answering machine, please don't leave a message, call back until you get a live answering service operator.

Lock-outs

If you leave your apartment without your key, you can request assistance getting into your apartment by calling KH reception at 352-6161. Please be reminded that a fee will be charged for each lock out as listed on the "Charges While you are a Resident" list that is part of your lease package.

Disposal of flushable items

Please do not put diapers, sanitary products, sanitary wipes (even if the product information claims they are flushable), cooking grease, condoms, Q-tips, paper towels, cat litter, food or any foreign object in toilets or drains. Such items should be disposed of properly in a trash receptacle.

Windows

Please keep all windows securely closed when temperatures are below forty degrees Fahrenheit. Open windows in cold weather are considered a maintenance emergency. Maintenance will respond to open window by entering the apartment to close the open window(s). Please keep in mind that a fee will be charged as indicated on the charges list.

Mold and Mildew

Please take all necessary measures to prevent mold and mildew by maintaining appropriate climate control, keeping the unit clean and uncluttered, removing visible moisture accumulation on windows and other surfaces, not blocking heating duct, use exhaust fans in kitchens and bathrooms to provide ventilation and prevent excessive moisture accumulation. Please report:

- Any evidence of excessive moisture,
- Any evidence of mold or mildew that cannot be removed with a household cleaner,
- Failure or malfunction of heating or ventilation systems, or
- Inoperable doors or windows.
- You will be responsible for damage to the premises and/or to your personal property as well as injury to the yourself or other occupants for failure to take the necessary steps to prevent mold and mildew.

Pest Control and Bed Bugs

You represent that all furnishings and other personal property that will be moved into the apartment are free of bed bugs or cockroaches. You agree to maintain the premises in a manner that prevents infestation of pests. You agree to uphold this responsibility in part by complying with the following:

- Reduce and remove clutter.
- Vacuum, mop and clean the whole apartment regularly.
- Inspect all second-hand furniture including mattresses for insects before bringing anything into the unit.
- Do not bring into your apartment any items that others have discarded been discarded by others.
- Report any evidence of bed bugs, other insects/pests and rodents immediately to KH.
- Do not try to treat your apartment for insects yourself by use of foggers or insecticides as they create a serious fire hazard. Their use is strictly forbidden.

- Cooperate with all pest control measures as instructed by KH personnel and/or contracted pest control professionals.
- Prepare the unit for remediation of an infestation of insects or rodents, including bed bugs, after receipt of reasonable written notice of the required preparations and reasonable time to complete them. Failure to do so may be cause for eviction under New Hampshire RSA 540.
- Notify KH of the need to throw away any infested items to ensure that these items are disposed of properly. There will be no disposal charges to residents for items disposed of appropriately.
- You will be held responsible for costs of remediation of an infestation if you or any member of your household willfully fail to follow these rules or cooperate with KH efforts to keep premises free of infestations.

Alterations

Please do not make any alteration, addition, or improvements to the premises without the prior consent of KH in writing. Please do not make changes to the property.

A. Locks, including chain locks, may not be installed unless approved in writing by KH and must be installed by KH.
B. Wallpaper and adhesive (contact) coverings are not allowed on any walls, shelves, or other surfaces. Adhesive hooks and hardware are not allowed.
C. Use small tacks and small nails to fasten items on walls. If you wish to hang large or heavy items contact KH for advice and permission.
D. No adhesives or penetrating devices such as nails may be used to lay carpets, rugs, or floor coverings.
E. No additional television cable receptacles may be installed without KH's permission. No radio aerials or television antennae, or satellite dishes are allowed.
F. All repairs and alterations to the premises and equipment must be done by KH's staff except with prior written approval. Residents may not paint any interior or exterior surface(s).
G. Air conditioners can be installed only after obtaining written approval from KH. Where applicable (at properties where electricity is included), there is an electricity surcharge for the seasonal use of an air conditioner. The seasonal rate may change year-to-year and is announced in the spring of each year. Payment must be received prior to installation and equipment must be installed in accordance with manufacturer's instructions and in accordance with KH's policy. Generally, window air conditioners may not be installed in any room with a single window except on the third floor or higher. Floor models with window vents are allowed with written permission and approval from KH.
H. Installation of washing machines, dryers, freezers, portable dishwashers, ceiling fans, or heaters in the unit are not allowed except where permitted by KH.
I. Waterbeds are not allowed.
J. Exterior shades, awning and window guards are not allowed.
K. Do not hang blankets as window coverings or use the window in any way to hang a window covering.

Use of Grounds

A. Planting of any type requires prior written approval of KH.
B. Outdoor Holiday decorations are allowed 2 weeks prior to and 2 weeks after the holiday, but may not be attached to the building. Check with the Property Manager with questions.
C. Political signs are not to be posted in the common areas of the buildings or on the grounds.
D. All possessions must be stored inside the unit or storage shed where one is provided. Lawn furniture must be stored each day after use.
E. Residents and guests are not allowed to use the outdoor faucets to wash vehicles, operate sprinklers or for any other purpose. However, residents who are participating in the Community Gardens can use the outdoor faucets for watering gardens.
F. Do not to leave personal possessions including toys beyond the immediate perimeter of the unit or on bicycle racks. Personal possessions left in common areas are subject to removal by KH staff.
G. No tents or other temporary structures are permitted on the property. Anything that gets in the way of lawn maintenance will be removed by KH.
H. No business or commercial activity can be conducted or operated on the premises without the written permission of the KH. This includes collection and storage of aluminum cans, glass bottles and paper for resale.

Community Gardens

Several of the KH properties have Community Gardens. There are several raised bed garden plots available. KH provides the soil, plants, tools, fertilizers, pest control items and educational support. Flyers will be sent out in early spring so that you can sign-up for a plot. For more information please contact the Community Garden Coordinator at 603-352-6161 or by email at info@keenehousing.org.

Rent Payments

Rent is due and payable on the first of the month. It is important that you pay your rent on time every month. Failure to pay rent on time will result in a late fee being assessed and issuance of a lease violation. Not paying rent in full may result in eviction proceedings. You can pay your rent in person to the reception desk at 831 Court Street, via US Mail addressed to Keene Housing, 831 Court Street, Keene, NH 03431 or it can be dropped in the property drop box (not all properties have a drop box). If you use the drop box, please do not leave cash.

Safety

Please be cautious when any member of your household is outside your apartment especially when walking or riding bicycles in the community. Please be very careful when walking, playing and riding bicycles in and around moving vehicles and in the parking areas.

Please keep common area and outside doors shut and locked for safety. Never prop doors open. If you live in a community with an intercom entry system, do not allow anyone who you don't know and are not expecting into the building. This is a serious safety matter for you and your neighbors.

It is our goal to make sure that you and your neighbors avoid health and safety hazards in individual apartments and on the property. Creating hazards is taken seriously and may result in issuance of lease violations and eviction. With safety in mind, please abide by the following (this is not an all-inclusive list of possible safety hazards to avoid):

A. Do not duplicate your key(s).
B. Do not disconnect/remove or in anyway prevent smoke alarms/detectors from functioning as intended.
C. Do not leave lit candles unattended at any time.
D. Do not leave items on the stove top or in the oven unattended.
E. Please do not tamper with thermostats.
F. Swimming pools and trampolines are not permitted.
G. Gas Grills must be stored outside the apartment and operated at least 10 feet from the building.
H. No combustible or flammable material, including tanks from gas grills, may be kept in the apartment or in the storage sheds. No open fires, fire pits or fireworks are allowed.
I. No appliances may be used for heating except those approved by KH.
J. Common stairways, vestibules, passageways, sidewalks and parking areas must be kept clear of obstruction and are not to be used for storage, gathering places or play areas. Do not ride bicycles inside buildings.
K. Keep a free, unobstructed passage throughout their apartment.
L. Residents must abide by the KH Weapons Policy and may not keep or use any weapon as defined in the policy without prior approval of KH. No resident, household member or guest shall discharge a BB gun, pellet gun, air soft or paint ball gun, firearm, bow and arrow, or any other weapon, or fireworks, on or near Housing grounds and premises.
M. Medical products, including medication needles must be disposed of as directed by the manufacturer.
N. Do not idle any vehicle on the property for more than 5 minutes and please do not rev the engine at anytime.

Animals

Residents who wish to have animals must review and abide by the KH Animal Policy which was provided as part of your lease packet and is also available online at www.keenehousing.org. All residents must obtain written permission from KH before bringing an animal to the property. Residents are not allowed to have visiting animals or to pet sit on the property.

Service Animals

Persons with disabilities may request a reasonable accommodation if they require the use of a service animal. Written documentation may be required, and all reasonable accommodations must be approved by KH prior to bringing the animal to the property. Guests to your apartment may bring their service animal onto the property and into your apartment. Please make certain that KH knows that your guest's animal is a service animal.

Personal Property Damages and Rental Insurance

KH is not responsible for and does not reimburse residents for damages or loss of personal property that are due to circumstances beyond our control such as theft, fire, water, defective refrigeration, backed up plumbing, etc.

Renters Insurance is a good idea if you want to protect your personal property against loss from fire, theft, vandalism or other types of loss.

A property owner's insurance covers the building and common areas, but not the resident's personal property. If you encounter a loss, you will be responsible for replacing your own items at your own expense, unless you have the appropriate coverage for the type of loss. Fire, theft, earthquakes, floods, etc., each require different policies or riders. A professional insurance agent can help you determine the correct coverage for our region and the right amount of coverage.

Purchasing insurance is probably less expensive than you may think. In addition to coverage against loss, you can also get insurance to protect you from negligence. Of course, there are some things that money simply cannot replace. For items with great sentimental value, like photos and other things, it's a good idea to make photocopies or scan them so they are not gone forever. You can also place items and important documents in a fire-resistant safe. And finally, in the event of a fire or other catastrophic event, regardless of whether you are insured or not, do not put your life in danger trying to save personal items—always get yourself to safety.

Smoking

A. Smoking in not permitted in apartments or common interior spaces at any of the KH owned/managed properties. Please make sure that all household members and guests are made aware of the KH No Smoking Policy.
B. No smoking is allowed within twenty (20) feet of any building on the property.
    i. Ash Brook, Brookbend East and Brookbend West are completely smoke free and as such smoking is not allowed anywhere on the property.
C. If a smoking area is designated outside the building, smoking is allowed only in this area.
D. Cigarette butts must be disposed of in a safe receptacle and not left on the ground. Residents will be charged for the cleanup of cigarette butts in the vicinity of the unit entries.
E. Please report smoking in violation of these rules and smoking smells inside buildings to KH.
F. Smoking while using or in the presence of medical oxygen equipment is a safety risk and cause for immediate eviction. Persons smoking in a unit or in a designated outdoor smoking area, while near by a person using medical oxygen is in violation of the smoking policy and at risk of immediate eviction.
G. For the purposes of this, and all KH policies regarding smoking, the term "Smoking" includes the use of cigarettes, e-cigarettes, vape, pipe, water pipe, or other similar devices which produce smoke, vapor or oil residue from tobacco products, or synthetic derivatives of the same.

General Responsibilities of Residents

A. In general, residents have the responsibility to maintain their apartments and the grounds in decent, safe, and sanitary condition.
B. Resident must treat KH staff with respect, and refrain from using offensive language.
C. The Head of Household is responsible for reporting any change in household income or change in who is living in the unit within 10 days to the Property Manager.
D. Residents are responsible for the replacement value of any equipment borrowed from KH or placed in the custody of the resident.
E. Do not leave personal property with KH's employees. KH will not be responsible for any personal property left with any employee or left outside of your apartment.
F. Utilities such as electricity and water are for residents use only. Please do not allow nonresidents to use the property laundry facility or the washer and dryer in your unit.
G. Trash removal is provided for household trash from resident households only. Individuals found to be disposing of trash who are not residents will be prosecuted. Do not store or accumulate trash in or around your apartment.
H. Residents are responsible for correctly recycling materials and for disposing of the remaining household rubbish in the containers provided by KH and ensuring that items too large for the dumpster are taken to the local transfer station at the resident's expense. Residents will be charged for disposal of trash bags left on the ground near the dumpster.
I. Residents are responsible to be familiar with the procedures and policies provided by KH to the resident and be responsible for ensuring compliance by the resident's household members and guests.
J. No solicitation is allowed on KH owned or managed property without the prior approval of KH.

Respect for Your Neighbors

Keep in mind that, just like you, your neighbors have the right to the comfortable, safe and peaceful enjoyment of their apartments and the grounds. Please respect and be aware of the rights of your neighbors and not behave in a way that jeopardizes the health and safety of others or interferes with your neighbor's peaceful enjoyment of the premises.

You are responsible for the behavior of all of your household members and guests. Disruptions and criminal behavior by household members or guests are violations of your lease and will jeopardize your residency.

Visitors and Guests

A. Guests are allowed for overnight visits. Residents must notify KH if they plan on having guests staying longer than 5 consecutive nights. Please notify KH before your guests arrive.

B. The total amount of time any one person can stay is fourteen (14) overnights per calendar year. On a case by case basis, KH may waive, in writing, the fourteen (14) overnights limit if compelling reasons emerge.
C. KH has the right to request evidence in order to verify that the guest has a residence elsewhere if management staff suspects that the guest is an unauthorized household occupant. Such suspicion may arise whenever a person(s) makes recurring visits or continuous visits without prior approval by KH. If the resident does not provide the requested information, or if the facts are sufficient to demonstrate that the person is living in the unit, KH will consider the person(s) an unauthorized occupant and may terminate the lease for non-compliance.
D. Former adult residents who were evicted from a KH property are not permitted as overnight guests for a period of one year.
E. Conduct by a guest that violates any lease condition is considered a violation by the Resident.
F. A Head of Household in good standing may request to add another person to the household after twelve (12) months of residency.
    i. That person must apply for residence and be found eligible under KH policies in order to move into the unit. If found ineligible, that person must not stay overnight in the unit or the Head of Household is risking eviction for lease non-compliance.

No Trespass Orders

KH may issue a no-trespass order to any guest or member of the general public when it has reasonable grounds to believe that a guest or a member of the general public has engaged in any of the following:

A. Has been involved in or is suspected of being involved in illegal drug-related activity, including the possession, sale or manufacturing of controlled drugs; and/or
B. Theft or damage to KH property or to the personal property of a resident, whether reckless or intentional; and/or
C. Domestic violence "abuse" as defined in New Hampshire RSA 173-B:1 or in the Federal Violence Against Women Act; and/or
D. Presence on the property in violation of any lawful order of a court of competent jurisdiction; and/or
E. Loiters, engages in, or have verbal or physical confrontation with law enforcement personnel, residents, or KH personnel, and/or
F. Is subject to a lifetime registration requirement under any state sex offender registration program, and/or
G. KH has reason to believe the person has committed sexual assault or another related offense under RSA 632-A (i.e. sexual assault, aggravated felonious sexual assult, and felonious sexual assault), regardless of whether the person needs to register as a sex offender; and/or
H. Felony assault under RSA 631:1 & 631:2 (first degree, second degree or assault with a deadly weapon) or attempt of the same;
I. Engages in criminal activity; and/or

J. Actions which constitute a disturbance of the peace, or otherwise interfere with the quiet enjoyment of residents, or constitute a danger to the health, safety, or welfare of residents, their households, KH employees, or other persons on the premises.
K. A resident's failure to cooperate with a no-trespass order may result in eviction.
L. A no trespass order may be necessary and appropriate when an individual has applied to be added to a household is found to be ineligible and it is determined that she/he is residing in the unit despite the ineligibility finding.
M. Any conduct which violates the terms of these House Rules or the lease.

Anti-Harassment /Anti-Intimidation Policy/Anti-Bullying

Harassment

Harassment is unwanted, unwelcomed and uninvited behavior that demeans, threatens or offends the victim and results in a hostile environment for the victim. Harassing behavior may include, but is not limited to, epithets, derogatory comments or slurs and lewd propositions, assault, impeding or blocking movement, offensive touching or any physical interference with normal work or movement, and visual insults, such as derogatory posters or cartoons.

Under Fair Housing laws, "Discriminatory Harassment or Intimidation" includes abusive, foul or threatening language or behavior directed at a resident, staff person or guest because of their protected class. Federal protected classes include a person's race, color, national origin, religion, sex, disability and familial status. New Hampshire Fair Housing Law also protects age, marital status and sexual orientation.

Bullying

Is not restricted to children and adolescents, it applies to acts amongst adults of all ages. KH defines bullying as "acts or written or spoken words intended to harm, intimidate or harass a person or to cause physical or emotional harm to a person or her/his property."

KH has a zero tolerance of harassment, intimidation and bullying. We have established this policy to make applicants, residents, staff and those doing business with of aware of our position on this important issue. Harassment, intimidation and bullying is strictly prohibited at all properties that KH owns and/or manages, will not be tolerated and could be grounds for termination of residency/tenancy. Residents are responsible for the conduct and behavior of their guests and invitees.

Anyone who feels that he/she is being harassed, intimidated or bullied or who is suspicious that a resident of a KH property is a target, is asked to report the concern to management as soon as possible.

KH will not tolerate retaliation by residents or staff against (a) any resident who reports incidents or (b) any witness who supports a claim of harassment, intimidation or bullying.

KH will take all reasonable measures to discourage harassment, intimidation and bullying and to appropriately respond to any allegations or inappropriate behavior to the extent of its capability.

If you experience or witness what may be harassment, intimidation or bullying, you are strongly encouraged to address or report any incident according to the following procedures:

- In cases of emergency, call 911.
- If you believe that you have been a victim of a crime such as vandalized property or a threat of harm to yourself or your property, contact the police immediately.
- Report the incident to your KH Property Manager. A written complaint is preferred but not required. If you feel uncomfortable reporting to your Property Manager, please contact the Director of Housing at 603-352-6161 or info@keenehousing.org.

NOTE: In certain instances, residents may have engaged third party services through a vendor not associated with KH. Since KH is not a party to any agreement with such a vendor, the resident is responsible for addressing the incident directly with that vendor. However, we still encourage the reporting of such incidents to management and we will provide assistance as appropriate.

Upon receipt of an incident report, management will investigate. The investigation may include communication with the individual(s) who are alleged in the harassing, intimidating, bullying behavior; interviews of neighbors and/or witnesses.

Resolutions to the investigation may include one or more of the following:

1. If the results of the investigation are inconclusive, a letter will be sent individually to all parties concerned. This letter will inform them of the findings, remind them of this policy, and that further complaints may result in action, up to and including, eviction.
2. If the results of the investigation reveal that the reported incident(s) reveal merit, management will take appropriate measures from the options available, consistent with the Lease and Occupancy Handbook/House Rules and applicable regulations, including, but not limited to:
    a. The issuance of a warning and/or Demand for Compliance to cease and desist with the behavior and notice that repeated incidents of harassment, intimidation, bullying will result in eviction; or
    b. Eviction for a material breach of the Lease and/or Occupancy/House Rules.
3. If the allegation involves a staff member, the matter will be pursued in accordance with the KH personnel policies and procedures and disciplinary action taken up to and including suspension or termination depending on the findings of the investigation.
4. If the allegation involves a contractor or vendor acting as our agent, the matter will be pursued in accordance with our contract with that vendor and applicable law.

Violence Against Women Act (VAWA) Protections

Violence Against Woman Act Protections are not limited to women and covers victims of domestic violence, dating violence, sexual assault and stalking regardless of sex, gender identity or sexual orientation.

KH will not consider incidents of domestic violence, dating violence, sexual assault and stalking as serious or repeated violations of the lease or "other good cause" for termination of assistance, tenancy or occupancy rights of the victim of abuse.

If an applicant or resident or an affiliated individual of yours (your spouse, parent, brother, sister, child or a person for whom you stand in the place of parent or guardian. For example, the affiliated individual is in your care, custody or control) or any individual, resident or lawful occupant living in your household is or has been the victim of domestic violence, dating violence, sexual assault or stalking by a member of your household or any guest, you may not be denied rental assistance or occupancy rights solely on the basis of criminal activity directly relating to domestic violence, dating violence, sexual assault or stalking.

KH may request in writing that the victim, or a family member on the victim's behalf, certify or provide documentation that the individual is a victim of domestic violence, dating violence, sexual assault or stalking. VAWA Protections do not have to be provided for failure or refusal to provide the certification or other documentation within 14 business days, or an agreed upon extension date.

Criminal activity directly related to domestic violence, dating violence, sexual assault or stalking, engaged in by a member of a resident's household or any guest or other person under the resident's control, shall not be cause for termination of assistance, tenancy, or occupancy rights of the victim of the criminal acts.

Assistance may be terminated, or a lease "bifurcated" in order to remove an offending household member from the home. Whether or not the individual is a signatory to the lease and lawful resident, if he/she engages in a criminal act of physical violence against family members or others, he/she stands to be evicted, removed, or have his/her occupancy rights terminated. This action is taken while allowing the victim, who is a resident or a lawful occupant, to remain.

Provision of Child Care on Properties

A. KH allows the provision of private family child care at some properties under limitations described in NH RSA 170-E and Keene Housing policy. Keene Housing does not allow licensed Family Day Care providers to operate in any of its properties.
B. Residents, except those at Stone Arch Village Senior Housing, Central Square Terrace and Harper Acres, may care for up to three (3) children to whom they are unrelated by birth or adoption, for any part of the day, but less than twenty-four (24) hours, on a regular basis. Residents must report child care arrangements to Keene Housing.
C. Residents at Stone Arch Village Senior Housing, Central Square Terrace and Harper Acres may provide child care for up to 3 children at the same time, to whom they are related to by birth or adoption, for any part of the day, but less than twenty-four (24) hours, on a regular basis. Residents must report child care arrangements to Keene Housing.
D. The children are considered "guests" or "visitors" under thr lease. Therefore, the resident is responsible to manage the behavior of the children so that lease violations involving the children do not occur. This includes noise that disrupts the peace of the building/property and disturbs the neighbors. Repeated complaints of noise or disruption can result in removal of permission to provide family child care.
E. Nothing in this policy precludes occasional child care by relatives at any property. Residents found to be in violation of this policy will be in violation of the lease agreement and will be ordered to end the child care arrangement.

Vehicles and Parking

A. Residents must register all vehicles with KH by completing the KH Vehicle Registration. Residents are responsible to keep the record of vehicles current with KH. Vehicles must have a valid state registration in the name of a resident of the property.
B. Parking permits are required at all KH properties with the exception of Bennett Block. At all other properties, resident vehicles on the property must display a valid KH parking permit.
C. At Central Square Terrace, bicycles must be parked on the bike rack in the garage and not brought into the building.
D. Please drive vehicles in a manner considerate of the well-being and safety of other residents and the property, and park in a manner which is consistent with the parking policy of the property. Information about parking is provided at lease signing.
E. Parking is restricted to the personal vehicles of residents, members of the resident household and authorized guests. In no case will a vehicle larger than two-ton capacity be considered a personal vehicle. Commercial vehicles may be allowed with prior approval of the Property Manager.
F. Vehicles will be towed for parking violations. Parking violations include: parking on grass; not moving vehicles during snow removal operations; parking in a fire lane; parking in an area marked as a "tow zone"; parking in an area designated for handicapped persons unless the vehicle has a handicapped license or placard; parking on the property without registering the vehicle with KH; vehicles that are leaking fluid(s); and, generally, parking in other than designated parking areas and spaces.
G. Inoperable, unregistered and/or uninspected vehicles are not allowed on KH's property and are towed at the resident's expense.
H. Automotive repairs or servicing vehicles are not allowed on KH's property. Vehicles leaking fluid must be removed from the property.
I. No ATVs, snowmobiles, campers, RVs or boats or their trailers are allowed on the property.
J. Residents are required to comply with the parking policy and rules regarding moving vehicles during snow storms and during snow removal. A snow removal parking plan is published each year by KH.

Energy Conservation

KH has a made it a mission and goal to reduce energy costs and make the KH properties as energy efficient as possible. The more money we save on gas and electric bills, the more we'll have to invest back into our properties. You can help in those efforts by making little changes that can add up quickly. There are a lot of things that you have complete control over in helping to further KH's conservation efforts. Give some of these little things a try:

- Turn off lights when you leave a room.
- Turn off outside porch and patio lights during the day.
- Take shorter showers. A five-minute shower uses about half as much water as a bath.
- Report leaking faucets and toilets or appliances that don't work to us immediately, so we can fix them.
- Turn faucets all the way off. Just one drip of water can waste up to 105 gallons of water a month.

- Use a fan instead of air conditioner. Or use a fan to allow a higher setting on the air conditioning. Remember though- the air that fans produce cool people, not rooms, so turn off the fan when you leave the room.
- Lay down rugs on bare floors for more insulation during the winter. Take them up during the summer to help keep cooler.
- Hang light-colored curtains to reflect the sun and keep the heat out during hot summer days. In the winter, be sure to keep the coverings open during the day to warm your home.
- Don't put furniture in front or over vents. That blocks or redirects air where you don't need it, such as toward the wall behind your couch.
- Use the microwave instead of the oven or stove when possible. This appliance uses less energy and time to cook a snack or dinner than using the stovetop or oven.
- Unplug your appliances, electronics and chargers when you're not using them. Anything with a standby light that glows even when it's off is still drawing power. An easy way to do this is to plug electronics into a power strip and just turn off the strip's one switch.
- If you feel drafts through your doors or windows, report those to us so that we can fix the problem.

Moving Out

If you plan to move out of your apartment, you must provide at least a thirty (30) day written notice to KH.

KH will provide you with written confirmation of receipt of your notice which will include complete Move Out Instructions and a Forwarding Address Form for you to complete and return. KH will perform a Pre-Move Out Inspection so that we can determine the extent of rehabilitation that will be completed after your move out (i.e. does carpet/flooring or appliances, etc. need to be replaced because they have reached the end of their useful life?). We will also complete a Move Out Inspection after you have completely moved out.

Items left behind by a former resident in an apartment or anywhere on the property owned or managed by Keene Housing will be stored for seven (7) days from the date of the move out. Items left inside or outside of the apartment in bags or otherwise appearing to be trash, especially that which may contain food or contaminates may be disposed of immediately under the authority of the Director of Facilities and Assets. Locks will be changed on the date of the move out inspection or on the date Keene Housing takes possession of the unit in an eviction. During those subsequent seven (7) days, the former resident can call KH to arrange to enter the unit; between the hours of 7AM and 3PM Monday -Friday; to remove personal items. After seven (7) days KH will dispose of the remaining items. Disposal may result in charges to the former resident. Charges for removal of these items are published by KH and provided as part of the Move Out Instructions.

Acknowledgement of Receipt of the House Rules/Occupancy Rules Handbook

_____	_____
Head of Household	Date
_____	_____
Co-Head or Spouse	Date
_____	_____
Other Adult	Date
_____	_____
Other Adult	Date

LEASE ADDENDUM
OCCUPANCY RULES AND REGULATIONS
Adopted August 9, 2018

These Occupancy Rules and Regulations are incorporated as part of the Lease. Violations of any of these rules and regulations may result in the termination of the Lease and/or eviction.

1. SAFETY

Residents must always use common sense when allowing children to play outside the apartment. An adult presence is necessary whenever pre-teenage children are out doors. Bike riding around moving vehicles should be discouraged by parents.

Tenants must not create health and safety hazards in their apartments or on the property. Health and safety hazards may form the basis for eviction and shall include but not be limited to the following:

A. Keep common area and outside doors shut and locked for the safety of others.
B. Swimming pools and trampolines are not permitted.
C. Gas grills must be stored outside the unit and operated at least 10 feet from the building.
    i. No combustible or flammable material, including tanks from gas grills, may be kept in the apartment or in the storage sheds. No open fires, fire pits or fireworks are allowed.
    ii. No appliances may be used for heating except those approved by Keene Housing.
    iii. Common stairways, vestibules, passageways, sidewalks and parking areas must be kept clear of obstruction and are not to be used for storage, gathering places or play areas. Please do not ride bicycles inside buildings.
    iv. Tenants will ensure that there is free, unobstructed passage throughout their apartment.
    v. Tenants are to abide by the Keene Housing Weapons Policy and may not keep or use any weapon as defined in the policy without prior approval of Keene Housing. No resident, household member or guest shall discharge a BB gun, pellet gun, air soft or paint ball gun, firearm, bow and arrow, or any other weapon, or fireworks, on or near Housing grounds and premises.
    vi. Medical products, including medication needles must be disposed of as directed by the manufacturer.
    vii. Do not duplicate your key(s).

viii. Tenants may not disconnect or remove smoke alarms

2. CHANGES TO THE PROPERTY

A. Tenants are not allowed to make permanent changes to the property.
   i. Locks, including chain locks, may not be installed by the Tenant unless approved in writing by Keene Housing.
   ii. Wallpaper and adhesive (contact) coverings are not allowed on any walls, shelves, or other surfaces. Adhesive hooks and hardware are not allowed.
   iii. Tenants may use small tacks and small nails to fasten items on walls. Tenants who wish to hang large or heavy items must contact Keene Housing for advice and permission.
   iv. No adhesives or penetrating devices such as nails may be used to lay carpets, rugs, or floor coverings.
   v. No additional television cable receptacles may be installed without permission of Keene Housing. No radio aerials or television antennae, or satellite dishes are allowed.
   vi. All repairs and alterations to the premises and equipment must be done by Keene Housing's staff except with prior written approval. Tenants may not paint any interior or exterior surface(s).
   vii. Air conditioners may be installed only after obtaining written approval from Keene Housing. Where applicable, payment must be received prior to installation and equipment must be installed in accordance with manufacturer's instructions and in accordance with Keene Housing policy. Generally, window air conditioners may not be installed in any room with a single window except on the third floor or above. Floor models with window vents are allowed with written permission and approval from Keene Housing.
   viii. Installation of washing machines, dryers, freezers, portable dishwashers, fans, or heaters in the unit are not allowed except where permitted by Keene Housing.
   ix. Waterbeds are not allowed.
   x. Exterior shades, awning and window guards are not allowed.
   xi. Do not hang blankets as window coverings or use the window in any way to hang a window covering.

3. USE OF GROUNDS

A. Planting of any type requires prior written approval of Keene Housing.
B. Outdoor Holiday decorations are allowed 2 weeks prior to and 2 weeks after the holiday, but may not be attached to the building except as allowed under these rules in Section 2 above. Check with the Property Manager with questions.

C. Political signs are not to be posted in the common areas of the buildings or on the grounds.
D. All Tenant possessions must be stored inside the unit or storage shed where one is provided. Lawn furniture must be stored each day after use.
E. Tenants are not allowed to use the outdoor faucets to wash vehicles, operate sprinklers or for any other purpose. However, tenants who are participating in the Community Gardens are allowed to use the outdoor faucets for watering gardens.
F. Tenants are not to leave personal possessions including toys beyond the immediate perimeter of the unit or on bicycle racks. Personal possessions left in common areas are subject to removal by KH staff.
G. No tents or other temporary structures are permitted on the property. Anything that gets in the way of lawn maintenance will be removed by Keene Housing staff.
H. No business or commercial activity shall be conducted or operated on the premises without the written permission of the Keene Housing. This includes collection and storage of aluminum cans, glass bottles and paper for resale.

4. SMOKING

A. No one is allowed to smoke in apartments or common interior space at the property. This includes Tenants, members of Tenant's household, and guests.
B. No smoking is allowed within twenty (20) feet of any building on the property.
    i. At Ash Brook, Brookbend East and Brookbend West, smoking is not allowed anywhere on the property.
C. If a smoking area is designated outside the building, smoking is allowed only in this area.
D. Cigarette butts must be disposed of in a safe receptacle and not left on the ground. Tenants will be charged for the cleanup of cigarette butts in the vicinity of the unit entries.
E. Tenants are expected to report smoking in violation of these rules and smoking smells inside buildings to Keene Housing.
F. Smoking while using or in the presence of medical oxygen equipment is a safety risk and cause for immediate eviction. Persons smoking in a unit or in a designated outdoor smoking area, while near by a person using medical oxygen is in violation of the smoking policy and at risk of immediate eviction.
G. For the purposes of this, and all Keene Housing policies regarding smoking, the term "Smoking" includes the use of cigarettes, e-cigarettes, vape, pipe, water pipe, or other similar devices which produce smoke, vapor or oil residue from tobacco products, or synthetic derivatives of the same.

5. VEHICLES AND PARKING

A. Tenants must register all vehicles with Keene Housing by completing fully the Keene Housing Vehicle Registration. The Tenant is responsible to keep the record of vehicles current with Keene Housing. Vehicles must have a valid state registration in the name of a resident of the property.
B. Parking permits are required at all Keene Housing properties with the exception of Bennett Block. At all other properties, Tenant vehicles on the property must display a valid KH parking permit.
C. At Central Square Terrace, bicycles must be parked on the bike rack in the garage and not brought into the building.
D. Tenants must drive vehicles in a manner considerate of the well-being and safety of other residents and the property, and park in a manner which is consistent with the parking policy of the property. Information about parking is provided to Tenants at lease signing.
E. Parking shall be restricted to the personal vehicles of Tenants, members of the Tenant's household and authorized guests. In no case will a vehicle larger than two-ton capacity be considered a personal vehicle. Commercial vehicles may be allowed with prior approval of the Property Manager.
F. Vehicles will be towed for parking violations. Parking violations include: parking on grass; not moving vehicles during snow removal operations; parking in a fire lane; parking in an area marked as a "tow zone"; parking in an area designated for handicapped persons unless the vehicle has a handicapped license or placard; parking on the property without registering the vehicle with Keene Housing; vehicles that are leaking fluid(s); and, generally, parking in other than designated parking areas and spaces.
G. Inoperable, unregistered and/or uninspected vehicles are not allowed on Keene Housing's property and are towed at the Tenant's expense.
H. Automotive repairs or servicing vehicles are not allowed on Keene Housing's property. Vehicles leaking fluid must be removed from the property.
I. No ATVs, snowmobiles, campers, RVs or boats or their trailers are allowed on the property.
J. Tenants are required to comply with the parking policy and rules regarding moving vehicles during snow storms and during snow removal. A snow removal parking plan is published each year by Keene Housing.

6. PETS

A. Tenants who wish to have animals must review Keene Housing's Animal Policy provided with every initial lease. Tenants must obtain written permission, and comply with any and all requirements <u>before</u> bringing any pet to the property.

7. PEST CONTROL, INCLUDING BEDBUG CONTROL

A. The Tenant represents that all furnishings and other personal property that will be moved into their apartment are free of bed bugs or cockroaches. The Tenant agrees to maintain the premises in a manner that prevents infestation of pests. The Tenant agrees to uphold this responsibility in part by complying with the following:
    i. Reduce and remove clutter.
    ii. Vacuum, mop and clean the whole apartment regularly.
    iii. Inspect all second hand furniture including mattresses for insects before bringing anything into the unit. Tenant will not bring any items that others have discarded into the apartment.
    iv. Tenant will report any evidence of bed bugs or other insects within 72 hours to Keene Housing.
    v. Tenant agrees to cooperate with all pest control measures as instructed by Keene Housing personnel and/or contracted pest control professionals.
    vi. The Tenant agrees to prepare the unit for remediation of an infestation of insects or rodents, including bed bugs, after receipt of reasonable written notice of the required preparations and reasonable time to complete them. Failure to do so may be cause for eviction under New Hampshire RSA 540.
    vii. Tenant will notify management of the need to throw away any infested items to insure that these items are disposed of properly. There will be no disposal charges to residents for items disposed of appropriately.
    viii. Tenants may be held responsible for costs of remediation of an infestation if they willfully fail to follow these rules or cooperate with KH efforts to keep premises free of infestations.

8. MAINTENANCE

A. Tenants will report all necessary repairs to the Keene Housing main office by calling 603-352-6161 or by email to reception@keenehousing.org.
B. Tenants shall not put diapers, sanitary products, sanitary wipes (even if the product information claims they are flushable), cooking grease, condoms or any foreign object in toilets or drains. Such items shall be disposed of properly.
C. All windows must be kept securely closed when temperatures are below forty degrees Fahrenheit. Open windows in cold weather are considered a maintenance emergency. Tenants will be charged the amounts listed on the current Tenant Charge List when KH staff person enters a unit to close a window.
D. Mold and Mildew: The Tenant will take all necessary measures to prevent mold and mildew including: maintaining appropriate climate control, keeping the unit clean and uncluttered, removing visible moisture accumulation on windows and other surfaces, not blocking heating ducts. The Tenant will report:

i. Any evidence of excessive moisture,
ii. Any evidence of mold or mildew that cannot be removed with a household cleaner,
iii. Failure or malfunction of heating or ventilation systems, or
iv. Inoperable doors or windows.
v. The Tenant further agrees that the Tenant will be responsible for damage to the premises or Tenant property as well as injury to the Tenant or occupants from failure to comply with paragraphs 8-C and 8-D.

E. Tenants will be billed for lockouts at a charge listed on the most current Tenant Charge List Replacement keys are provided at a cost to the Tenant.
F. Items left behind by a former Tenant in an apartment or anywhere on the property owned or managed by Keene Housing will be stored for seven (7) days from the date of the move out. Items left inside or outside of the unit in bags or otherwise appearing to be trash, especially that which may contain food or contaminates may be disposed of immediately under the authority of the Director of Assets and Facilities. Locks will be changed on the date of the move out inspection or on the date Keene Housing takes possession of the unit in an eviction. During those subsequent seven (7) days, the former Tenant may request assistance to remove personal items by calling Keene Housing to arrange to enter the unit between the hours of 7AM-3 PM, Monday-Friday. After seven (7) days Keene Housing will dispose of the remaining items. Disposal may result in charges to the former Tenant. Charges for removal of these items are published by Keene Housing and provided to the Tenant at the time of leasing.

9. RESPONSIBILITIES OF TENANTS

A. In general, Tenants have the responsibility to maintain their apartments and the grounds in decent, safe, and sanitary condition.
B. Tenants are to respect and be aware of the rights of their neighbors and not behave in a manner that jeopardizes the health and safety of others or interferes with the neighbor's peaceful enjoyment of the premises.
C. Tenant must treat KH staff with respect, and refrain from using offensive language.
D. Tenants are responsible to report any change in household income or change in who is living in the unit within 10 days to the Property Manager.
E. Tenants are responsible for the replacement value of any equipment borrowed from Keene Housing or placed in the custody of the Tenant.
F. Tenants shall not leave personal property with Keene Housing's employees. Keene Housing will not be responsible for any personal property left with any employee or left outside the Tenant's apartment.

G. Utilities such as electricity and water are for tenant use only. Please do not allow non residents to use the property laundry facility or the washer and dryer in your unit.
H. Trash removal is provided for household trash from resident households only. Individuals found to be disposing of trash who are not residents will be prosecuted. Do not store or accumulate trash in or around your apartment.
I. Tenants are responsible for correctly recycling materials and for disposing of the remaining household rubbish in the containers provided by Keene Housing and ensuring that items too large for the dumpster are taken to the local transfer station at the Tenant's expense. Tenants will be charged for disposal of trash bags left on the ground near the dumpster.
J. Tenants are responsible to be familiar with the procedures and policies provided by KH to the Tenant and be responsible for ensuring compliance by the Tenant's household members and guests.
K. No solicitation is allowed on Keene Housing owned or managed property without the prior approval of Keene Housing.

10. VISITORS AND GUESTS

A. Guests are allowed over night or for two weekend nights, for example a pajama party or family visiting from out of town. If the Tenant plans to have a guest stay more than two (2) nights in a row, the Tenant must get approval from the Property Manager before your guests arrive.
B. The total amount of time any one person can stay is fourteen (14) overnights per calendar year. On a case by case basis, Keene Housing may waive, in writing, the fourteen (14) overnights limit if compelling reasons emerge.
C. Keene Housing has the right to request evidence in order to verify that the guest has a residence elsewhere if management staff suspects that the guest is an unauthorized household occupant. Such suspicion may arise whenever a person(s) makes recurring visits or continuous visits without prior approval by Keene Housing. If the Tenant does not provide the requested information, or if the facts are sufficient to demonstrate that the person is living in the unit, Keene Housing will consider the person(s) an unauthorized occupant and may terminate the lease for non-compliance.
D. Former adult tenants who were evicted from a KH property are not permitted as overnight guests for a period of one year.
E. Conduct by a guest that violates any lease condition is considered a violation by the Tenant.
F. A Head of Household in good standing may request to add another person to the household after six (6) months of residency.
    i. That person must apply for residence and be found eligible under KH policies in order to move into the unit. If found ineligible, that person must not stay

overnight in the unit or the Head of Household is risking eviction for lease non-compliance.

11. NO TRESSPASS ORDERS

A. Keene Housing may issue a no-trespass order to any guest or member of the general public when it has reasonable grounds to believe that a guest or a member of the general public has engaged in any of the following:

i. Has been involved in or is suspected of being involved in illegal drug-related activity, including the possession, sale or manufacturing of controlled drugs; and/or

ii. Theft or damage to Keene Housing property or to the personal property of a Tenant, whether reckless or intentional; and/or

iii. Domestic violence "abuse" as defined in New Hampshire RSA 173-B:1 or in the Federal Violence Against Women Act; and/or

iv. Presence on the property in violation of any lawful order of a court of competent jurisdiction; and/or

v. Loiters, engages in, or have verbal or physical confrontation with law enforcement personnel, residents, or Keene Housing personnel, and/or

vi. Is subject to a lifetime registration requirement under any state sex offender registration program, and/or

vii. Keene Housing has reason to believe the person has committed sexual assault or another related offense under RSA 632-A (i.e. sexual assault, aggravated felonious sexual assult, and felonious sexual assault), regardless of whether the person needs to register as a sex offender; and/or

viii. Felony assault under RSA 631:1 & 631:2 (first degree, second degree or assault with a deadly weapon) or attempt of the same;

ix. Engages in criminal activity; and/or

x. Actions which constitute a disturbance of the peace, or otherwise interfere with the quiet enjoyment of Tenants, or constitute a danger to the health, safety, or welfare of Tenants, their households, KH employees, or other persons on the premises.

xi. A tenant's failure to cooperate with a no-trespass order may result in eviction.

xii. A no trespass order may be necessary and appropriate when an individual has applied to be added to a household is found to be ineligible and it is determined that she/he is residing in the unit despite the ineligibility finding.

xiii. Any conduct which violates the terms of these Occupancy Rules or the Tenant's lease.

12. PROVISION OF CHILD CARE ON KEENE HOUSING PROPERTIES

A. Keene Housing allows the provision of private family child care at some properties under limitations described in NH RSA 170-E and Keene Housing policy. Keene Housing does not allow licensed Family Day Care providers to operate in any of its properties.
B. Tenants, except those at Stone Arch Village Senior Housing, Central Square Terrace and Harper Acres, may care for up to three (3) children to whom they are unrelated by birth or adoption, for any part of the day, but less than twenty-four (24) hours, on a regular basis. Tenants must report child care arrangements to Keene Housing.
C. Residents at Stone Arch Village Senior Housing, Central Square Terrace and Harper Acres may provide child care for up to 3 children at the same time, to whom they are related to by birth or adoption, for any part of the day, but less than twenty-four (24) hours, on a regular basis. Tenants must report child care arrangements to Keene Housing.
D. The children are considered "guests" or "visitors" under the Tenant lease. Therefore, the Tenant is responsible to manage the behavior of the children so that lease violations involving the children do not occur. This includes noise that disrupts the peace of the building/property and disturbs the neighbors. Repeated complaints of noise or disruption can result in removal of permission to provide family child care.
E. Nothing in this policy precludes occasional child care by relatives at any property. Residents found to be in violation of this policy will be in violation of the lease agreement and will be ordered to end the child care arrangement.

13. VIOLENCE AGAINST WOMEN ACT (VAWA)

A. Violence Against Woman Act Protections are not limited to women and covers victims of domestic violence, dating violence, sexual assault and stalking regardless of sex, gender identity or sexual orientation.
B. Keene Housing will not consider incidents of domestic violence, dating violence, sexual assault and stalking as serious or repeated violations of the lease or "other good cause" for termination of assistance, tenancy or occupancy rights of the victim of abuse.
C. Criminal activity directly related to domestic violence, dating violence, sexual assault or stalking engaged in by a member of the household or guest under control of the tenant cannot be used to terminate tenancy/assistance or occupancy rights if the tenant or affiliated individual is a victim of the criminal acts. An affiliated individual means a spouse, parent, brother, sister, or child of that individual or a person for whom you stand in the place of parent or guardian. For example, the affiliated individual is a person in your care, custody or control of that individual.
D. Keene Housing may request in writing that the victim, or a family member on the victim's behalf, certify or provide documentation that the individual is a victim of domestic

violence, dating violence, sexual assault or stalking. VAWA Protections do not have to be provided for failure or refusal to provide the certification or other documentation within 14 business days, or an agreed upon extension date.

E. Assistance may be terminated or a lease "bifurcated" in order to remove an offending household member from the home. Whether or not the individual is a signatory to the lease and lawful tenant, if he/she engages in a criminal act of physical violence against family members or others, he/she stands to be evicted, removed, or have his/her occupancy rights terminated. This action is taken while allowing the victim, who is a tenant or a lawful occupant, to remain in the unit.

14. AMENDMENTS

A. Keene Housing may make changes to the Occupancy Rules and Regulations from time to time. These changes will be mailed or otherwise delivered to the Tenant. The revised occupancy rules then become part of the Lease Agreement.

All adult household members must sign this form. The form must be returned to Keene Housing or you risk losing your lease.

OCCUPANCY RULES AND REGULATIONS
SIGNATURE PAGE
PLEASE PROMPTLY SIGN AND RETURN TO
KEENE HOUSING

I have received the Occupancy Regulations as indicated below.

_____ _____

Tenant/Head of Household Spouse, Co-Tenant

_____ _____

Date Other Adult

Keene Housing

Resolution No. 647

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item

   Approval of Executive Director Travel

2. Date of Board Meeting: October 24, 2019

3. Proposed Board Resolution:

   Resolution: That the Keene Housing Board of Commissioners authorizes the Executive Director to travel to Phoenix, Arizona for the 2020 Public Housing Authorities Directors Association (PHADA) Commissioners' Conference, which runs from January 5, 2020 – January 8, 2020, pursuant to the October 10, 2019 memorandum from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director.

4. All Backup Attached?

   Yes X No ☐

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

5. Department Head Approval Signature Amy Wright Date: 10/10/19

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: 10/10/19

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration AW
Subject: Executive Director Travel
Date: October 10, 2019

This memorandum recommends that the Board of Commissioners authorizes Executive Director Meehan to travel to Phoenix, Arizona for the 2020 Public Housing Authorities Directors Association (PHADA) Commissioners' Conference, which runs from January 5, 2020 – January 8, 2020.

The meeting provides Executive Director Meehan the opportunity to learn about HUD's continuing implementation of the Moving to Work (MTW) expansion, the outlook for the new budget season that gets underway in the early part of 2020 and what housing professionals can expect during the presidential and congressional election year.

Although no arrangements have been made, pending Board approval, the total cost for travel and accommodations is not expected to exceed $2,500.00.

RECOMMENDATION

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

> **Resolution:** That the Keene Housing Board of Commissioners authorizes the Executive Director to travel to Phoenix, Arizona for the 2020 Public Housing Authorities Directors Association (PHADA) Commissioners' Conference, which runs from January 5, 2020 – January 8, 2020, pursuant to the October 10, 2019 memorandum from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director.

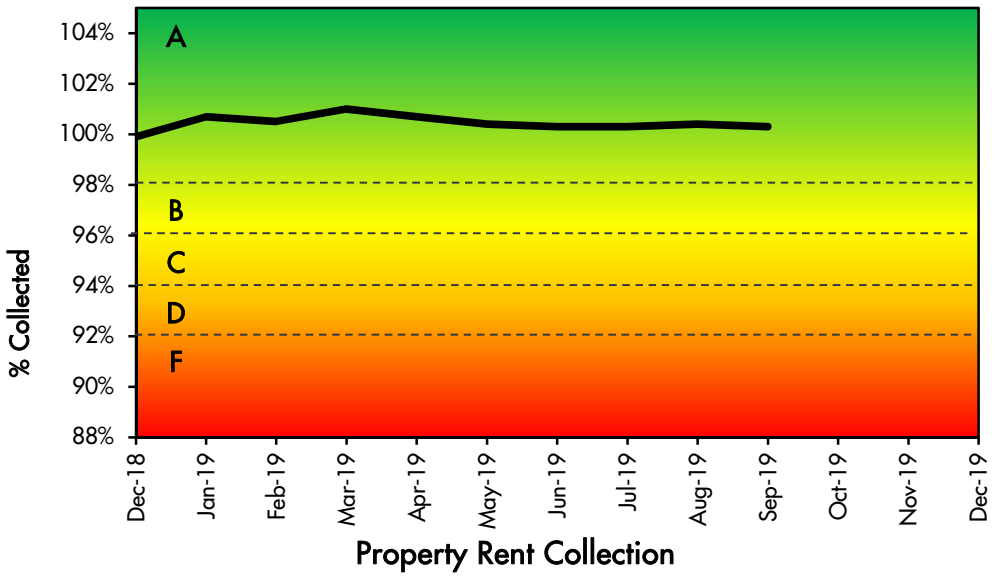
Keene Housing

MANAGEMENT REPORT
SEPTEMBER 2019

Residential Property Rent Collection Report
September 2019

Community	Month Billed	Month Collected	% Collected	Monthly Grade	YTD Billed	YTD Collected	% YTD Collected	YTD Grade
Ash Brook Apartments	$11,131	$11,131	100.0%	A	$98,595	$98,595	100.0%	A
Bennett Block	$5,216	$5,526	105.9%	A	$37,674	$37,204	98.8%	A
Brookbend East	$16,082	$15,442	96.0%	B	$139,567	$141,784	101.6%	A
Brookbend West	$11,833	$11,912	100.7%	A	$100,478	$103,684	103.2%	A
Central Square Terrace	$18,659	$18,147	97.3%	B	$173,346	$171,772	99.1%	A
Cottage Street	$1,436	$1,405	97.8%	B	$12,446	$12,388	99.5%	A
Evergreen Knoll LP	$12,816	$12,607	98.4%	A	$118,460	$119,168	100.6%	A
Forest View	$19,513	$20,147	103.2%	A	$170,086	$170,393	100.2%	A
Harper Acres	$44,289	$43,880	99.1%	A	$374,663	$374,413	99.9%	A
Meadow Road Apartments	$7,171	$7,406	103.3%	A	$63,049	$62,970	99.9%	A
North and Gilsum	$14,214	$14,230	100.1%	A	$123,426	$123,933	100.4%	A
Riverbend Apartments	$9,529	$9,529	100.0%	A	$78,169	$78,455	100.4%	A
Scattered Sites	$12,610	$13,251	105.1%	A	$101,214	$101,785	100.6%	A
Stone Arch Village Family	$12,307	$12,131	98.6%	A	$102,489	$102,494	100.0%	A
Stone Arch Village Senior	$11,563	$11,559	100.0%	A	$102,405	$102,405	100.0%	A
Totals	**$208,369**	**$208,303**	**99.97%**	A	**$1,796,067**	**$1,801,443**	**100.3%**	A

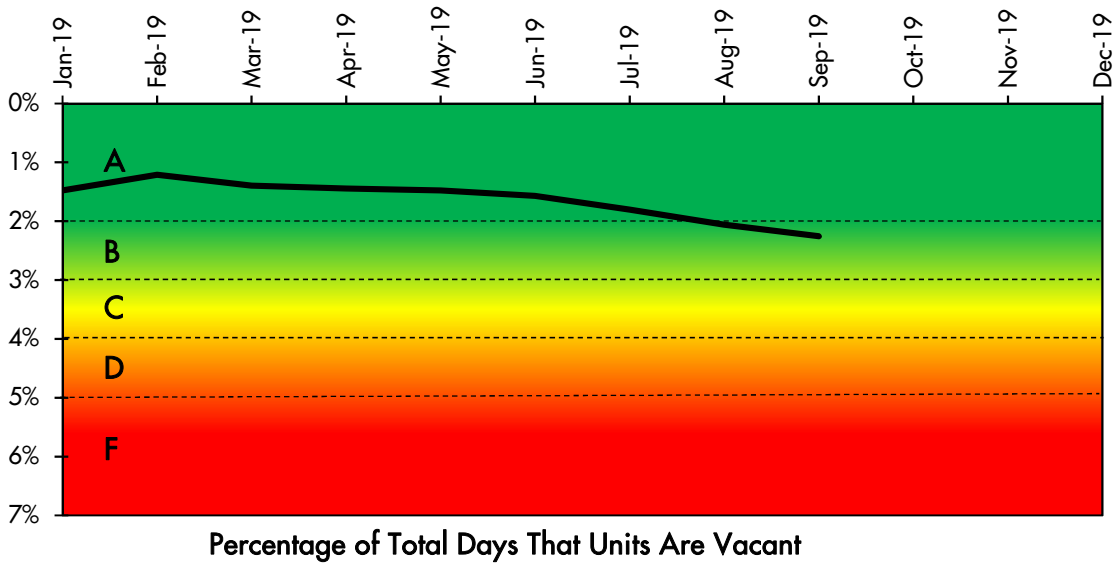
**Active Households Only*



Monthly Vacancy Report

September 2019

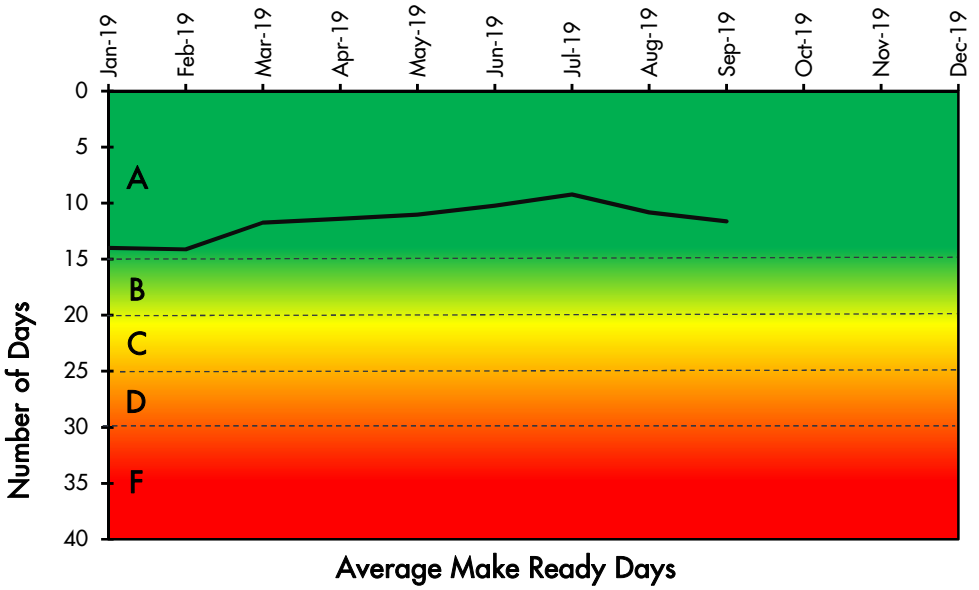
Community	Units Available	Available Days	Vacant Days	Monthly Vacancy Percentage	Monthly Grade	YTD Vacancy Percentage	YTD Grade
Ash Brook Apartments	24	720	0	0.0%	A	0.2%	A
Bennett Block	14	420	65	15.5%	F	9.2%	F
Brookbend East	40	1200	85	7.1%	F	3.2%	C
Brookbend West	35	1050	119	11.3%	F	7.0%	F
Central Square Terrace	90	1785	0	0.0%	A	0.6%	A
Evergreen Knoll LP	32	960	32	3.3%	C	0.4%	A
Forest View	38	1140	0	0.0%	A	1.2%	A
Harper Acres	112	3360	122	3.6%	C	2.4%	B
Meadow Road Apartments	18	540	0	0.0%	A	0.3%	A
North and Gilsum	29	870	30	3.4%	C	2.9%	B
Riverbend Apartments	24	720	49	6.8%	F	3.6%	C
Scattered Sites	18	540	0	0.0%	A	0.7%	A
Stone Arch Village Family	24	720	45	6.3%	F	3.2%	C
Stone Arch Village Senior	33	990	30	3.0%	C	0.8%	A
Report Totals:	**531**	**15,015**	**577**	**3.8%**	**C**	**2.3%**	**B**



Percentage of Total Days That Units Are Vacant

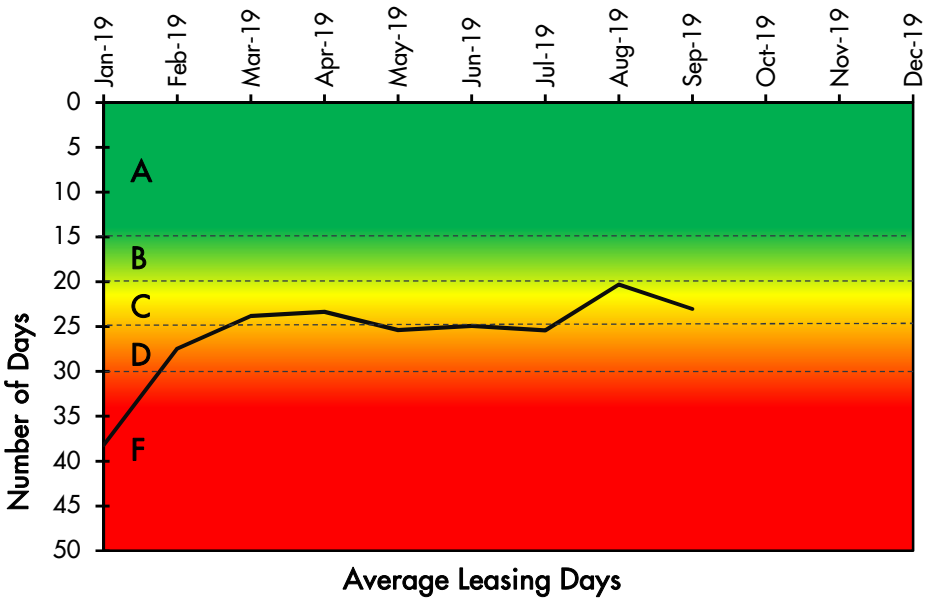
Unit Make Ready Days
September 2019

Community	Number of Units Made Ready	Avg. Make Ready Days	YTD Number of Units Made Ready	YTD Avg. Make Ready Days	YTD Grade
Ash Brook Apartments	0	-	1	11	A
Bennett Block	0	-	5	16	B
Brookbend East	1	14	7	15	B
Brookbend West	1	9	12	12	A
Central Square Terrace	0	-	6	2	A
Evergreen Knoll LP	2	7	2	7	A
Forest View	0	-	4	19	B
Harper Acres	2	12	12	9	A
Meadow Road Apartments	0	-	1	2	A
North and Gilsum	0	-	3	14	A
Riverbend Apartments	2	24	5	16	B
Scattered Sites	0	-	2	9	A
Stone Arch Village Family	1	45	6	16	B
Stone Arch Village Senior	0	-	1	10	A
Report Totals:	**9**	**17**	**68**	**12**	**A**



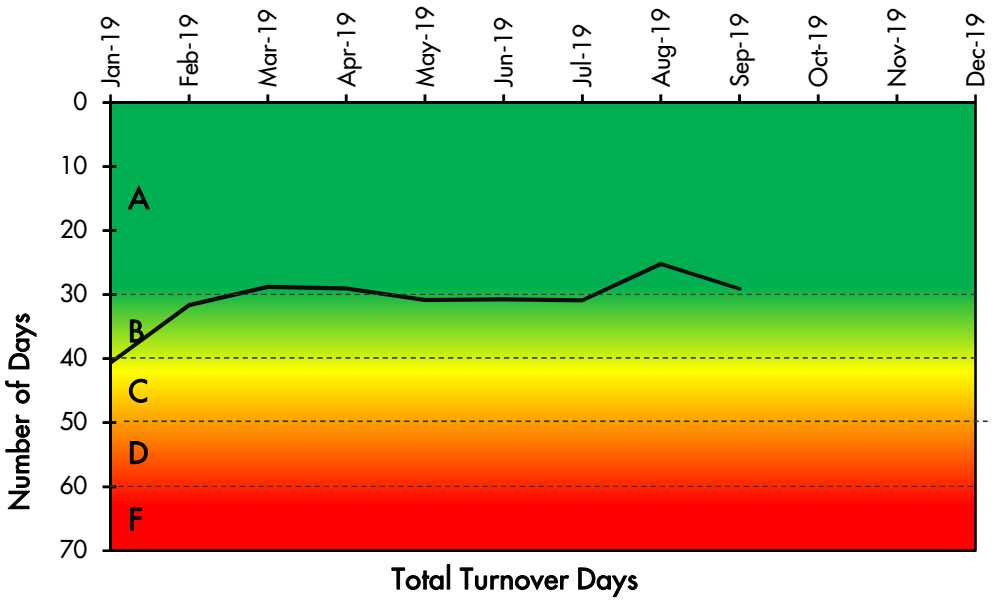
Leasing Days
September 2019

Community	Number of Units Leased	Average Leasing Days	YTD Number of Units Leased	YTD Avg Leasing Days	YTD Grade
Ash Brook Apartments	0	-	1	1	A
Bennett Block	3	54	7	25	D
Brookbend East	0	-	4	34	F
Brookbend West	0	-	9	47	F
Central Square Terrace	0	-	37	5	A
Evergreen Knoll LP	1	11	1	11	A
Forest View	0	-	4	13	A
Harper Acres	1	97	15	46	F
Meadow Road Apartments	0	-	1	1	A
North and Gilsum	0	-	2	70	F
Riverbend Apartments	3	45	4	37	F
Scattered Sites	0	-	2	9	A
Stone Arch Village Family	2	29	6	19	B
Stone Arch Village Senior	0	-	1	61	F
Report Totals:	**10**	**46**	**94**	**23**	C



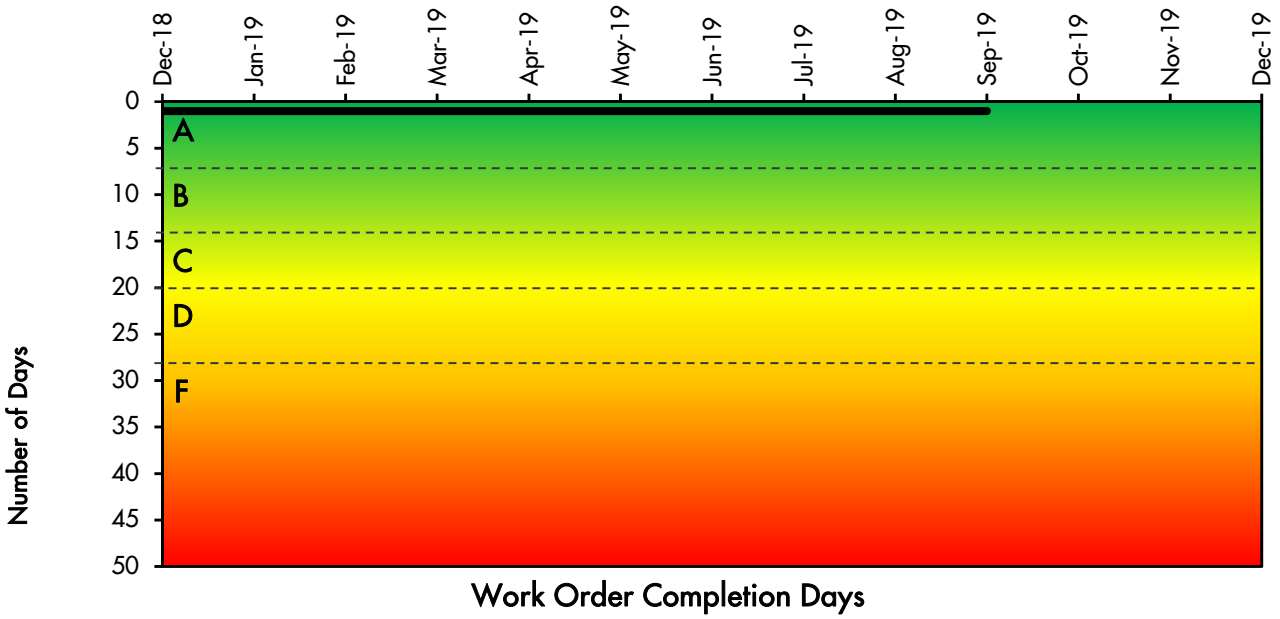
Unit Turnover
September 2019

Community	Number of Units Turned in Month	Average Turnover Days	YTD Number of Units Turned	YTD Avg Turnover Days	YTD Grade
Ash Brook Apartments	0	-	1	11	A
Bennett Block	3	60	7	31	B
Brookbend East	0	-	4	49	C
Brookbend West	0	-	9	57	D
Central Square Terrace	0	-	37	6	A
Evergreen Knoll LP	1	18	1	18	A
Forest View	0	-	4	30	A
Harper Acres	1	105	15	49	C
Meadow Road Apartments	0	-	1	2	A
North and Gilsum	0	-	2	85	F
Riverbend Apartments	3	68	4	56	D
Scattered Sites	0	-	2	17	A
Stone Arch Village Family	2	54	6	34	B
Stone Arch Village Senior	0	-	1	75	F
Report Totals:	**10**	**62**	**94**	**29**	**A**



Residential Property Non-Emergency Work Order Completion Days
September 2019

Community	Number of Work Orders	Avg Days to Complete	Monthly Grade	YTD Number of Work Orders	YTD Avg Days to Complete	YTD Grade
139 Roxbury Street	1	0	A	6	1	A
Ash Brook Apartments	11	1	A	77	1	A
Bennett Block	11	0	A	95	1	A
Brookbend East	13	1	A	124	1	A
Brookbend West	10	1	A	117	1	A
Central Square Terrace	31	0	A	353	1	A
Cottage Street	4	0	A	32	1	A
Emerald Street House	4	0	A	48	1	A
Evergreen Knoll LP	16	1	A	93	1	A
Forest View	15	1	A	137	1	A
Harper Acres	34	0	A	391	1	A
Keene Housing Main Office	8	1	A	48	1	A
Meadow Road	4	1	A	55	1	A
North and Gilsum	12	0	A	123	1	A
Riverbend Apartments	5	1	A	78	1	A
Scattered Sites	6	1	A	116	1	A
Stone Arch Village Family	8	1	A	134	1	A
Stone Arch Village Senior	14	1	A	182	1	A
Report Totals:	**207**	**1**	**A**	**2,209**	**1**	**A**



Residential Property Emergency Work Order Completion Days
September 2019

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**

Programs and Services FY 2019 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	$411,513	$349,098	85%	606	$576	105%	575	$469	$62,415
February	$411,513	$349,976	85%	607	$577	106%	575	$5,564	$61,537
March	$411,513	$350,839	85%	609	$576	106%	575	$591	$60,674
April	$443,138	$351,119	79%	599	$586	107%	562	$419	$92,019
May	$419,418	$350,237	84%	594	$590	105%	567	$439	$69,181
June	$419,418	$350,828	84%	596	$589	105%	569	$774	$68,590
July	$419,418	$347,896	83%	595	$585	104%	571	$583	$71,522
August	$419,418	$349,018	83%	590	$592	103%	575	$509	$70,400
September	$419,418	$342,493	82%	583	$587	102%	574	$424	$76,925
October									
November									
December									
Total	$3,774,767	$3,141,504	83%	5379	$584	105%	5143	$9,773	$633,263

MTW without Transitional Housing Assistance Shelter Program (THASP)

Month	HAP Budget Authority	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$411,513	$342,308	83%	550	$622	96%	575	$469	$69,205
February	$411,513	$343,796	84%	552	$623	96%	575	$5,564	$67,717
March	$411,513	$344,584	84%	553	$623	96%	575	$591	$66,929
April	$443,133	$344,804	78%	550	$627	98%	562	$419	$98,329
May	$419,418	$344,267	82%	550	$626	97%	567	$439	$75,151
June	$419,418	$345,008	82%	550	$627	97%	569	$774	$74,410
July	$419,418	$341,931	82%	549	$623	96%	571	$583	$77,487
August	$419,418	$342,988	82%	548	$626	95%	575	$509	$76,430
September	$419,418	$336,453	80%	540	$623	94%	574	$424	$82,965
October									
November									
December									
Total	$3,774,762	$3,086,139	82%	4942	$624	96%	5143	$9,773	$688,623

Affordable Housing Preservation Program (AHPP)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$13,655	$13,655	100%	18	$759	100%	18	$0	$0
February	$13,655	$13,655	100%	18	$759	100%	18	$0	$0
March	$13,655	$13,655	100%	18	$759	100%	18	$0	$0
April	$13,120	$13,437	102%	18	$747	100%	18	$0	($317)
May	$15,497	$14,241	92%	18	$791	100%	18	$0	$1,256
June	$12,020	$14,241	118%	18	$791	100%	18	$0	($2,221)
July	$13,928	$14,241	102%	18	$791	100%	18	$0	($313)
August	$13,928	$14,241	102%	18	$791	100%	18	$0	($313)
September	$14,526	$14,241	98%	18	$791	100%	18	$0	$285
October									
November									
December									
Total	$123,984	$125,607	102%	162	$775	100%	162	$0	($1,623)

Non-Elderly Disabled (NED)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$52,801	$52,801	100%	97	$544	97%	100	$133	$0
February	$52,313	$51,539	99%	97	$531	97%	100	$158	$774
March	$52,781	$52,535	100%	97	$542	97%	100	$135	$246
April	$52,981	$50,645	96%	96	$528	96%	100	$133	$2,336
May	$54,554	$51,329	94%	96	$535	96%	100	$45	$3,225
June	$52,686	$52,544	100%	95	$553	95%	100	$316	$142
July	$52,686	$52,835	100%	98	$539	98%	100	$0	($149)
August	$52,686	$50,458	96%	96	$526	96%	100	$0	$2,228
September	$52,356	$50,048	96%	94	$532	94%	100	$88	$2,308
October									
November									
December									
Total	$475,844	$464,734	98%	866	$537	96%	900	$1,008	$11,110

Mainstream (MS)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$28,597	$28,567	100%	51	$560	102%	50	$0	$30
February	$28,597	$29,469	103%	51	$578	102%	50	$0	($872)
March	$29,324	$29,188	100%	50	$584	100%	50	$96	$136
April	$29,324	$28,970	99%	50	$579	100%	50	$0	$354
May	$29,324	$28,763	98%	50	$575	100%	50	$0	$561
June	$29,324	$28,256	96%	48	$589	96%	50	$0	$1,068
July	$29,324	$26,806	91%	49	$547	98%	50	$0	$2,518
August	$29,324	$26,791	91%	48	$558	96%	50	$0	$2,533
September	$29,324	$26,652	91%	48	$555	96%	50	$0	$2,672
October									
November									
December									
Total	$262,462	$253,462	97%	445	$570	99%	450	$96	$9,000

2017 Mainstream (MS)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$10,979	$0	0%	0	$0	0%	19	$0	$10,979
February	$10,984	$0	0%	0	$0	0%	19	$0	$10,984
March	$10,984	$0	0%	0	$0	0%	19	$0	$10,984
April	$10,984	$0	0%	0	$0	0%	19	$0	$10,984
May	$10,984	$0	0%	0	$0	0%	19	$0	$10,984
June	$10,984	$297	3%	0	$0	0%	19	$0	$10,687
July	$10,984	$557	5%	1	$557	5%	19	$0	$10,427
August	$10,984	$824	8%	1	$824	5%	19	$0	$10,160
September	$10,984	$2,373	22%	4	$593	21%	19	$0	$8,611
October									
November									
December									
Total	$98,851	$4,051	4%	6	$219	4%	171	$0	$94,800

FY19 utilization targets are 98% in NEDs, 94% in AHPP, 98% in MS5, 93% in MTW without THASP, and 101% with. MS5 98%, 2017 MS 85% by FYE.

2018 Summary

Program	UMA	UML	% UML
MTW	6993	7115	102%
NED	1200	1176	98%
AHPP	216	204	94%
MS5	600	583	97%

Keene Housing

FINANCE REPORT
SEPTEMBER 2019

Financial Report – September, 2019

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 $3.1m which is a net increase of $2.0m from the budget of $1.2m. No **longer reporting on the old CST property since it has been sold.**

OPERATING REVENUES are $14.4M, a net increase of $2.8M as compared to the budget of $11.6m. The most significant changes are related to:

VARIANCES for Revenue categories (Less)/Higher than Budget		
$83,476	Rents/HAP	The MTW funding budget is set at 99.7% proration per HUD notice in 2018. KH received their budget approval which has an inflation factor of 2.12% and this exceeds our KH budget by $110k. HAP revenue is currently over budget and is related to KH requesting additional funds for Non-HAP expensessince most of the capital improvement projects are nearing completion.
$94,106	Other Income	Other Income is related to miscellaneous income and is more than budget. Grants funds: FSS funds is under budget by $20k, it is timing. CHT admin revenue is over budget by $4k. Interest income is over budget by $16k. There is a budget of $54k of forgiveness of debt on CDBG loans and will be posted at year end so showing under budget by $40k. KH received a grant for the Forestview heat upgrade project of $125k.
$2,166	Management Fees	Management fees are slightly over budget, timing.
$880,767	Development fees	Current Development Fees of $100k are part of the annual budget expected to be received when the new CST development begins. KH received $956k for the Deferred Development from the CST Partnership that sold CST and was not in the annual budget.
($88,780)	Vacancy Loss (reduction to revenue)	Vacancy Loss (higher than budget is more of a reduction to revenue): KAHP budget = $5k, year to date vacancy= 30k, over budget by $25k CST budget = $189k, year to date vacancy= $177k, over budget by $51k BBW budget = $18k, year to date vacancy= $21k, over budget by $8k BBE budget = $20k, year to date vacancy= $15k, on budget
($4,746)	Tenants Charges	Tenants Charges (laundry, damages, other fees) less than expected.
$19,112	Admin Funding	HUD Section 8 is over budget by $25k and Mainstream admin funding is under budget by $11k. The new Mainstream17 program is over budget by $5k due to slow start to leasing. NEDs is on budget.
$986,101	**Higher than Budget**	**Operating Revenue**
$58,042	Partnership Distributions	Partnership and Incentive fees, paid to Keene Housing from surplus cash for 2018 on LIHTC properties managed. The total budget is $253k, actuals posted to date are $248k.
$137,639	Transfer reserves CST	The CST sold transferred all the reserves to the new partnership
$1,603,986	MTW Transfer	The 2019 MTW Non-HAP funding budget is $757k used for Non-HAP initiatives. KAHP/RB Capital Impr, Resident Serv, KHKC = $818k actual
$2,785,768	**Higher than Budget**	**Total Revenue**

Keene Housing

OPERATING EXPENSES are $11.2m, a net increase of $797k as compared to the budget of $10.4m. The most significant changes are related to:

VARIANCES for Expense categories (Less)/Higher than Budget		
($97,583)	Admin Expenses	Administrative Expense are all under budget, Capital Needs Assessments consulting over by $8k and Technical Assistance over by $17k. Software upgrades are pending so it is under budget by $60k as of now.
($87,450)	Payroll and Benefits	Benefit Expenses are under budget by $82k. Salaries are on budget. FICA is under buget by $4k.
($19,093)	Utilities Expenses	Fuel Expense is under budget by $28k.(BBE under by $5k,CST under by $15k) Water & Sewer over budget by $14k. (KAHP over $6k, BBE over by $9k, CST under by $7k, Riverbend over by $2k) Electric is under budget by $5k.
($60,605)	Maint Expenses	Maintenance Expenses under budget by $99k: Materials by $17k, Security $20k, Electrician $14k, Flooring $4k, Snow removal $13k, Contract Maint $15k, Vehicle repairs $4, Grounds $11k). Maintenance Expenses over budget by $38k: Misc Equip by $14k, Waste removal by $3k, Plumbing by $6k, Maint Repairs $13k.
($53,274)	Insurance Expenses	Insurance Expenses under budget due lower premiums.
$59,583	Property Tax Exp	Property Taxes over budget due to timing.
($5,067)	Partnership taxes	Taxes on budget
$1,155	Interest Expenses	Interest Expenses on budget
($30,028)	Resident services	Residential Services are running under budget, timing.
$14,964	Relocation Services	Relocation services are related to CST tenant moves, have been reimbursed from previous year.
($88,209)	HAP disbursements	HAP disbursements for Section 8 Vouchers are over by $26k, Special Purpose Vouchers are under budget by $14k an Mainstream Vouchers are under budget by $99k.
($365,607)	**Lower than Budget**	**Operating Expenses**
$95,699	Partnership Distributions	Partnership and Incentive fees, paid to Keene Housing from surplus cash for 2018 on LIHTC properties managed. Annual budget is $30k and actuals posted to date are $118k.
$1,067,036	MTW Transfer	The 2019 MTW Non-HAP funding budget is $757k used for Non-HAP initiatives. KAHP/RB Capital Impr, Resident Serv, KHKC = $818k actual
$797,128	**Higher than Budget**	**Total Expenses**

Keene Housing

Income Statement - Comparing Actuals to Budget - YTD - as of September 30, 2019

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)	137,692	1,185,386	1,828,818 Higher Revenue	781,126 Higher Expenses	Revenue is MTW transfer $817k in; then out to funds capital projects and KHKC. Dev Fee received $956k from old CST.
Monadnock Affordable (MAHC)	46,136	(25,005)	(70,645) Lower Revenue	497 Higher Expenses	
Keene Affordable (KAHP)	153,066	856,469	631,544 Higher Revenue	(71,859) Lower Expenses	Revenue has MTW transfer $523k in.
Meadow Road	30,876	62,595	(4,029) Lower Revenue	(35,746) Lower Expenses	
Roxbury St Shelter	15,942	8,189	(5,652) Lower Revenue	2,099 Higher Expenses	
Section 8 Voucher Program (MTW)	0	(89,356)	85,352 Higher Revene	174,707 Higher Expenses	
Mainstream Voucher Program	(8,841)	98,177	(1,062) Lower Revenue	(108,080) Lower Expenses	
Special Purpose Vouchers (Non-Elderly Disabled)	(10,593)	11,969	(4,257) Lower Revenue	(26,819) Lower Expenses	
Low Income Tax Credits Properties (LIHTC)					
Brookbend East	183,877	171,984	(2,380) Lower Revenue	9,514 Higher Expenses	
Brookbend West	146,005	158,223	(17,728) Lower Revenue	(29,944) Lower Expenses	
Evergreen Knoll	73,531	64,350	(19,599) Lower Revenue	(10,417) Lower Expenses	
Riverbend	72,787	330,192	240,449 Higher Revenue	(16,955) Lower Expenses	Revenue has MTW transfer $263k in.
Stone Arch Family	78,941	(8,186)	(2,795) Lower Revenue	84,330 Higher Expenses	Expense includes incentive Management Fee budget=$0, Paid out $81k
Stone Arch Senior	50,250	39,101	9,704 Higher Revenue	20,854 Higher Expenses	Expense includes incentive Management Fee budget=$0, Paid out $28k
CST Housing	122,538	222,619	124,999 Higher Revenue	24,919 Higher Expenses	Revenue has $137k transfer in from escrow accounts from seller.
Non-Owned/Managed Properties					
Cottage Street	5,042	1,665	(4,110) Lower Revenue	(735) Lower Expenses	
Ashbrook	39,649	43,138	1,195 Higher Revenue	(2,293) Lower Expenses	
Emerald Street	20,171	9,380	(4,494) Lower Revenue	6,297 Higher Expenses	
Fairweather Lodge	(424)	4,404	459 Higher Revenue	(4,367) Lower Expenses	
TOTALS	1,156,645	3,145,294	2,785,768 Higher than Budget	797,128 Higher than Budget	

(a) excluding depreciation

Keene Housing

Cash Outlay - Year to Date - as of September 30, 2019

Program/Property											
			change in balance sheet accounts affecting cash								
	Unrestricted Cash Balance at 1/1/19	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 Current Liabilities Incr/(decr)	due to/ due from	Unrestricted Cash Balance at current month	YTD cash Increase/ (Decrease)
Keene Housing											
Central Office (Locals)	2,753,452	1,185,386	0	0	(37,510)	0	(1,090,040)	1,764		2,813,052	59,600
Monadnock Affordable (MAHC)	64,182	(25,005)	(14,063)	0	(3,308)	454,800	67,526	(278,009)	0	266,123	201,941
Keene Affordable (KAHP)	440,037	856,469	(140,331)	(60,517)	(790,691)	0	(84,472)	(46,302)	0	174,193	(265,844)
Meadow Road	17,253	62,595	(24,591)	31,386	(33,744)	0	(4,211)	(5,312)	0	43,376	26,123
Roxbury St Shelter	27,477	8,189	(1,253)	0	0	0	3,438	194	0	38,045	10,568
Section 8 Voucher Program (MTW)	87,255	(89,356)	n/a	n/a	n/a	n/a	62,390	228,320	0	288,609	201,354
Mainstream Voucher Program	147,371	98,177	n/a	n/a	n/a	n/a	(145,479)	366	0	100,435	(46,936)
Special Purpose Vouchers (Non-Elderly Disabled)	125,807	11,969	n/a	n/a	n/a	n/a	(88,122)	493	0	50,147	(75,660)
Low Income Tax Credits (LIHTC)											
Brookbend East	243,026	171,984	(102,585)	(2,851)	0	(91,627)	(35,625)	39,070	0	**221,392**	(21,634)
Brookbend West	174,789	158,223	(85,320)	(2,558)	0	(78,374)	(35,023)	5,730	0	**137,467**	(37,322)
Evergreen Knoll	31,379	64,350	(16,082)	(1,225)	(7,893)	0	(33,328)	6,322	0	**43,523**	12,144
Riverbend	49,171	330,192	(31,891)	(730)	(288,851)	0	(18,376)	(27,823)	0	**11,692**	(37,479)
Stone Arch Family	155,249	(8,186)	(3,330)	(7,938)	0	(8,969)	8,280	6,094	0	**141,200**	(14,049)
Stone Arch Senior	85,751	39,101	(6,817)	(12,739)	0	(2,432)	(155)	(502)	0	**102,207**	16,456
CST Housing	0	222,619	2,259,865	(5,678)	(2,210,053)	0	(108,345)	82,953	0	**241,361**	241,361
Non-Owned/Managed Properties											
Cottage Street	791	1,665	0	168	(2,090)	0	3,606	(986)	0	**3,154**	2,363
Ash Brook	27,280	43,138	(22,838)	(7,545)	(20,000)	0	3,795	2,315	0	**26,145**	(1,135)
Emerald Street	18,621	9,380	(15,416)	21,274	(24,298)	0	(3,172)	(1,102)	0	**5,287**	(13,334)
Fairweather Lodge	2,617	4,404	0	2,680	(4,920)	0	(613)	2,302	0	**6,470**	3,853
TOTAL	4,451,508	3,145,294	1,795,348	(46,273)	(3,423,358)	273,398	(1,497,926)	15,887	0	4,713,878	262,370

(a) excluding depreciation

Keene Housing

Balance Sheet Summary - Assets - as of September 30, 2019

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)	1,718,759	1,094,293	0	0	0	11,660,142	164,314	438,324	15,075,832
Monadnock Affordable (MAHC)	266,123	0	0	0	0	962,538	1,325,996	991,712	3,546,369
Keene Affordable (KAHP)	174,193	245,947	829,945	0	0	375,815	18,549,145	12,869	20,187,914
Meadow Road	43,376	59,439	23,311	0	0	5,976	640,193	0	772,295
Roxbury St Shelter	38,045	0	0	0	0	45	372,656	0	410,746
Section 8 Voucher Program (MTW)	288,609	0	0	0	0	34,791	333	0	323,733
Mainstream Voucher Program	100,435	0	0	0	0	146,385	0	0	246,820
Special Purpose Vouchers (Non-Elderly Disabled)	50,147	0	0	0	0	89,264	0	0	139,411
Low Income Tax Credits (LIHTC)									
Brookbend East	221,392	49,626	196,155	201,704	0	13,434	5,575,313	53,565	6,311,189
Brookbend West	137,467	50,131	112,882	181,021	0	18,127	5,192,874	34,779	5,727,281
Evergreen Knoll	43,523	44,984	196,353	89,152	0	5,738	2,723,767	2,129	3,105,646
Riverbend	11,692	52,613	90,979	51,676	0	235	1,972,333	0	2,179,528
Stone Arch Family	141,200	37,911	73,295	84,026	0	6,247	2,566,592	5,036	2,914,307
Stone Arch Senior	102,207	44,698	135,126	126,850	0	4,635	2,848,818	11,390	3,273,724
CST Housing	241,361	102,557	5,678	0	-	5,789	2,210,053	0	2,565,438
Non-Owned/Managed Properties									
Cottage Street (MFS)	3,154	2,956	11,536	12,822	6,205	1,771	385,752	4,500	428,696
Ash Brook (MHO)	26,145	22,204	91,332	0	9,142	3,049	584,917	4,965	741,754
Emerald Street (CHO)	5,287	14,012	53,021	0	2,500	2,950	149,078	0	226,848
Fairweather Lodge (CHO)	6,470	2,554	6,858	0	0	2,450	25,492	0	43,824
TOTALS	**3,619,585**	**1,823,925**	**1,826,471**	**747,251**	**17,847**	**13,339,381**	**45,287,626**	**1,559,269**	**68,221,355**

(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 September 30, 2019

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)	7,936	0	21,710	0	13,889,833	1,156,352	15,075,831
Monadnock Affordable (MAHC)	300,061	0	9,889	473,992	2,824,166	(61,739)	3,546,369
Keene Affordable (KAHP)	32,818	0	140,696	15,464,125	4,338,808	211,468	20,187,915
Meadow Road	93,197	0	2,356	453,857	192,799	30,087	772,296
Roxbury St Shelter	38,521	0	1,200	277,835	110,288	(16,957)	410,887
Section 8 Voucher Program (MTW)	266,303	0	13,440	0	134,096	(90,107)	323,732
Mainstream Voucher Program	493	0	641	0	147,508	98,178	246,820
Special Purpose Vouchers (Non-Elderly Disabled)	68,482	0	1,422	0	57,537	11,970	139,411
Low Income Tax Credits (LIHTC)							
Brookbend East	7,681	0	46,031	957,210	5,274,711	25,557	6,311,190
Brookbend West	9,220	0	29,529	1,462,389	4,201,224	24,919	5,727,281
Evergreen Knoll	2,302	0	30,616	1,753,237	1,363,350	(43,859)	3,105,646
Riverbend	131,339	0	26,337	983,834	781,971	256,047	2,179,528
Stone Arch Family	2,315	0	21,287	586,996	2,395,061	(91,352)	2,914,307
Stone Arch Senior	478	0	30,825	515,317	2,771,720	(44,610)	3,273,730
Central Square Terrance	0	0	82,953	2,259,865	-	222,620	2,565,438
Non-Owned/Managed Properties							
Cottage Street	175	0	1,460	484,631	(50,313)	(7,257)	428,696
Ash Brook	3,314	0	18,192	719,614	(6,629)	7,264	741,755
Emerald Street	8,708	0	9,067	119,532	86,797	2,744	226,848
Fairweather Lodge	2,348	0	3,531	0	36,205	1,740	43,824
TOTALS	**975,691**	**0**	**491,182**	**26,512,434**	**38,549,132**	**1,693,065**	**68,221,504**

Capital Purchases/Renovations details 2019

9/30/2019

Description	Location	Budget Original Approved	Projected Spent by Year End	Remaining Budget (over spent)	FUNDING STATUS:
Unplanned Life/Safety or RA	KAHP-Harper Acres	$10,000	$0	$10,000	MTW funds
Tub roll-in (10 units at $4000 full replace)	KAHP-Harper Acres	$5,000	$0	$5,000	MTW funds
Door Operators	KAHP-Harper Acres	$0	$3,909	($3,909)	MTW funds
Arch Fees for Solar project 2018	KAHP-Harper Acres	$0	$2,459	($2,459)	MTW funds
Front/Back entry porch roof (14@ $2495)	KAHP-Harper Acres	$34,930	$26,816	$8,114	MTW funds
Heat Pump Project, Doors & Trim	KAHP-Forest View	$640,800	$755,099	($114,299)	Cash and MTW funds
Heat Pump Project (roof over mailboxes)	KAHP-Forest View	$0	$3,365	($3,365)	Cash and MTW funds
Heat Pump Project (Arch Fees)	KAHP-Forest View	$0	$75,660	($75,660)	Cash and MTW funds
Heat Pump Project (Energy Consulting)	KAHP-Forest View	$0	$1,384	($1,384)	Cash and MTW funds
Heat Pump Project, Building Roofs (6 bldgs w/fees of $9k)	KAHP-Forest View	$250,000	$233,000	$17,000	Cash and MTW funds
Heat Pump Project, Building Dryer Vents (2 bldgs)	KAHP-Forest View	$0	$10,608	($10,608)	Cash and MTW funds
Beam Replacement unit # 8	KAHP-Forest View	$0	$1,925	($1,925)	Cash and MTW funds
Unplanned Life/Safety or RA	KAHP-Forest View	$10,000	$0	$10,000	Cash and MTW funds
Unplanned Life/Safety or RA	KAHP-North & Gilsum	$10,000	$0	$10,000	MTW funds
Window project from 2018	KAHP-North & Gilsum	$0	$17,557	($17,557)	MTW funds
Remediation Of Ground Soil monitoring	KAHP-Bennett	$7,598	$8,942	($1,344)	MTW funds
Unplanned Life/Safety	KAHP-Bennett	$10,000	$0	$10,000	MTW funds
Insulation/foam basements	KAHP-West St.	$3,000	$0	$3,000	MTW funds
Plastic in Basement (add)	KAHP-17-19 Roxbury Ct	$2,000	$0	$2,000	MTW funds
Kitchen upgrade (one Kitchen)	KAHP-17-19 Roxbury Ct	$10,000	$0	$10,000	MTW funds
Asphalt Parking lot and sidewalks (w/eng fees)	Riverbend Apartments	$288,364	$277,800	$10,564	MTW funds
Wood Trim on all buildings	Meadow Rd	$15,000	$33,744	($18,744)	Reserves/CASH
Bathroom Fan/Light (18 @ $350)	Meadow Rd	$6,300	$0	$6,300	Reserves/CASH on hand
Bathroom Shower Value (16 @ $300)	Meadow Rd	$4,800	$0	$4,800	Reserves/CASH on hand
Landscaping Fencing around garden	Meadow Rd	$6,000	$0	$6,000	Reserves/CASH on hand
New Bathrooms (1 @ $3500)	Meadow Rd	$3,500	$0	$3,500	Reserves/CASH on hand
	Sub-Total Projects	**$1,317,292**	**$1,452,268**	**($134,976)**	
LESS FUNDING:					
MTW Funding carryover from 2018		$182,150	$30,000	($152,150)	Reduction in carry over
MTW Funding expected in 2019		$712,089	$798,202	$86,113	Increase in MTW funds
Meadow Rd. Cash/Reserve on hand		$35,600	$33,744	($1,856)	Increase in Cash
KAHP Cash on hand, MTW Block Grant		$387,453	$465,322	$77,869	Increase in Cash
Project at Forestview Apt (heat pumps/solar) - Chartible Foundation, Rebates		0	$125,000	$125,000	
	Unfunded projects	**$0**	**$0**	**$0**	
Light Alarm (for notification of boiler down)	Evergreen Knoll	$5,000	$5,000	$0	Reserves
Dumpster Pad	Evergreen Knoll	$10,000	$10,000	$0	Reserves
Asphalt (near Maint Shed and behind HC unit)	Evergreen Knoll	$5,000	$5,000	$0	Reserves
Unit Thermostats (32 @ $100))	Evergreen Knoll	$3,200	$3,200	$0	Reserves
Unplanned life/safety or RA	CST	$10,000	$10,000	$0	Under rehabiliation
Playground shading	Brookbend West	$3,000	$3,000	$0	Reserves
Playground shading	Brookbend East	$3,000	$3,000	$0	Reserves
Vehicles	Locals	$30,000	$37,510	($7,510)	CASH on hand
Maint	MAHC	$0	$3,308	($3,308)	CASH on hand
Sheds	Cottage St.	$0	$2,090	($2,090)	Reserves
Landscaping (Phase II)	Ashbrook	$20,000	$20,000	$0	CASH on hand
Roof	Emerald	$25,000	$24,298	$702	Reserves
Heater replacement	Fairweather Lodge	$4,029	$4,029	$0	Reserves
	Sub-Total Projects	**$118,229**	**$130,435**	**($12,206)**	
TOTAL CAPITAL purchases/renovations	**GRAND TOTAL Projects**	**$1,435,521**	**$1,582,703**	**($147,182)**	

Keene Housing-Active Contracts

Type of Services	Vendor	Original Contract Dates	Current Expiration Date	Renewal Options	2019 ANNUAL Contract Limits	2019 ANNUAL Contract Specific Amounts
Capital Needs Assessment	GDS Associates	07/01/17- 06/30/18	6/30/2019	remaining renewal options: 0 Out for Bid		$8,676
Copier/Printer Leases	US Bank	10/5/2014-10/5/2019	10/5/2019	remaining renewal options: 0		$12,063
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
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
Environmental Services	LE-Environmental	12/07/16 - 12/06/17	12/7/2019	remaining renewal options: 2 (2020, 2021)	<$50,000.00	
Graphic Design	Silver Direct	02/01/19 - 1/31/20	1/31/2020	remaining renewal options: 4 (2021, 2022, 2023, 2024)	< $15,000.00	
Energy Consulting Services	Nova Consulting Group	02/01/15 - 01/31/16	1/31/2020	remaining renewal options: 0	<$50,000.00	
Document Management Software	PiF Technology	08/31/17 - 08/31/18	3/26/2020	remaining renewal options: 0 (renewed annually)		$6,875
Copier/Printer Leases	US Bank (Symquest)	3/29/2015-3/29/2020	3/29/2020	remaining renewal options: 0		$120
Copier/Printer Leases	US Bank (Symquest)	3/29/2015-3/29/2020	3/29/2020	remaining renewal options: 0		$2,592
Voucher Management Software	Ken Claflin	04/1/2019- 03/31/20	3/31/2020	remaining renewal options: 0 (renewed annually)		$6,000
Security Services	Hunter North	04/01/18 - 03/31/19	3/31/2020	remaining renewal options: 3 (2021, 2022, 2023)		
Copier/Printer Leases	US Bank (Symquest)	4/18/2015-4/28/2020	4/28/2020	remaining renewal options: 0		$3,995
Trash Removal	Waste Management	05/01/17 - 04/30/19	4/30/2020	remaining renewal options: 2 (2021, 2022)		$105,000
Snow Removal	AGM Landscaping	10/01/17- 05/01/19	5/1/2020	remaining renewal options: 2 (2021, 2022)		$61,025
Electrical Services	Elm City Electric	05/15/1 7- 05/14/19	5/14/2020	remaining renewal options: 2 (2021, 2022)	as needed	
Janitorial	Jan-Pro Cleaning Systems	06/26/17- 06/22/18	6/23/2020	remaining renewal options: 2 (2021, 2022)		$44,268

Keene Housing-Active Contracts

Type of Services	Vendor	Original Contract Dates	Current Expiration Date	Renewal Options	2019 ANNUAL Contract Limits	2019 ANNUAL Contract Specific Amounts
Propane Gas Heating Services	L&G Propane	07/01/17 - 06/30/19	6/30/2020	remaining renewal options: 2 (2021, 2022)		Fixed Pricing 1.2009/gal
Development Consulting	TAG Associates	09/01/1 6- 08/31/19	8/31/2020	remaining renewal options: 2 (2020, 2021)	<$50,000.00	
Heating/AC/AH	Gary Jackson Heating	09/15/16 - 09/14/17	9/15/2020	remaining renewal options: 1(2021)	as needed	
Development Consulting	NNEHIF	10/01/16 - 09/30/19	9/30/2020	remaining renewal options: 2 (2020, 2021)	<$50,000.00	
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
Architect/Engineering Services	Weller & Michal Contract	07/01/19-06/30/21	6/30/2021	remaining renewal options: 3 (2022. 2023, 2024)	as needed	
Architect/Engineering Services	Stevens & Associates	07/01/19-06/30/21	6/30/2021	remaining renewal options: 3 (2022. 2023, 2024)	as needed	
Architect/Engineering Services	Dietz & Company	07/01/19-06/30/21	6/30/2021	remaining renewal options: 3 (2022. 2023, 2024)	as needed	
Architect/Engineering Services	Warrenstreet Architects	07/01/19-06/30/21	6/30/2021	remaining renewal options: 3 (2022. 2023, 2024)	as needed	
Document Management Software	De Lage Landen Financing	08/31/2017 - 08/31/2021	8/31/2021	remaining renewal options: 0		$7,500
Technical Assistance	Edgemere Consulting	02/01/19 - 1/31/22	1/31/2022	remaining renewal options: 2 (2023, 2024)	<$50,000.00	

Board of Directors Dashboard
October 2019
(data through September)

	KHKC Participants	STLY	KH	KHKC/KH
2015	125		495	25%
2016	208		524	35%
2017	221		518	43%
2018	246	223	508 (4.1.18)	48%
2019 August	239	222	537 (3.1.19)	45%
2019 YTD	254	222	519 (7.16.19)	49%

	KHKC YTD	KHKC August	KH total	KHKC/KH
Preschool (0-4)	108	100	113	96%
Early Elem (5-7)	40	39	79	51%
Upper Elem (8-10)	57	53	92	62%
Middle School (11-13)	37	36	96	39%
High School (14-17)	12	11	120	1%
18 years old	0	0	19	0

	In KHKC DB	KH	KHKC/KH
Total Households	256	307 (7.16.19)	83%

Activity Type # Participants	YTD	STLY
The Arts	40	31
Athletics	147	115
Early Learning	110	90
Afterschool	60	47

Total # of kids who are doing 3 or more activities YTD = 76 (24%)

Heard it Through the GRAPEVINE

FALL 2019

POINTS OF INTEREST

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FUN FACT

It takes one plastic bottle up to 1,000 years to degrade in a landfill.

Keene Housing

The Executive Director's Corner

I hope everyone had a great summer. I can't believe its already over, but the kids are back in school, the nights are getting cold and the sugar maples' leaves are turning red and getting ready to start dropping - so I guess there's no denying that fall is knocking on the door.

As fall moves towards winter, most of our construction projects start to wind down. I'm happy to report that the paving, sidewalk and rain garden project at Riverbend is finished. It is great to see the old parking lot repaved and redesigned as a place for flowers to grow, kids to play and neighbors to socialize. A big thanks to all of the residents for being so helpful during construction. Construction can be very disruptive, especially when it affects parking. Thank you so much for your patience; we hope you agree that it was worth it.

After a slight delay caused by a regional solar panel shortage, the solar panel and heat pump project at Forest View is going full steam ahead, and that project is scheduled for completion before the end of fall. Forest View may be the first project of its type in New Hampshire, replacing inefficient electric space heaters in affordable housing with air source heat pumps and solar panels. There are many local and state funders and policy makers interested in this project, and if it works as well as we think that it will, it will serve as a model for many of our other properties.

Unfortunately, as some of you may have seen on Facebook, children damaged two of the new Forest View heat pumps almost as soon as the equipment was installed. We hope this was a one-time incident, but Forest View parents, please tell your kids how dangerous and costly it is to tamper with the heat pumps. Just like in traditional, window mounted air conditioners, the chemicals used to cool the air in the heat pumps are dangerous, and children could get hurt if they punctured the heat pump and released the refrigerant inside.

Continued on Page 8

Snow Removal 2019/2020

Once again, this year AGM will be Keene Housing's snow plow contractor for all properties except Evergreen Knoll, Riverbend, Stone Arch Village and Harper Acres, where Keene Housing maintenance 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 bulletin boards, KH's website and Facebook page.

Keene Housing's Responsibilities:

- KH/AGM 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 7:00 A.M. or after 7:00 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 during plowing to ensure your parking area is open and ready for plowing.
- We will not plow or shovel between or next to cars, we will not clear off or move your cars.
- Maintenance staff will shovel snow and spread salt ONLY on sidewalks, around all handicapped units at Ash Brook, Harper Acres and Stone Arch Senior. At Forest View, North and Gilsum, Brookbends, Stone Arch Family, 309 Water, Damon, West St., Meadow Road, Riverbend, Evergreen Knoll, Roxbury Court and Cottage Street residents are responsible for clearing their entry sidewalks.
- Maintenance staff or AGM, will not attempt to find owners of cars. KH staff and our Contractors are not allowed to move or clean off your vehicles.

Resident Responsibilities:

- Keene Housing Parking Permits are required on all vehicles. Contact your Property Manager at 603-352-6161 for more information.
- 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 603-357-1028.
- Please be aware of the weather and be prepared for storms! This includes having a snow shovel available. Residents are responsible for shoveling snow and salting their own sidewalks at Forest View, North and Gilsum, Brookbends, Stone Arch Family, 309 Water, Damon, West St., Meadow Road, Riverbend, Evergreen Knoll, Roxbury Court and Cottage Street.

Snow Removal 2019/2020 continued

- 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 (you are on vacation, out of town, in the hospital, sick) you must make other arrangements for someone to clean off and move your car.
- Keene Housing puts salt buckets out around the common spaces (FAC or Community rooms, mail box areas, handicapped walks, bus stops) of all properties. In addition, sand is available at no charge at the lot in front of City Public Works, 350 Marlboro Street. Pulic Works requires you to bring your own container.
- 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 7:00 A.M. – 7:00 P.M.) not before then.
- Please do not pull the nose of your car or truck up over the curb onto the sidewalks, it makes it hard to clear the sidewalks.

Window Reminder

Please keep all windows securely closed when temperatures are below forty (40) degrees Fahrenheit. Open windows in cold weather are considered a maintenance emergency. Maintenance will respond to an open window by entering the apartment to close the open window(s). Please keep in mind that a Service Call Fee will be charged at the rate of $25 during normal working hours from 7AM-3PM and $45 after hours.

Renters' Insurance

Renters Insurance is a good idea if you want to protect your personal property against loss from fire, theft, vandalism or other types of loss.

A property owner's insurance covers the building and common areas, but not the residents' personal property. If you encounter a loss, you will be responsible for replacing your own items at your own expense, unless you have the appropriate coverage for the type of loss. Fire, theft, earthquakes, floods, etc., each require different policies or requirements. A professional insurance agent can help you determine the correct coverage for our region and the right amount of coverage.

Purchasing insurance is probably less expensive than you think. In addition to coverage against loss, you can also get insurance to protect you from negligence. Of course, there are some things that money simply cannot replace. For items with great sentimental value, like photos and other things, it's a good idea to make photocopies or scan them so they are not gone forever. You can also place items and important documents in a fire-resistant safe. And finally, in the event of a fire or other catastrophic event, regardless of whether you are insured or not, do not put your life in danger trying to save personal items—always get yourself to safety.

Resident Self-Reliance (RSR) Program News

We hope that the EZ Texting is working for you all! You may have noticed that if you reschedule your meeting, we cannot change the reminder yet. We continue working to improve this service, but ultimately you are responsible for making sure that you attend your meetings. Please make sure that you keep track of your appointments on your phone or calendar.

We continue working on developing financial well-being programs, and plan to get these up and running after the new year. Be on the lookout for more information in the next few months.

Quarter 4 is the last chance for RSR participants to use the 2019 Development Grant/Rent Credit funds. Please check in with your RSC about the funds and how they can best be used to support you in achieving your 3 Year Plan goals.

You probably noticed that at our meetings, we ask you to share a personal triumph from the last quarter. This is so we have a place to brag about you all and celebrate with you! We know that change takes work. If you are comfortable with sharing, please let us know what good things you are making happen.

Personal Triumphs!

JN accepted to college Fall 2019, KS daughter started music lessons, CF back at a better job, AS fixed their car, SM had a great review at work, TP promoted with a $2 per hour raise, FC earned a raise, got a promotion & QUIT smoking, TB leased a new car, MA got a new full time job, CB increased her credit score and secured a car loan, MM earned a raise, TM is rocking the ASN program at River Valley Community College, and CA increased her credit score to the next level.

From the Desk of Denise Pratt, Director of Programs and Services

Late August and early September bring on the tasks of back to school shopping, planning around after school activities, and a bit of chaos until everyone settles into the familiar routine that is the school year.

After the dust settles check out these opportunities for the adults in the family to enhance your educational, employment, and household management skills.

River Valley Community College
WorkReadyNH
October 28th – November 18th
603-543-4585

Keene Community Education
Office Occupations
2 Classes/ 2 Formats – 90 hours
Online Class and Face to Face
Cost is $150 and is a Development Grant eligible education series.
Contact Linda Morehouse for more information 603-357-0088 ext. 105 or email lmorehouse@sau29.org.

Southwestern Community Services
Life Skills Workshop
Friday, October 18th – 9:00am-12:30pm
Learn skills and strategies for things like record keeping, voting, dealing with conflict & more.

Financial Literacy Workshop
Topics & tools include cutting expenses, paying bills, finding resources, and setting short-term goals.

Call Cathy for more information about either of these workshops at 603-719-4295.

COMMUNITY CONNECTIONS CORNER

A Note From Karen Graveline

According to the U.S. Centers for Disease Control and Prevention, falls are the leading cause of fatal and the most common cause of nonfatal trauma related hospital admissions among older adults. Falls can have heavy impact on quality of life when the fear of falling results in limiting activities and social engagements. Limiting social engagement can lead to physical decline, depression and isolation. If your fear is falling and it is preventing you from attending group activities on your property, contact Karen Graveline at 352-6161 or email kgraveline@keenehousing.org. Let's work together to find ways to make you feel more comfortable. Evidence shows fall prevention programs reduce the number of falls in older adults. Fortunately for our community, we have a wonderful resource, The Keene Senior Center. The Keene Senior Center offers several social, fun and fitness programs including Chair Yoga and Age in Motion. Both programs focus on balance and stability and are key in combating the fear of falling. The Keene Senior Center offers discounted memberships to low income individuals and families. Karen Graveline is available to assist interested Keene Housing residents in the application process and connections to the Keene Senior Center.

Dates/Events:

Have an idea for a group? We want your input! Join us at the next group planning meeting at your property. Schedule outlined below:

Harper Acres: Monday, October 14 at 2:00PM (Mill Building)

Stone Arch Village Senior: Thursday, October 17 at 10:30AM (First Floor Living Room)

Central Square Terrace: Thursday, October 15 at 1:00PM (Parlor)

Community Connections Office Hours:

Harper Acres: Mondays 2:00 ~ 4:30PM (Mill Building)

Central Square Terrace: Tuesdays 1:00 ~ 4:30PM

Stone Arch Village Senior: Thursdays 1:30 ~ 3:30PM

In Other News

The holiday season is quickly approaching and residents at Group Activities Planning Meetings are beginning to plan fun crafts. Handmade crafts make for inexpensive and fun gifts for your family and friends. Watch for flyers for group times and information. Join us at the next planning meetings on your property to share your own ideas!

PHOTOS OF THE MONTH

Harper Acres

Stone Arch Village Senior

Central Square Terrace

Keene Housing COMMUNITY GARDENS Plant Grow YUM!

CULTIVATING COMMUNITY

FROM THE GARDEN

Is Dirt the New Antidepressant?

Prescription medication may not be the only way to get rid of those really low feelings. Microbes in the soil have been found to have similar effects on our brains but without the possible side effects or the chance of becoming chemically dependent.

Natural remedies for almost any ailment have been around since the beginning of humankind. Although ancient healers knew that certain remedies worked, they didn't know why they worked. Science has shown that soil microbes and human health have a definite link.

There is a natural antidepressant in the soil. The bacterium in soil have a similar effect on brain neurons that Prozac has. It likely stimulates the production of serotonin, a chemical that makes us happier and more relaxed. Lack of serotonin has been linked to anxiety, depression, and bipolar disorders.

Gardeners will tell you that gardening is a stress reducer and makes their moods better. Now we have science to back up those claims. All it takes is for a gardener to either inhale the bacteria from the dirt or get it into their bloodstreams through a cut. The natural effects of the soil antidepressant may last for up to 3 weeks!

Closing Garden Dates:

Brookbend at 4:00 PM on Thursday, October 10th

Central Square Terrace at 10:00 AM on Friday, October 11th

Stone Arch Village at 1:00 PM on Monday, October 14th

Evergreen at 3:00 PM on Thursday, October 17th

Riverbend at 4:00 PM on Thursday, October 17th

GARDEN PHOTO GALLERY

WHAT WILL YOU GROW

GET THE DIRT FOR KIDS! CALL JORI FOR A FREE KIT

Plant Your Own Salad

You will need:

- 6" pot with chalkboard label
- Soil
- Chalk
- Lettuce Seeds
- Natural Light

Add water in your pot up to the top of the black piece in the bottom. Fill pot almost to the top with soil, leaving a small amount for topping the seeds. Do not tamp down the soil. Sprinkle seeds on top of soil. Now cover the seeds with a fine layer of soil and place in a sunny spot. The soil will moisten itself in the next few days by bringing the water up to the top. In 5 - 14 days, your seedlings should emerge. After they are up, you can water from the top. Water when the soil feels dry. To harvest your lettuce, cut an inch up from the base, leaving the rest to regrow. Wash and enjoy!

TIPS AND TRICKS

Cooking Sweet Potatoes

Tip #1 - Don't salt until they come out of the oven. This will make them crisper.

Tip #2 - Let them rest on the pan after removing from oven for 3-5 minutes.

Tip #3 - Use your favorite spices, but feel free to try, Cajun, garlic powder, pepper, or smoked paprika.

GET THE DIRT!

The History of the Garden Stakes

The stakes in our resident Dakotah's garden have been used in 7 states and were hand made by her great great grandfather. They have survived fires on the prairie, mid-western storms, and many moves.

For more information about the gardens or to sign up for next year, email Jori at jjohnson@keenehousing.org or call 352-6161.

PRODUCE CORNER

Sweet Potato

Sweet potatoes are unsurpassed in providing beta-carotene, a good antioxidant. They also provide us with vitamin A, anti-inflammatory nutrients, and improvement of blood sugar regulation.

Sweet Potato Fries Recipe

1. Cut 1 lb potatoes into 1/4" matchsticks.

2. Soak at least 30 minutes in cold water, drain, & pat dry.

3. Toss with 2 Tbs. olive oil.

4. Toss with 2 Tbs. cornstarch & spices.

5. Transfer to foil lined cookie tray.

6. Bake 10 minutes at 425 degrees.

7. Flip fries.

8. Bake until crispy. Enjoy!

EXECUTIVE DIRECTOR'S CORNER (CONT.)

Continued from Page 1

The largest construction project we have underway is the renovation of all 90 apartments at Central Square Terrace. So far the project is on schedule and on budget, and I speak for all of us here at Keene Housing when I say that we are incredibly appreciative of the residents' flexibility and cooperation during construction. This is probably the most complex project we've undertaken, and it wouldn't be going as smoothly as it is (knock on wood) without our residents, the movers and the contractors all working together!

I also want to give a big shout out to all of our community gardeners! As many of you know, Jori had to take some unexpected time off this summer, and we were all worried that without her around to help, the community gardens would struggle. It was wonderful to see that instead of struggling without Jori's help, the gardens flourished. This is an amazing testament to the community gardeners' commitment to their gardens and the great work Jori has done in giving the gardeners the tools, know-how and confidence to "grow their own". Across Keene and Swanzey, our residents have over sixty garden beds growing an amazing array of fruits, herbs and flowers. It is great to see and helps make our properties some of the region's most beautiful.

As always, there is so much more I could write about, but I'll end by wishing everyone a wonderful and peaceful fall!

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

OCTOBER 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 CST Cooking Group & Pet Photos	2 CST Game Night Evergreen & Riverbend Garden Meetings	3 CST Bingo N&G and Brookbend Garden Meetings	4 CST Garden Meeting	5
6	7 SAVS Bingo & Garden Meeting	8	9 CST Game Night Evergreen & Riverbend Garden Meetings Harper Acres Cribbage	10 CST Bingo N&G and Brookbend Garden Meetings	11 CST Garden Meeting	12
13	14 SAVS Bingo & Garden Meeting Harper Acres Planning Meeting & Card Making	15 CST Planning Meeting & Card Making	16 CST Game Night Evergreen & Riverbend Garden Meetings SAVS Craft Group	17 CST Bingo N&G and Brookbend Garden Meetings SAVS Planning Meeting	18 CST Garden Meeting & Craft Group	19
20	21 SAVS Bingo & Garden Meeting	22 CST Welcome Committee Planning Meeting	23 CST Game Night Evergreen & Riverbend Garden Meetings SAVS Card Making	24 Board of Commissioners Meeting	25 CST Garden Meeting	26
27	28 SAVS Bingo & Garden Meeting	29 Solar Ribbon Cutting at Harper Acres	30 CST Dessert Potluck & Game Night Evergreen & Riverbend Garden Meetings	31 CST Bingo N&G and Brookbend Garden Meetings		

Keene Housing

November 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4 SAVS Bingo	5	6 CST Game Night	7 CST Bingo	8	9
10	11 Office Closed Veterans Day SAVS Bingo	12	13 CST Game Night	14 CST Bingo	15	16
17	18 SAVS Bingo	19	20 CST Game Night	21 Board of Commissioners Meeting CST Bingo	22	23
24	25 SAVS Bingo	26	27 CST Game Night	28 Office Closed Thanksgiving	29 Office Closed Day after Thanksgiving	30

Keene Housing