Keene Housing

Keene Housing
Board of Commissioners Meeting
February 20, 2020

Harper Acres Valentine's Day Craft Group

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

Keene Housing

Board of Commissioners Meeting
Thursday, February 20, 2020
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Keene Housing

BOARD OF COMMISSIONERS MEETING
THURSDAY, FEBRUARY 20, 2020
12:00 P.M.
HARPER ACRES MILL BUILDING
168 CASTLE STREET, KEENE, NH

AGENDA

I. Call to Order

II. Roll Call

III. Approval of the January 23, 2020 Keene Housing Board Meeting Minutes

IV. Executive Director's Report

V. Management Report

VI. Finance Report

VII. Old Business

VIII. New Business

a. Introduction of Facilities and Assets' Staff

b. Approval of House Rules/Occupancy Rules Handbook (Resolution No. 657)

c. Approval of Executive Director Travel (Resolution No. 658)

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, January 23, 2020

Chairperson Mack called the Keene Housing Board of Commissioners meeting to order at 12:05 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
- Pam Slack, Commissioner
- Jen Marsh, Commissioner

Absent:
- Chris Coates, Commissioner

Also in attendance:
- Joshua Meehan, Secretary
- Linda Griffin, Director of Finance
- Denise Pratt, Director of Housing and Services
- Sandy Clark, Director of Facilities and Assets
- Amy Wright, Director of Administration
- Myleen Bowker, Occupancy Specialist

MINUTES:

Chairperson Mack called for approval of the December 19, 2019 Board of Commissioners meeting minutes. Vice Chairperson Moses made a motion to approve the minutes. Commissioner Slack seconded the motion, which upon being put to vote, the minutes passed unanimously.

EXECUTIVE DIRECTOR'S REPORT:

Secretary Meehan introduced Myleen Bowker, Keene Housing's new Occupancy Specialist. Prior to joining Keene Housing, Myleen worked at Department of Health and Human Services where she determined eligibility for assistance programs, scheduled appointments, adhered to federal and state regulations, customer service and much more.

The accreditation process is well underway. Amy Wright is Keene Housing's Accreditation Coordinator and is completing the application with support from the management team. Housing accreditation is a voluntary process that recognizes the quality of a housing organization and assists in its improvement by evaluating it against industry standards. If accredited, Keene Housing will be the 6th affordable housing provider in America to be accredited.

Keene Housing is submitting a Community Development Block Grant (CDBG) application for the rehabilitation of Bennett Block in the next few days. The architect's cost estimate of the project came back significantly higher than expected and the scope of work has been scaled back. Monadnock Affordable Housing Corporation committed to providing matching funds and continues looking for additional funding sources.

Secretary Meehan recently became aware that the Eversource Rebate Program is payable immediately rather than waiting to incur the expenses and submit reimbursement. As a result, Keene Housing may be able to add solar panels, new roofs and ventilation at North and Gilsum sooner than expected.

Keene Housing is entering the fourth phase of the rehabilitation project at Central Square Terrace. All units will be completed and occupied by late May 2020. Final touches in the common areas and the Roxbury Street breezeway are scheduled to follow soon after.

The Department of Housing and Urban Development (HUD) approved and renewed Keene Housing's Family Self Sufficiency (FSS) funding. There was an increase in funding which means Keene Housing does not need to subsidize the Resident Service Coordinator positions with Moving to Work (MTW) funds.

Secretary Meehan stated Mayor Hansel nominated Susan Shaw to become Keene Housing's new Resident Commissioner. This will be voted on by the City Council in early February. Secretary Meehan recognized Jen Marsh for her 10 years of service as Resident Commissioner and for continually advocating for the residents of Keene Housing. Chairperson Mack thanked Commissioner Marsh for her guidance and for educating the Board about resident concerns. Her perspective and feedback was invaluable. He stated she is a model resident, parent and pillar in the community.

MANAGEMENT REPORT:

Ms. Pratt reviewed the management report and commented on the vacancies. She stated she is working with the Property Managers and the Occupancy Specialist to streamline file processing and identify inefficiencies. She announced the residents of Central Square Terrace developed a new resident welcome packet from a tenant's perspective.

FINANCE REPORT:

The Year End Finance Report will be presented at the February Board meeting. Ms. Griffin stated the finance team began transitioning to a new financial management software on January 1, 2020.

NEW BUSINESS:

Resolution No. 654 - Approval for Keene Housing to Pursue Accreditation

The Keene Housing Board of Commissioners approves Keene Housing's intent to pursue accreditation from the Affordable Housing Accreditation Board pursuant to the January 2, 2020 memorandum from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director. Commissioner Slack moved the motion to approve the resolution. Vice Chairperson Moses seconded the motion, which upon being put to vote, was passed unanimously.

Resolution No. 655 - Approval of Bad Debt Write Offs for Fiscal Year 2019

The Keene Housing Board of Commissioners authorizes the Finance Department to write off tenants' old accounts receivable for $18,790.03 as uncollectible bad debt for the fiscal year ending December 31, 2019 pursuant to the memorandum dated January 10, 2020 from Linda Griffin, Director of Finance to Joshua R. Meehan, Executive Director. Vice Chairperson Moses moved the motion to approve the resolution. Commissioner Slack seconded the motion, which upon being put to vote, was passed unanimously.

Resolution No. 656 - Approval of 2020 – 2025 Strategic Plan

The Keene Housing Board of Commissioners approve the 2020 - 2025 Strategic Plan pursuant to the memorandum dated January 13, 2020 from Amy Wright, Director of Administration to Joshua

Meehan, Executive Director. Commissioner Slack 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 News

Ms. Pratt reviewed the Quarterly Community Garden News memorandum. No discussion items presented.

Quarterly Safety/Risk Management Report

Ms. Wright, Chairperson of Keene Housing's Joint Loss Safety Committee stated the committee's primary function is to serve as a two-way channel of communication between Keene Housing management and staff to promote safety awareness throughout the workplace. The committee meets on a quarterly basis and is comprised of 4 staff and 4 members of the management team. At each meeting, the committee reviews employee injuries and resident claims/incidents to assess the cause and if any action should be taken to prevent future incidents. She reviewed the incidents reports in 2019:

- 6 employee incidents reported resulting in no lost time from work
    - 2 – slips and falls due to snow/ice
    - 1 – trip in parking lot
    - 1 – lost balance and fell from ladder while changing smoke detector
    - 1 – lifting/back strain
    - 1 – auto – backed into fence
- 4 resident injuries reported resulting from
    - 3 – slips and falls (snow/ice/excessive salt)
    - 1 – headache from chemical odor
- 2 property claims
    - sewer back up – same unit, 2 separate events

When a reported incident is resulting from snow/ice, the maintenance team immediately visits the area to remedy the situation; including excess snow removal and spreading salt. Salt buckets are also located in all common areas for residents and staff.

The Director of Administration receives all incident reports and addresses items with the claimant that could have been done to prevent the incident; including appropriate footwear, appropriate lifting techniques, etc. Safety tips are also included in the Quarterly Human Resource Newsletter, the resident Grapevine Newsletter and posted to the intranet targeting high risk factors relevant to KH staff.

OLD BUSINESS:

No topics were presented.

PUBLIC COMMENT:

No comments were presented.

NON-PUBLIC SESSION:

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

Commissioner Slack made a motion to adjourn the meeting. Commissioner Marsh seconded the motion, which upon being put to vote, was passed unanimously. There being no further business, Chairperson Mack adjourned the Board meeting at 1:12 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

1/31/2020
Date

Keene Housing

Resolution No. 657

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item:

   House Rules/Occupancy Rules Handbook Revisions

2. Date of Board Meeting: February 20, 2020

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners approve and adopt the revised Lease Addendum Occupancy Rules; and further authorize the Executive Director to make any technical corrections necessary pursuant to the memorandum dated February 5, 2020 from Denise Pratt, Director of Housing and Services, to Joshua R. Meehan, Executive Director.

4. All Backup Attached? Yes ☐ No ☐

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

5. Department Head Approval Signature Denise Pratt Date: 2-6-20

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: 2/6/20

To: Joshua Meehan, Executive Director
From: Denise Pratt, Director of Housing and Services
Subject: House Rules/Occupancy Rules Handbook
Date: February 5, 2020

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 are subject to periodic review and revision and 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 October 2019. The House Rules were reviewed in January of this year to ensure the Community Gardens and Community Connections program descriptions were incorporated into the document.

It was determined that:

- The document title of "House Rules/Occupancy Rules Handbook" be revised to "Lease Addendum Occupancy Rules".
- The Community Gardens information was moved from the body of the document to page 1.
- The description of the Community Connections program was added to the document on page 1.
- Upon recommendation by legal counsel, language be added regarding recordings and surveillance that prohibits anyone to install, any device(s) which surveils and/or records photographs, audio, or video in any common areas of Keene Housing property without the prior written consent of Keene Housing.

CONCLUSION

The Lease Addendum Occupancy Rules contains minimal revisions and one substantive change.

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 Lease Addendum Occupancy Rules; and further authorize the Executive Director to make any technical corrections necessary pursuant to the memorandum dated February 5, 2020 from Denise Pratt, Director of Housing and Services, to Joshua R. Meehan, Executive Director.

Keene Housing

831 Court Street, Keene, NH 03431
PHONE & TTD – 603.352.6161
FAX – 603.352.6845

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.

Community Connections
Community Connections connects residents and voucher holders who are elderly and/or disabled with services, resources and programs in the community and to build a fun, thriving community to live in and enjoy. The Community Connections Resident Services Coordinator can help connect you with services such as DHHS applications and recertifications, home health care services, and community services and supports information and referrals. For more information please contact the Community Connection Resident Services Coordinator at 603-352-6161 or by email at info@keenehousing.org.

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.

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

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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.

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.

Recordings and Surveillance

Tenant shall not install, nor allow anyone else to install, any device(s) which surveils and/or records photographs, audio, or video in any common areas of Keene Housing property without the prior written consent of Keene Housing. Such recordings violate the privacy of other tenants. Violation of this policy shall be a violation of the lease and may form the basis for eviction. Photographs taken by Tenant or Tenant's household members, guests, and invitees of Tenant or Tenant's household members, guests, and invitees with such individual(s)' permission shall **not** be deemed a lease violation.

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 assault, 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 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 their 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

_____

Address Street Apt # City

Keene Housing

Resolution No. 658

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item

   Approval of Executive Director Travel

2. Date of Board Meeting: February 20, 2020

3. Proposed Board Resolution:

   Resolution: That the Keene Housing Board of Commissioners authorizes Executive Director Meehan to travel to Denver, CO for the Public Housing Authorities Directors Association (PHADA) 2020 Annual Convention & Exhibition, which runs from May 31, 2020 – June 3, 2020, pursuant to the memorandum dated January 31, 2020 from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director.

4. All Backup Attached?

   Yes X No ☐

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

5. Department Head Approval Signature Amy Wright Date: 1/31/20

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: 1/31/20

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration
Subject: Executive Director Travel
Date: January 31, 2020

This memorandum recommends that the Keene Housing Board of Commissioners authorizes Executive Director Meehan to travel to Denver, CO for the Public Housing Authorities Directors Association (PHADA) 2020 Annual Convention & Exhibition, which runs from May 31, 2020 – June 3, 2020.

The convention provides Secretary Meehan the opportunity to learn the latest legislative, budgetary and regulatory matters affecting housing authorities. Topics include the President's proposed 2021 budget and HUD's implementation of the final Fiscal Year 2020 spending measure. PHADA also plans to cover important legislation including Representative Maxine Water's bill to infuse billions of dollars into the Capital Fund, and the "Green New Deal" for public housing.

Although no arrangements have been made, pending Board approval, the total cost for travel and accommodations is not expected to exceed $3,000.

RECOMMENDATION

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

> **Resolution:** That the Keene Housing Board of Commissioners authorizes Executive Director Meehan to travel to Denver, CO for the Public Housing Authorities Directors Association (PHADA) 2020 Annual Convention & Exhibition, which runs from May 31, 2020 – June 3, 2020, pursuant to the memorandum dated January 31, 2020 from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director.

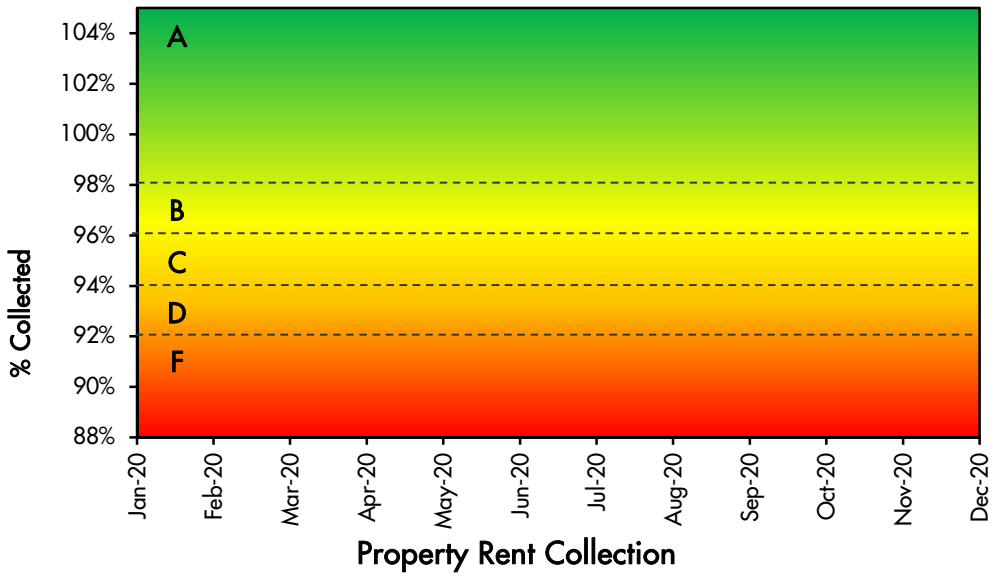
Keene Housing

MANAGEMENT REPORT
JANUARY 2020

Residential Property Rent Collection Report
January 2020

Community	Month Billed	Month Collected	% Collected	Monthly Grade	YTD Billed	YTD Collected	% YTD Collected	YTD Grade
Ash Brook Apartments	$10,339	$10,339	100.0%	A	$10,339	$10,339	100.0%	A
Bennett Block	$5,679	$5,871	103.4%	A	$5,679	$5,871	103.4%	A
Brookbend East	$16,162	$15,117	93.5%	D	$16,162	$15,117	93.5%	D
Brookbend West	$13,362	$13,874	103.8%	A	$13,362	$13,874	103.8%	A
Central Square Terrace	$20,453	$20,390	99.7%	A	$20,453	$20,390	99.7%	A
Cottage Street	$1,441	$1,474	102.3%	A	$1,441	$1,474	102.3%	A
Evergreen Knoll LP	$14,483	$14,672	101.3%	A	$14,483	$14,672	101.3%	A
Forest View	$19,490	$18,636	95.6%	C	$19,490	$18,636	95.6%	C
Harper Acres	$44,656	$44,570	99.8%	A	$44,656	$44,570	99.8%	A
Meadow Road Apartments	$7,009	$6,720	95.9%	C	$7,009	$6,720	95.9%	C
North and Gilsum	$15,039	$14,669	97.5%	B	$15,039	$14,669	97.5%	B
Riverbend Apartments	$10,233	$10,302	100.7%	A	$10,233	$10,302	100.7%	A
Scattered Sites	$12,233	$11,392	93.1%	D	$12,233	$11,392	93.1%	D
Stone Arch Village Family	$12,402	$12,903	104.0%	A	$12,402	$12,903	104.0%	A
Stone Arch Village Senior	$12,186	$12,221	100.3%	A	$12,186	$12,221	100.3%	A
Totals	**$215,167**	**$213,150**	**99.06%**	**A**	**$215,167**	**$213,150**	**99.1%**	**A**

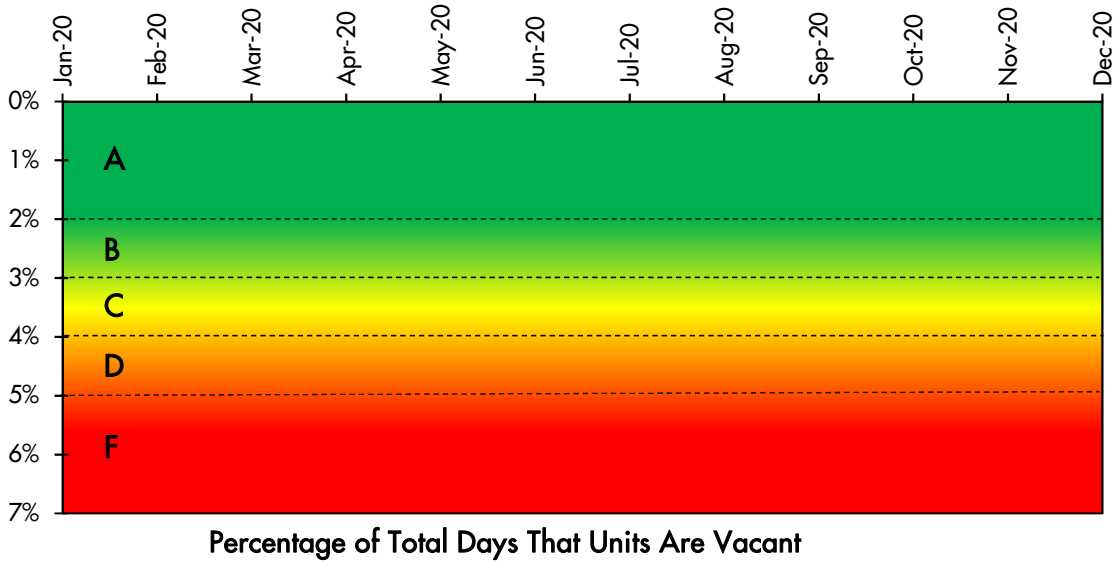
**Active Households Only*



Monthly Vacancy Report

January 2020

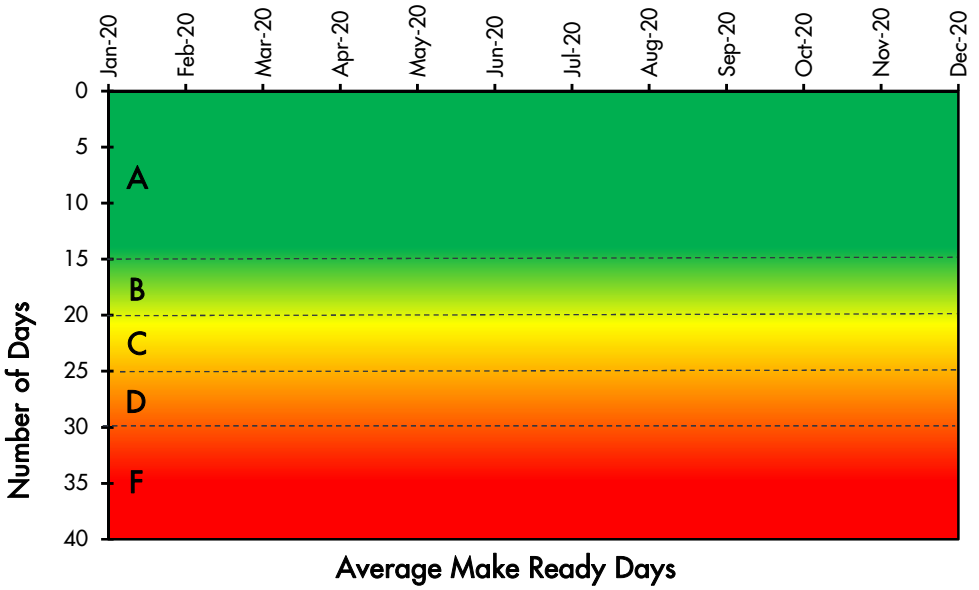
Community	Units Available	Available Days	Vacant Days	Monthly Vacancy Percentage	Monthly Grade	YTD Vacancy Percentage	YTD Grade
Ash Brook Apartments	24	744	31	4.2%	D	4.2%	D
Bennett Block	14	411	0	0.0%	A	0.0%	A
Brookbend East	40	1240	0	0.0%	A	0.0%	A
Brookbend West	35	1085	0	0.0%	A	0.0%	A
Central Square Terrace	90	2043	0	0.0%	A	0.0%	A
Evergreen Knoll LP	32	992	0	0.0%	A	0.0%	A
Forest View	38	1178	0	0.0%	A	0.0%	A
Harper Acres	112	3472	97	2.8%	B	2.8%	B
Meadow Road Apartments	18	558	0	0.0%	A	0.0%	A
North and Gilsum	29	899	31	3.4%	C	3.4%	C
Riverbend Apartments	24	744	0	0.0%	A	0.0%	A
Scattered Sites	18	558	0	0.0%	A	0.0%	A
Stone Arch Village Family	24	744	16	2.2%	B	2.2%	B
Stone Arch Village Senior	33	1023	0	0.0%	A	0.0%	A
Report Totals:	**531**	**15,691**	**175**	**1.1%**	**A**	**1.1%**	**A**



Percentage of Total Days That Units Are Vacant

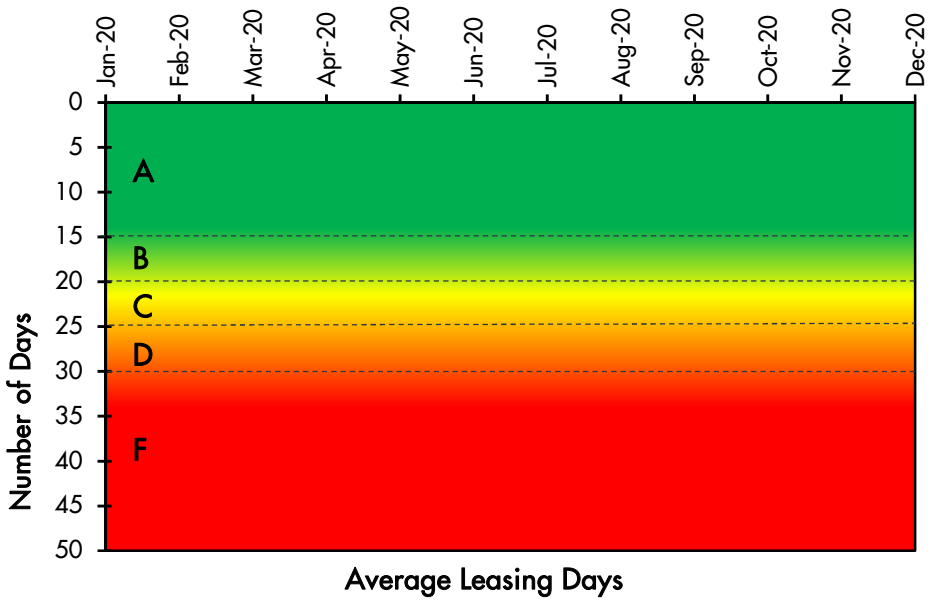
Unit Make Ready Days
January 2020

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	-	0	-	NONE
Bennett Block	0	-	0	-	NONE
Brookbend East	0	-	0	-	NONE
Brookbend West	0	-	0	-	NONE
Central Square Terrace	0	-	0	-	NONE
Evergreen Knoll LP	0	-	0	-	NONE
Forest View	0	-	0	-	NONE
Harper Acres	3	19	3	19	B
Meadow Road Apartments	0	-	0	-	NONE
North and Gilsum	1	19	1	19	B
Riverbend Apartments	0	-	0	-	NONE
Scattered Sites	0	-	0	-	NONE
Stone Arch Village Family	0	-	0	-	NONE
Stone Arch Village Senior	0	-	0	-	NONE
Report Totals:	**4**	**19**	**4**	**19**	**B**



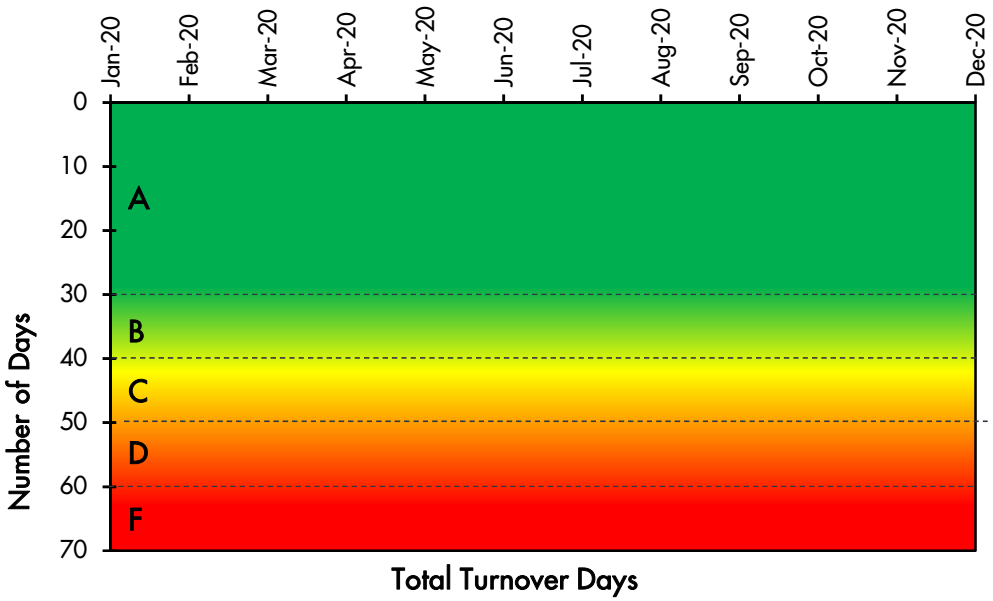
Leasing Days
January 2020

Community	Number of Units Leased	Average Leasing Days	YTD Number of Units Leased	YTD Avg Leasing Days	YTD Grade
Ash Brook Apartments	1	23	1	23	C
Bennett Block	0	-	0	-	NONE
Brookbend East	0	-	0	-	NONE
Brookbend West	0	-	0	-	NONE
Central Square Terrace	23	2	23	2	A
Evergreen Knoll LP	0	-	0	-	NONE
Forest View	2	25	2	25	C
Harper Acres	4	67	4	67	F
Meadow Road Apartments	0	-	0	-	NONE
North and Gilsum	0	-	0	-	NONE
Riverbend Apartments	0	-	0	-	NONE
Scattered Sites	0	-	0	-	NONE
Stone Arch Village Family	2	38	2	38	F
Stone Arch Village Senior	0	-	0	-	NONE
Report Totals:	**32**	**14**	**32**	**14**	**A**



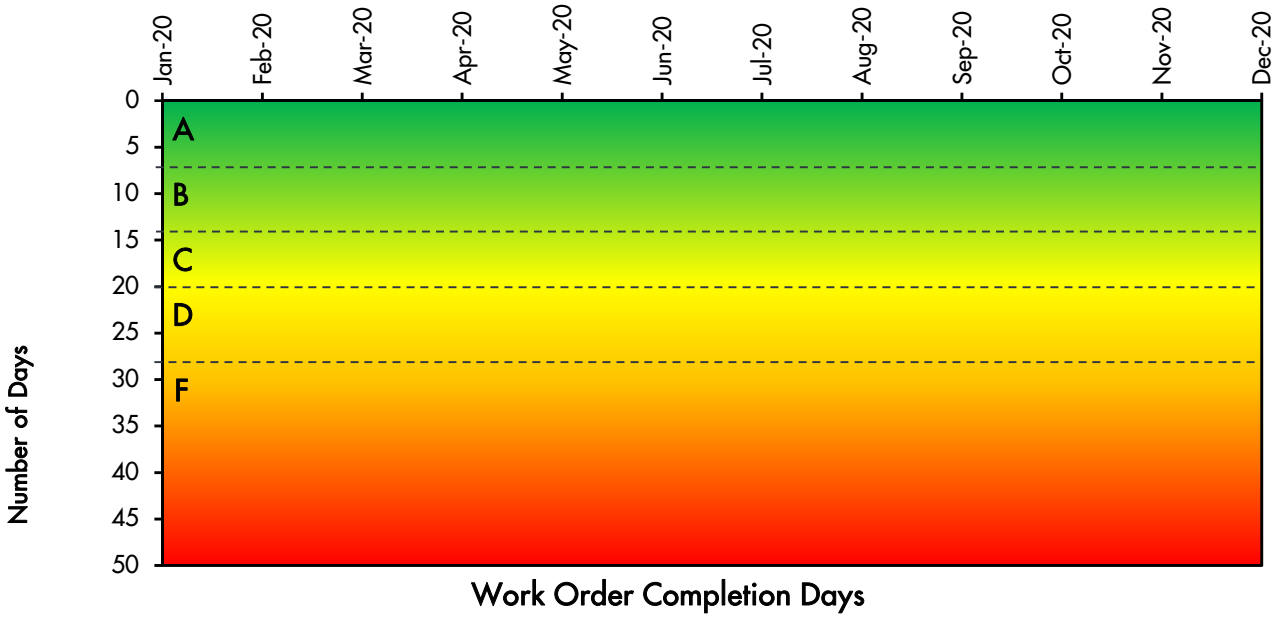
Unit Turnover
January 2020

Community	Number of Units Turned in Month	Average Turnover Days	YTD Number of Units Turned	YTD Avg Turnover Days	YTD Grade
Ash Brook Apartments	1	30	1	30	A
Bennett Block	0	-	0	-	NONE
Brookbend East	0	-	0	-	NONE
Brookbend West	0	-	0	-	NONE
Central Square Terrace	23	2	23	2	A
Evergreen Knoll LP	0	-	0	-	NONE
Forest View	2	39	2	39	B
Harper Acres	4	83	4	83	F
Meadow Road Apartments	0	-	0	-	NONE
North and Gilsum	0	-	0	-	NONE
Riverbend Apartments	0	-	0	-	NONE
Scattered Sites	0	-	0	-	NONE
Stone Arch Village Family	2	68	2	68	F
Stone Arch Village Senior	0	-	0	-	NONE
Report Totals:	**32**	**19**	**32**	**19**	**A**



Residential Property Non-Emergency Work Order Completion Days
January 2020

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	1	0	A
Ash Brook Apartments	9	1	A	9	1	A
Bennett Block	8	0	A	8	0	A
Brookbend East	3	0	A	3	0	A
Brookbend West	8	0	A	8	0	A
Central Square Terrace	43	0	A	43	0	A
Cottage Street	3	0	A	3	0	A
Emerald Street House	1	0	A	1	0	A
Evergreen Knoll LP	7	1	A	7	1	A
Forest View	18	1	A	18	1	A
Harper Acres	30	0	A	30	0	A
Keene Housing Main Office	7	0	A	7	0	A
Meadow Road	11	1	A	11	1	A
North and Gilsum	21	1	A	21	1	A
Riverbend Apartments	4	0	A	4	0	A
Scattered Sites	9	1	A	9	1	A
Stone Arch Village Family	16	1	A	16	1	A
Stone Arch Village Senior	9	1	A	9	1	A
Report Totals:	**208**	**1**	**A**	**208**	**1**	**A**



Residential Property Emergency Work Order Completion Days
January 2020

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 2020 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	$419,418	$339,948	81%	582	$584	102%	572	$720	$79,470
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$419,418	$339,948	81%	582	$584	102%	572	$720	$79,470

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	$419,418	$334,293	94%	538	$621	94%	572	$720	$85,125
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$419,418	$334,293	94%	538	$621	94%	572	$720	$85,125

Affordable Housing Preservation Program (AHPP)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$14,526	$14,403	99%	18	$800	100%	18	$0	$123
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$14,526	$14,403	99%	18	$800	100%	18	$0	$123

Non-Elderly Disabled (NED)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$51,467	$51,744	101%	97	$533	97%	100	$460	($277)
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$51,467	$51,744	101%	97	$533	97%	100	$460	($277)

Mainstream (MS)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$28,167	$27,927	99%	51	$548	102%	50	$0	$240
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$28,167	$27,927	99%	51	$548	102%	50	$0	$240

2017 Mainstream (MS)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$0	$10,479	0%	16	$0	84%	19	$0	-$10,479
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$0	$10,479	0%	16	$0	84%	19	$0	-$10,479

FY20 utilization targets are 98% in NEDs, 98% in AHPP, 93% in MTW without THASP, 101% with THASP, MS5 98% and 2017 MS 98%.

2019 Summary

Program	UMA	UML	% UML
MTW	6863	7138	96%
NED	1200	1153	96%
AHPP	216	216	100%
MS5	600	592	99%
2017 MS	228	34	15%

Keene Housing

FINANCE REPORT
JANUARY 2020

Financial Report – December 31, 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 $3.9m which is a net increase of $2.3m from the budget of $1.5m. No **longer reporting on the old CST property since it has been sold.**

OPERATING REVENUES are $18.7M, a net increase of $3.1M as compared to the budget of $15.5m. The most significant changes are related to:

VARIANCES for Revenue categories (Less)/Higher than Budget		
$109,408	Rents/HAP	The final KH's HUD budget approved MTW funding for 2019 was $5,832k. KH requested Non-HAP reimbursements throughout the year but there was $107k that remained at HUD as of 12/31/2019. Mainstream funding was over budget by $2k (including the new 19 vouchers), Special Purpose voucher funding was under budget by $3k.
$692,991	Other Income	Other Income is related to miscellaneous income and is higher than budget. Grants funds: CHT admin revenue is over budget by $3k. Interest income is over budget by $20k. KH received a grant for the Forestview heat upgrade project of $125k and an Eversource rebate for $426k. There was also revenue from the LP distribution of $138k to MAHC when CST was sold.
($1,844)	Management Fees	Management fees are slightly over budget.
$855,768	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.
($148,434)	Vacancy Loss (reduction to revenue)	Vacancy Loss (higher than budget is more of a reduction to revenue): KAHP budget = $5k, year to date vacancy= $34k, over budget by $29k CST budget = $189k, year to date vacancy= $294k, over budget by $105k BBW budget = $18k, year to date vacancy= $30k, over budget by $12k BBE budget = $20k, year to date vacancy= $22k, over budget by $3k
($7,756)	Tenants Charges	Tenants Charges (laundry, damages, other fees) less than expected.
($107,786)	Admin Funding	HUD Section 8 is under budget by $98k, the income matches the actual spent and KH is spending less of Admin Exp than budget. The Mainstream admin funding is by formula and under budget by $8k. NEDs is on budget.
$1,392,347	**Higher than Budget**	**Operating Revenue**
($5,156)	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.
$1,742,701	MTW Transfer	The 2019 MTW Non-HAP funding budget is $757k used for Non-HAP initiatives. KAHP/RB Capital Impr, Resident Serv, KHKC = $892k actual
$3,129,892	**Higher than Budget**	**Total Revenue**

OPERATING EXPENSES are $14.8m, a net increase of $791k as compared to the budget of $14.0m. The most significant changes are related to:

VARIANCES for Expense categories (Less)/Higher than Budget		
($120,223)	Admin Expenses	Administrative Expenses were mostly under budget except these items were over budget: Capital Needs Assessments consulting by $8k, Technical Assistance by $13k, Bad Debt $25k, and Housing Fees $8k. A significant under budget was for the Software upgrades are not completed this year and under by $75k.
($141,536)	Payroll and Benefits	Benefit Expenses are under budget by $97k. Salaries are under budget by $35k. FICA is under buget by $9k.
($62,963)	Utilities Expenses	Fuel Expense is under budget by $45k.(Under budget: KAHP $7k, BBE $5k, BBW $6k,CST $18k) Water & Sewer under budget by $10k. (Under budget: CST by $13k, BBW by $5k and BBE over by $5k) Electric is under budget by $8k. (KAHP $5k)
($624)	Maint Expenses	Maintenance Expenses under budget by $106k: Materials by $21k, Security $39k, Snow removal $20k, Contract Maint $16k, Grounds $12k. Maintenance Expenses over budget by $42k: Misc Equip by $20k, Waste Removal by $4k, Plumbing by $9k, Flooring by $26k, Vehicles Repair by $5k, Maint Repairs $38k.
($81,374)	Insurance Expenses	Insurance Expenses under budget due lower premiums across the properties.
$42,183	Property Tax Exp	Property Taxes over budget due to increases across the properties.
($7,628)	Partnership taxes	Partnership Taxes on budget due to CST sale.
$211,601	Interest/Amort Expenses	Interest/Amort Expenses for the CST construction loan and deferred finance charges.
($36,106)	Resident services	Residential Services are under budget related to RSR participant development grant were under utilized by $23k.
($4,567)	Relocation Services	Relocation services are related to CST tenant moves, have been reimbursed.
($121,264)	HAP disbursements	HAP disbursements for Section 8 Vouchers are over by $16k, Special Purpose Vouchers are under budget by $20k an Mainstream Vouchers (with 19 new ones) are under budget by $117k.
($322,501)	**Lower than Budget**	**Operating Expenses**
$88,223	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.
$1,025,111	MTW Transfer	The 2019 MTW Non-HAP funding budget is $757k used for Non-HAP initiatives. KAHP/RB Capital Impr, Resident Serv, KHKC = $892k actual
$790,833	**Higher than Budget**	**Total Expenses**

Keene Housing

Income Statement - Comparing Actuals to Budget - YTD - as of December 31, 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)	168,583	1,175,578	1,831,084 Higher Revenue	824,091 Higher Expenses	Revenue is MTW transfer $892k in; then out to funds capital projects and KHKC. Dev Fee received $956k from old CST.
Monadnock Affordable (MAHC)	61,235	549,954	469,052 Higher Revenue	(19,664) Lower Expenses	
Keene Affordable (KAHP)	185,093	939,741	659,233 Higher Revenue	(95,413) Lower Expenses	Revenue has MTW transfer $557k in.
Meadow Road	40,721	79,537	(5,251) Lower Revenue	(44,064) Lower Expenses	
Roxbury St Shelter	19,568	8,740	(7,536) Lower Revenue	3,292 Higher Expenses	
Section 8 Voucher Program (MTW)	10,000	(49,728)	(23,107) Lower Revenue	36,624 Higher Expenses	
Mainstream Voucher Program	(11,805)	120,303	(6,666) Lower Revenue	(138,776) Lower Expenses	
Special Purpose Vouchers (Non-Elderly Disabled)	(14,121)	18,544	(2,835) Lower Revenue	(35,499) Lower Expenses	
Low Income Tax Credits Properties (LIHTC)					
Brookbend East	245,558	243,997	(7,179) Lower Revenue	(5,616) Lower Expenses	
Brookbend West	188,284	196,852	(26,133) Lower Revenue	(34,695) Lower Expenses	
Evergreen Knoll	95,046	70,797	(29,353) Lower Revenue	(5,136) Lower Expenses	
Riverbend	94,344	383,946	263,451 Higher Revenue	(26,147) Lower Expenses	Revenue has MTW transfer $293k in.
Stone Arch Family	103,425	44	254 Higher Revenue	103,635 Higher Expenses	Expense includes incentive Management Fee budget=$0, Paid out $81k
Stone Arch Senior	65,910	49,569	11,284 Higher Revenue	27,628 Higher Expenses	Expense includes incentive Management Fee budget=$0, Paid out $22k
CST Housing	184,446	(4,893)	11,288 Lower Revenue	200,627 Lower Expenses	
Non-Owned/Managed Properties					
Cottage Street	5,167	4,054	(4,905) Lower Revenue	(3,792) Lower Expenses	
Ashbrook	46,845	44,695	(1,775) Higher Revenue	373 Lower Expenses	
Emerald Street	26,310	14,946	(1,626) Lower Revenue	9,738 Higher Expenses	
Fairweather Lodge	(1,214)	5,772	612 Higher Revenue	(6,373) Lower Expenses	
TOTALS	1,513,395	3,852,448	3,129,892 Higher than Budget	790,833 Higher than Budget	

(a) excluding depreciation

Keene Housing

Cash Outlay - Year to Date - as of December 31, 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	1,175,578	0	0	(37,510)	0	(1,744,939)	(4,818)		2,141,763	(611,689)
Monadnock Affordable (MAHC)	64,182	549,954	(18,859)	0	(3,308)	686,500	68,873	(587,732)	0	759,610	695,428
Keene Affordable (KAHP)	440,037	939,741	(188,190)	(80,755)	(1,152,891)	0	215,180	(71,109)	0	102,013	(338,024)
Meadow Road	17,253	79,537	(32,961)	30,600	(33,744)	0	(14,725)	(1,335)	0	44,625	27,372
Roxbury St Shelter	27,477	8,740	(1,673)	0	0	0	3,388	1,085	0	39,017	11,540
Section 8 Voucher Program (MTW)	87,255	(49,728)	n/a	n/a	n/a	n/a	100,795	(19,874)	0	118,448	31,193
Mainstream Voucher Program	147,371	120,303	n/a	n/a	n/a	n/a	681	379	0	268,734	121,363
Special Purpose Vouchers (Non-Elderly Disabled)	125,807	18,544	n/a	n/a	n/a	n/a	468	(28,846)	0	115,973	(9,834)
Low Income Tax Credits (LIHTC)											
Brookbend East	243,026	243,997	(104,041)	(26,189)	0	(86,576)	(15,219)	836	0	**255,834**	12,808
Brookbend West	174,789	196,852	(86,632)	(14,097)	0	(74,281)	(19,932)	(9,095)	0	**167,604**	(7,185)
Evergreen Knoll	31,379	70,797	(21,531)	(18,904)	(12,451)	0	(33,126)	17,274	0	**33,438**	2,059
Riverbend	49,171	383,946	(34,919)	(15,909)	(297,066)	0	(20,905)	(40,524)	0	**23,794**	(25,377)
Stone Arch Family	155,249	44	(2,257)	(10,584)	0	(6,885)	21,301	(163)	0	**156,705**	1,456
Stone Arch Senior	85,751	49,569	(33,644)	(16,820)	0	297	13,617	(9,040)	0	**89,730**	3,979
CST Housing	0	(4,893)	8,569,860	(5,678)	(9,329,286)	(631,582)	(76,542)	1,678,080	0	**199,959**	199,959
Non-Owned/Managed Properties											
Cottage Street	791	4,054	0	(647)	(2,090)	750	3,555	(1,230)		**5,183**	4,392
Ash Brook	27,280	44,695	(30,668)	(9,946)	(20,000)	311	8,704	(6,863)	0	**13,513**	(13,767)
Emerald Street	18,621	14,946	(18,566)	20,261	(24,298)	0	3,845	(13,359)	0	**1,450**	(17,171)
Fairweather Lodge	2,617	5,772	0	2,155	(4,255)	0	478	(620)	0	**6,147**	3,530
TOTAL	4,451,508	3,852,448	7,995,919	(146,513)	(10,916,899)	(111,466)	(1,484,503)	903,046	0	4,543,540	92,032

(a) excluding depreciation

Keene Housing

Balance Sheet Summary - Assets - as of December 31, 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)	1,047,470	1,094,293	0	0	0	12,315,041	154,636	438,324	15,049,764
Monadnock Affordable (MAHC)	759,610	0	0	0	0	961,192	1,314,352	760,012	3,795,166
Keene Affordable (KAHP)	102,013	272,648	850,182	0	0	50,174	18,627,836	12,158	19,915,011
Meadow Road	44,625	71,740	24,098	0	0	4,189	628,375	0	773,027
Roxbury St Shelter	39,017	0	0	0	0	94	372,937	0	412,048
Section 8 Voucher Program (MTW)	118,448	0	0	0	0	(3,614)	83	0	114,917
Mainstream Voucher Program	268,734	0	0	0	0	225	0	0	268,959
Special Purpose Vouchers (Non-Elderly Disabled)	115,973	0	0	0	0	675	0	0	116,648
Low Income Tax Credits (LIHTC)									
Brookbend East	255,834	42,277	202,547	202,360	0	16,670	5,526,504	48,516	6,294,708
Brookbend West	167,604	42,748	116,311	181,608	0	17,942	5,147,674	30,686	5,704,573
Evergreen Knoll	33,438	58,678	198,753	89,439	0	6,834	2,692,255	2,129	3,081,526
Riverbend	23,794	64,242	94,881	51,844	0	2,246	1,955,614	0	2,192,621
Stone Arch Family	156,705	22,537	75,941	84,039	0	8,587	2,538,871	2,952	2,889,632
Stone Arch Senior	89,730	33,314	139,207	127,263	0	1,835	2,820,911	8,661	3,220,921
CST Housing	199,959	66,877	5,696	0	-	9,646	9,270,605	881,582	10,434,365
Non-Owned/Managed Properties									
Cottage Street (MFS)	5,183	3,944	12,351	13,048	6,314	499	383,033	3,750	428,122
Ash Brook (MHO)	13,513	18,890	93,733	0	9,172	1,424	570,795	4,655	712,182
Emerald Street (CHO)	1,450	8,225	54,035	0	2,500	1,719	147,175	0	215,104
Fairweather Lodge (CHO)	6,147	2,554	7,383	0	0	1,360	23,623	0	41,067
TOTALS	**3,449,247**	**1,802,967**	**1,875,118**	**749,601**	**17,986**	**13,396,738**	**52,175,279**	**2,193,425**	**75,660,361**

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

Keene Housing

Balance Sheet Summary - Liabilities - as of December 31, 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)	8,181	0	14,883	0	13,889,833	1,136,866	15,049,763
Monadnock Affordable (MAHC)	0	0	277	469,196	2,824,166	501,577	3,795,216
Keene Affordable (KAHP)	15,357	0	133,350	15,416,266	4,338,808	11,230	19,915,011
Meadow Road	92,171	0	7,360	445,486	192,799	35,212	773,028
Roxbury St Shelter	40,612	0	0	277,274	110,288	(16,126)	412,048
Section 8 Voucher Program (MTW)	15,028	0	16,521	0	134,097	(50,729)	114,917
Mainstream Voucher Program	11	0	1,137	0	147,508	120,304	268,960
Special Purpose Vouchers (Non-Elderly Disabled)	38,740	0	1,826	0	57,537	18,545	116,648
Low Income Tax Credits (LIHTC)							
Brookbend East	7,099	0	8,379	955,754	5,274,711	48,760	6,294,703
Brookbend West	5,086	0	18,838	1,461,078	4,201,224	18,347	5,704,573
Evergreen Knoll	26,641	0	17,235	1,747,787	1,363,346	(73,483)	3,081,526
Riverbend	129,069	0	15,906	980,806	781,971	284,868	2,192,620
Stone Arch Family	3,857	0	13,488	588,069	2,395,061	(110,843)	2,889,632
Stone Arch Senior	1,309	0	21,456	488,491	2,771,720	(62,055)	3,220,921
Central Square Terrance	1,602,585	0	75,495	8,569,860	250,000	(63,575)	10,434,365
Non-Owned/Managed Properties							
Cottage Street	2	0	1,390	484,630	(50,313)	(7,587)	428,122
Ash Brook	1,793	0	10,535	711,784	(6,629)	(5,301)	712,182
Emerald Street	1,179	0	4,339	116,382	86,797	6,407	215,104
Fairweather Lodge	0	0	2,958	0	36,205	1,904	41,067
TOTALS	**1,988,720**	**0**	**365,373**	**32,712,863**	**38,799,129**	**1,794,321**	**75,660,406**

Capital Purchases/Renovations details 2019

Description	Location	Budget Original Approved	Actual Spent in 2019	Budget Variance (over)	
Unplanned Life/Safety or RA	KAHP-Harper Acres	$10,000	$0	$10,000	
Tub roll-in (10 units at $4000 full replace)	KAHP-Harper Acres	$5,000	$0	$5,000	
Door Operators	KAHP-Harper Acres	$0	$3,909	($3,909)	
Arch Fees for Solar project 2018	KAHP-Harper Acres	$0	$2,459	($2,459)	
Front/Back entry porch roof (14@ $2495)	KAHP-Harper Acres	$34,930	$26,816	$8,114	
Heat Pump Project	KAHP-Forest View	$890,800	$1,104,110	($213,310)	(a)
Beam Replacement unit # 8	KAHP-Forest View	$0	$1,925	($1,925)	
Unplanned Life/Safety or RA	KAHP-Forest View	$10,000	$0	$10,000	
Unplanned Life/Safety or RA	KAHP-North & Gilsum	$10,000	$0	$10,000	
Window project from 2018	KAHP-North & Gilsum	$0	$26,234	($26,234)	
Remediation Of Ground Soil monitoring	KAHP-Bennett	$7,598	$9,719	($2,121)	
Unplanned Life/Safety	KAHP-Bennett	$10,000	$0	$10,000	
Insulation/foam basements	KAHP-West St.	$3,000	$0	$3,000	
Plastic in Basement (add)	KAHP-17-19 Roxbury Ct	$2,000	$0	$2,000	
Kitchen upgrade (one Kitchen)	KAHP-17-19 Roxbury Ct	$10,000	$0	$10,000	
Asphalt Parking lot and sidewalks (w/eng fees)	Riverbend Apartments	$288,364	$297,066	($8,702)	
Wood Trim on all buildings	Meadow Rd	$15,000	$33,744	($18,744)	
Bathroom Fan/Light (18 @ $350)	Meadow Rd	$6,300	$0	$6,300	
Bathroom Shower Value (16 @ $300)	Meadow Rd	$4,800	$0	$4,800	
Landscaping Fencing around garden	Meadow Rd	$6,000	$0	$6,000	
New Bathrooms (1 @ $3500)	Meadow Rd	$3,500	$0	$3,500	
	Sub-Total Projects	**$1,317,292**	**$1,505,982**	**($188,690)**	
LESS FUNDING:					
MTW Funding expected in 2019		$894,239	$850,456	($43,783)	
Meadow Rd. Cash/Reserve on hand		$35,600	$33,744	($1,856)	
KAHP Cash on hand, MTW Block Grant		$387,453	$496,782	$109,329	
Project at Forestview Apt (heat pumps/solar) - Chartible Foundation, Rebates		0	$125,000	$125,000	
	Unfunded projects	**$0**	**$0**	**$0**	
(a) a rebate was received from Eversourse for $475,500, these funds will be applied to the next heat pump project at N&G.					

Light Alarm (for notification of boiler down)	Evergreen Knoll	$5,000	$0	$5,000
Dumpster Pad	Evergreen Knoll	$10,000	$6,600	$3,400
Asphalt (near Maint Shed and behind HC unit)	Evergreen Knoll	$5,000	$4,100	$900
Unit Thermostats (32 @ $100))	Evergreen Knoll	$3,200	$3,200	$0
Unplanned life/safety or RA	CST	$10,000	$0	$10,000
Playground shading	Brookbend West	$3,000	$0	$3,000
Playground shading	Brookbend East	$3,000	$0	$3,000
Vehicles	Locals	$30,000	$37,510	($7,510)
Maint	MAHC	$0	$3,308	($3,308)
Sheds	Cottage St.	$0	$2,090	($2,090)
Landscaping (Phase II)	Ashbrook	$20,000	$20,000	$0
Roof	Emerald	$25,000	$24,298	$702
Heater replacement	Fairweather Lodge	$4,029	$4,029	$0
	Sub-Total Projects	**$118,229**	**$105,135**	**$13,094**

TOTAL CAPITAL purchases/renovations	**GRAND TOTAL Projects**	**$1,435,521**	**$1,611,117**	**($175,596)**

Major Renovation Projects	Location	SOURCES or NOTES:	
Rehabilitation Planning 2018/2019	CST	$5,140,391	Development
Rehabilitation Planning 2019/2020/2021	KAHP-Bennett Block	$22,511	Pre-development
New Development Planning 2019/2020/2021	KAHP-Harper Acres 105 Castle St.	$9,775	Pre-development

Keene Housing-Active Contracts

Energy Consulting Services	Nova Consulting Group	02/01/15 - 01/31/16	1/31/2020	remaining renewal options: Out for Bid	<$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
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	
Printing/Binding	Silver Direct	11/1/17-10/31/19	10/31/2020	remaining renewal options: 2 (2021, 2022)	as needed	
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	
Lawn Care	AGM Landscaping	01/01/18 -11/30/19	11/30/2020	remaining renewal options: 2 (2021, 2022)		$68,550

Keene Housing-Active Contracts

Type of Services	Vendor	Original Contract Dates	Current Expiration	Renewal Options	2019 ANNUAL	2019 ANNUAL Contract
Energy Consulting Services	Nova Consulting Group	02/01/15 - 01/31/16	1/31/2020	remaining renewal options: Out for Bid	<$50,000.00	
Lawn Care	AGM Landscaping	04/01/19 -11/30/20	11/30/2020	remaining renewal options: 2 (2021, 2022)		$72,800
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	
Environmental Services	LE-Environmental	12/07/16 - 12/06/17	12/7/2020	remaining renewal options: 2 (2021, 2022)	<$50,000.00	
Capital Needs Assessment	GDS Associates	07/01/17- 06/30/18	12/18/2020	remaining renewal options: 0		$8,676
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
Graphic Design	Silver Direct	02/01/19 - 1/31/20	1/31/2021	remaining renewal options: 3 (2022, 2023, 2024)	< $15,000.00	
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	
Copier/Printer Leases	US Bank	10/25/2019-10/25/2024	10/25/2024	remaining renewal options: 4 (2021, 2022, 2023, 2024)		$12,063
Copier/Printer Leases	US Bank	10/25/2019-10/25/2024	10/25/2024	remaining renewal options: 4 (2021, 2022, 2023, 2024)		$121
Copier/Printer Leases	US Bank	10/25/2019-10/25/2024	10/25/2024	remaining renewal options: 4 (2021, 2022, 2023, 2024)		$1,101

FEBRUARY 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3 SAVS Bingo	4 NHHFA Management Review Ash Brook Quarterly Staff Training	5 CST Game Night	6 CST Bingo	7	8
9	10 SAVS Bingo 2/10 - 2/14 Otis Atwell Audit	11	12 CST Game Night	13 CST Bingo	14	15
16	17 Office Closed President's Day SAVS Bingo	18	19 CST Game Night	20 Board of Commissioners Meeting CST Bingo	21 Strengthening New Hampshire: Creating Equitable Opportunities for All Granite Staters	22
23	24 SAVS Bingo Harper Acres Indoor Spring Gardens	25 CST Indoor Spring Gardens	26 CST Game Night SAVS Indoor Spring Gardens	27 CST Bingo	28	29

March 2020

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