Keene Housing

# Keene Housing
# Board of Commissioners Meeting
# March 19, 2020

Central Square Terrace

**CONFERENCE CALL ONLY**
DIAL 712-432-6110
ENTER PASSCODE: 796108#

Keene Housing

Board of Commissioners Meeting
Thursday, March 19, 2020
Table of Contents


Agenda……..1

February 20, 2020 Board Meeting Minutes……..2

Approval of the Amended Fiscal Year 2020 Moving to Work Annual Plan……5

Approval of the Fiscal Year 2019 Moving to Work Annual Report……20

Adoption of the Revised Employee Handbook……23

Adoption of Tenant Charges……25

Approval of 2020 Capital Budget Revision……28

Approval of Suspension of Evictions……31

Housing Management Report……42

Finance Report……52

Active Contract List……57

Community Connections Dashboard Report……59

Infographic: Serving the Homeless in 2019……63

Keene Housing Kids Collaborative 2019 Annual Report……64

Keene Housing Calendar of Events……66

Keene Housing

BOARD OF COMMISSIONERS MEETING
THURSDAY, MARCH 19, 2020
12:00 P.M.
CONFERENCE CALL
DIAL 712-432-6110 AND ENTER PASSCODE: 796108#

AGENDA

I. Call to Order

II. Roll Call

III. Approval of the February 20, 2020 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 the Amended Fiscal Year 2020 Moving to Work Annual Plan (Resolution No. 659)

c. Approval of the Fiscal Year 2019 Moving to Work Annual Report (Resolution No. 660)

d. Adoption of the Revised Employee Handbook (Resolution No. 661)

e. Adoption of Tenant Charges (Resolution No. 662)

f. Approval of 2020 Capital Budget Revision (Resolution No. 663)

g. Approval of Suspension of Evictions (Resolution No. 664)

h. Community Connections Dashboard Report

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, February 20, 2020

Chairperson Mack called the Keene Housing Board of Commissioners meeting to order at 12:00 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
- Chris Coates, Commissioner
- Susan Shaw, 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
- Leslie Horne, Property Manager
- Linda Mangones, Special Advisor for Planning and Development
- Scott Arlen, Supervisor Foreman
- Chris Sherrick, Maintenance Aide II
- Patty Pike, Maintenance Aide II
- Paul Painchaud, Maintenance Aide II
- Brett King, Maintenance Aide II
- Josh Crocker, Maintenance Aide II
- Lenny LeBlanc, Maintenance Aide II
- Rob Stearns, Maintenance Aide II
- Dave Garrapy, Maintenance Aide II
- Mark Ferron, Maintenance Aide II

## MINUTES:

Chairperson Mack called for approval of the January 23, 2020 Board of Commissioners meeting minutes. Commissioner Slack 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 introduced and welcomed Susan Shaw, Keene Housing's new Resident Commissioner. Secretary Meehan invited Sandy Clark, Director of Facilities and Assets to introduce the Facilities and Assets' staff. The Board of Commissioners expressed their appreciation of the team's efforts to keep the properties well-maintained and looking great.

Secretary Meehan announced new roofs and solar panels at North and Gilsum will happen sooner than expected due to the Eversource Rebate Program. A request for qualifications for the project is being released soon. Secretary Meehan stated the transfer of the shelters to Southwestern Community Services (SCS) is delayed and will likely happen in late Spring 2020.

Keene Housing submitted a Community Development Block Grant (CDBG) application for the rehabilitation of Bennett Block. Community Development Finance Authority (CDFA) conducted a site visit on February 19th and the meeting went very well.

Secretary Meehan stated HUD is proposing the separation of Moving to Work (MTW) funding and Public Housing funding. Analysis of the proposal is currently underway.

## MANAGEMENT REPORT:

Ms. Pratt reviewed the management report and commented on the vacancies.

## FINANCE REPORT:

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

## NEW BUSINESS:

### Resolution No. 657 - Approval of House Rules/Occupancy Rules Handbook Revisions

The Keene Housing Board of Commissioners approves and adopts 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. Commissioner Slack moved the motion to approve the resolution. Commissioner Coates seconded the motion, which upon being put to vote, was passed unanimously.

### Resolution No. 658 - Approval of Executive Director Travel

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. Commissioner Slack moved the motion to approve the resolution. Commissioner Coates seconded the motion, which upon being put to vote, was passed unanimously.

## OLD BUSINESS:

No topics were presented.

## PUBLIC COMMENT:

No comments were presented.

## NON-PUBLIC SESSION:

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

Chairperson Mack suspended the Public Session at 12:59 p.m. on Thursday, February 20, 2020 to convene a Non-Public Session.

Vice Chairperson Moses made a motion to reconvene Public Session. Commissioner Slack seconded the motion, which upon being put to vote, the motion to reconvene Public Session passed unanimously.

PUBLIC SESSION RECONVENED:

Chairperson Mack reconvened the Public Session on Thursday, February 20, 2020 at 1:23 p.m. Chairperson Mack stated the Board of Commissioners voted during non-public session to seal the minutes of that session.

Commissioner Slack made a motion to adjourn the meeting. Commissioner Coates seconded the motion, which upon being put to vote, was passed unanimously. There being no further business, Chairperson Mack adjourned the Board meeting at 1:25 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

3/2/2020
Date

Keene Housing

Resolution No. 659

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item

   Amended Fiscal Year 2020 Moving to Work Annual Plan

2. Date of Board Meeting: March 19, 2020

   The Keene Housing Board of Commissioners approves adoption of the Amended FY 2020 Moving to Work Annual Plan; authorizes any technical corrections and changes to the document; and authorizes the submission of the final Report to HUD pursuant to the March 9, 2020 memorandum from Denise Pratt, Director of Housing and Services to Joshua R. Meehan, Executive Director.

3. All Backup Attached?

   Yes X No ☐

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

4. Department Head Approval Signature Denise Pratt Date: 3-9-20

5. Statement of availability of funds by Finance Manager

   Funds Budgeted and Available Yes ☐ No ☐ Source _____

   Account # _____

   Finance Manager Approval Signature _____ Date: _____

6. Executive Director Approval Signature _____ Date: 3/9/20

Keene Housing

# MEMORANDUM

**To:** Joshua Meehan, Executive Director
**From:** Denise Pratt, Director of Housing and Services
**Subject:** Fiscal Year 2020 Moving to Work Annual Plan
**Date:** March 9, 2020

This memorandum recommends that the Board of Commissioners authorize the Executive Director to submit amendments to the Fiscal Year 2020 Moving to Work Annual Plan for the proposal of four new activities.

## BACKGROUND

In 2018 Keene Housing was awarded nineteen special purpose Mainstream (2017 Mainstream) vouchers for non-elderly disabled persons and we're beginning the Foster Youth to Independence Tenant Protection Vouchers (FYI TPV) Program in partnership with the Department of Health and Human Services and the Balance of State Continuum of Care. To our pleasant surprise, HUD is allowing MTW PHAs to apply MTW flexibilities to these programs. By doing so, KH can administer these programs using streamlined administrative processes that save staff time, but more importantly allows KH staff to focus their attention on providing positive quality of life services to these vulnerable households.

The Rent Reform and Supportive Service RCT Study will use a randomized controlled trial (RCT) design that will allow us, for the first time, to study the impact of alternative rent models and the correlation of services to the economic outcomes of our work-able families. The Affordable Housing Preservation Program Rent Reform first round of triennial recertifications were processed in 2018. Between 2015, the inception of the activity, and 2018 the gross incomes of the original households increased thirty-seven (37%) from an average of $18,926 to an average of $25,926. These results provoked the design of the study which will be evaluated by our research partners the Public and Affordable Housing Research Corporation (PAHRC) and the University of North Carolina at Chapel Hill during the nine-year study period. The cohorts of the study are the stepped-rent treatment group, the tri-ennial rent treatment group and the standard rent control group. Households participating in each treatment group will then be randomly assigned to receive services through the Resident Self-Reliance Program or receive no services.

Development Grants and Rent Credits were first made available to households participating in the stepped subsidy and Resident Self-Reliance (RSR) program in 2014 to help offset the costs associated with attaining household goals and provide RSR participants financial rewards for attaining them. KH is proposing that development grants be made available to FYI TPV participants for these same reasons. The FYI TPV participants will not be required to participate in the RSR program since KH's other partners will be providing the majority of supportive services such as basic life skills, housing counseling, employment and training and education and career advancement services. KH will use an abbreviated application and track what types of financial barriers are mitigated with the use of a development grant for the FYI TPV holders.

Communications with the MTW office indicate that they will approve the application of MTW flexibilities to these programs, but what we are proposing is novel and there remains some possibility that the HUD Office of General Counsel, upon review, may disagree with the MTW office.

## AMENDMENTS

2020.03.CE-SS Rent Reform and Supportive Service RCT Study

2020.02.SS Foster Youth to Independence Tenant Protection Vouchers (FYI TPV) Rent Reform

2020.01.SS Foster Youth to Independence Tenant Protection Vouchers Development Grants

2020.02.CE 2017 Mainstream Rent Reform

## PUBLIC COMMENT

As required by our MTW Agreement, KH held a public comment period from February 10, 2020 to March 11, 2020 and public hearings on February 25, 2020. KH received no comments during the public comment period and had no attendees at either the hearing.

## RECOMMENDATION

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

> **Resolution:** Pursuant to the March 9, 2019 memorandum from the Director of Housing and Services, Denise Pratt to Executive Director Joshua R. Meehan, the Keene Housing Board of Commissioners approve adoption of the Amended FY 2020 Moving to Work Annual Plan; authorize any technical corrections and changes to the document; and authorize the submission of the final Report to HUD.

2020.03.CE-SS Rent Reform and Supportive Service RCT Study

Since joining MTW in 2000, Keene Housing has instituted two major rent reforms. The first, implemented in 2000, is the Stepped Subsidy/Resident Self Reliance program (1999.04.CE and 1999.05.SS). The program, with its combination of stepped rents and supportive services, was explicitly designed to accelerate working households' progress towards reaching economic self-sufficiency.

The second, implemented in 2015, is the Affordable Housing Preservation Program Rent Reform (2015.01.CE). While this rent reform made some fairly minor adjustments to the income calculation methodology, it replaced annual recertifications with triennial ones, and almost eliminated the need for households and KH voucher staff to interact at all between triennial recertification appointments. Households participating in the Affordable Housing Preservation Program Rent Reform activity receive no supportive services.

While the Stepped Subsidy/Resident Reliance program was developed to encourage households to boost their earnings and incur rent savings, the Affordable Housing Preservation Program Rent Reform's triennial recertification model was primarily developed to increase administrative savings. Surprisingly, an analysis of working households in the Stepped Subsidy/Resident Self Reliance program, the Affordable Housing Preservation Program Rent Reform program and those living in our Project Based Section 8 and Rural Development 515 properties between 2015 and 2018 revealed that households in the Affordable Housing Preservation Program Rent Reform program showed the largest income gains.

These results raise questions about our approach to encouraging economic growth and about the different ways low-income working households might respond to various types of rent reforms and supportive services, material versus psychological incentives, programmatic carrots versus programmatic sticks. Is it possible, as the results described above suggest, that families thrive best when they simply have an affordable place to live, at a fixed and predictable cost? Is there a combination of services and rent reforms that lead to better family outcomes than others? This activity, designed in coordination with, and evaluated by the Public and Affordable Housing Research Corporation (PAHRC) and the University of North Carolina at Chapel Hill will use a randomized controlled trial (RCT) design to examine the impact of alternative rent models on a set of household outcomes related to economic independence for working-age non-disabled adults. It will also test the combination of services plus rent models on resident outcomes.

Beginning on July 1, 2020 eligible working households will be randomly assigned to one of three rent groups, the stepped rent group (see 1999.04.CE Stepped Subsidy Rent Reform), the triennial re-certification group (see 2015.01.CE Affordable Housing Preservation

Program Rent Reform), or the control group. The control group will consist of households paying rents determined using HUD's standard income-based rent-setting methodology.

Households entering each group will then be randomly assigned to participate in the Resident Self Reliance program (see 1999.05.SS Resident Self-Reliance Program) or to receive no supportive services. This will lead to six sub-groups in which each household falls into a combined rent reform-service sub-group; a stepped rent group, a triennial re-certification group, or the control group.

An additional comparison group consisting of households participating in the Housing Choice Voucher program and receiving tenant-based or project-based vouchers from the New Hampshire Housing Finance Authority (NHHFA) will also be used to understand any differences in outcomes between households in the treatment groups and those receiving standard rents.

Based on our historic leasing and attrition rates, the study is expected to run for nine years or until the total sample size reaches one hundred and fifty households.

### Metrics

| Unit of Measurement | Baseline 2020 | Benchmark | Outcome | Benchmark Achieved? |
|---|---|---|---|---|
| SS#1 Average earned income of households affected by this policy in dollars (increase). | Average earned income of households affected by this policy prior to implementation of the activity (in dollars). | Expected average earned income of households affected by this policy prior to implementation of the activity (in dollars). | Actual average earned income of households affected by this policy prior to implementation (in dollars). | Whether the outcome meets or exceeds the benchmark. |
| | Unknown | Unknown | | |
| | | | | |

| SS#3 Report the following information separately for each category. | HOHs prior to implementation of the activity. | Expected HOH work-able households after implementation of the activity. | Actual head(s) of work-able households after implementation of the activity. | Whether the outcome meets or exceeds the benchmark. |
|---|---|---|---|---|
| Employed full-time | 0 | 6 | | |
| Employed part-time, | 0 | 6 | | |
| Enrolled in an educational program, | 0 | 0 | | |
| Enrolled in job training program, | 0 | 0 | | |
| Unemployed | 0 | 0 | | |
| Other | 0 | 0 | | |
| | | | | |
| CE#1 Total cost of task in dollars (decrease) | Cost of task prior to implementation of the activity. (in dollars) | Expected cost of task after implementation of the activity (in dollars). | Actual cost of task after implementation of the activity (in dollars). | Whether the outcome meets or exceeds the benchmark. |
| | Unknown | Unknown | | |
| | | | | |
| CE#2 Total time to complete the task in staff hours (decrease) | Total amount of staff time dedicated to the task prior to implementation of the activity (in hours). | Expected amount of total staff time dedicated to the task after implementation of the activity (in hours). | Actual amount of total staff time dedicated to the task after implementation of the activity (in hours). | Whether the outcome meets or exceeds the benchmark. |
| | Unknown | Unknown | | |

PAHRC and Keene Housing will be publishing a complete report on the study soon after it is completed.

## Cost Implications

With so many variables it is very difficult to accurately predict aggregate costs over a nine-year period, but relative revenue neutrality is expected.

## Need/Justification for MTW Flexibility

The rent reform models included in this activity were approved by HUD in 2000 and 2015 and are permitted by Attachment C D.1.c. of the Restated and Amended Moving to Work Agreement which waives certain provisions of Section 8(o)(5) of the 1937 Act and 24 C.F.R. 982.516; and Attachment C D.2.a. which waives certain provisions of Sections 8(o)(1), 8(o)(2), 8(o)(3), 8(o)(10) and 8(o)(13)(H)-(I) of the 1937 Act and 24 C.F.R. 982.508, 982.503, and 982.518.

The Resident Self Reliance Program was first approved by HUD in 2000 with the addition of Development Grants and Rent Credits approved by HUD in 2014. The activity is permitted under the Use of Funds section of the First Amendment to Attachment D. of the Amended and Restated Moving to Work Agreement.

This study, which we believe to be the first of its kind, would not be possible without the flexibility MTW provides.

## Rent Reform/Term Limit Information

This activity will only affect households entering the program after July 1, 2020 and will have no impact on current participants.

Households in the stepped rent and triennial groups experiencing hardships will have access to Safety Net as described in 1999.04.CE Stepped Subsidy Reform activity and 2015.01.CE Affordable Housing Preservation Program Rent Reform, respectively.

Beginning in 2021 and continuing each year until the study is completed, PAHRC will provide a short summary of outcomes and trends gathered from data collected during the year. This summary will be included as an appendix to the MTW Report.

## 2020.02.SS Foster Youth to Independence Tenant Protection Vouchers Rent Reform

The proposed Foster Youth to Independence Tenant Protection Voucher (FYI-TPV) rent reform activity provides a streamlined methodology for calculating rent while providing households an opportunity to increase earnings and assets without being discouraged by corresponding increases in rent.

By simplifying the rent calculation process, the activity reduces KH's administrative burden by lowering administrative costs and staff time. The activity alters the current methodology for calculating rent with the following streamlined strategies:

- Participants pay 20% of gross income towards rent for the duration of participation in the FYI-TPV program.
- Interim recertifications are limited to household composition changes and cases where the total household income permanently drops by $50 per month or more, with access to Safety Net for short term financial hardship.
- The Utility Allowance in effect at the effective date of the last regular recertification is used to calculate rents at interim recertifications.
- Households total net value of $50,000 or less are disregarded.
- Earned Income Disregard (EID) is eliminated (see activity 2015.03.CE Earned Income Disregard Discontinuance)
- Utilization of the Enterprise Income Verification system annually to determine continued eligibility of FYI-TPV participants.

Pursuant to Notice PIH 2019-20 (HA), issued July 26, 2019, and authorization from the Department of Housing and Urban Development's Foster Youth to Independence Team, MTW agencies may administer the FYI-TPV Program per their MTW Agreement as long as it is not inconsistent with Appropriations Act requirements (including the Authorizing Statute (section 8(x) of the United States Housing Act of 1937)), or the requirements of the Notice PIH 2019-20.

The activity will be implemented upon HUD's approval of the Amended FY2020 MTW Plan.

### Metrics

The following is a list of the metrics KH will track using HUD's established criteria.

| Unit of Measurement | Baseline 2020 | Benchmark | Outcome | Benchmark Achieved? |
|---|---|---|---|---|
| SS#1 Average earned income of households affected by this policy in dollars (increase). | Average earned income of households affected by this policy prior to implementation of the activity (in dollars). | Expected average earned income of households affected by this policy prior to implementation of the activity (in dollars). | Actual average earned income of households affected by this policy prior to implementation (in dollars). | Whether the outcome meets or exceeds the benchmark. |
| | Unknown | Unknown | | |
| | | | | |
| SS#3 Report the following information separately for each category. | HOHs prior to implementation of the activity. | Expected HOH work-able households after implementation of the activity. | Actual head(s) of work-able households after implementation of the activity. | Whether the outcome meets or exceeds the benchmark. |
| Employed full-time | 0 | 2 | | |
| Employed part-time, | 0 | 2 | | |
| Enrolled in an educational program, | 0 | 1 | | |
| Enrolled in job training program, | 0 | 1 | | |
| Unemployed | 0 | 0 | | |
| Other | 0 | 0 | | |
| | | | | |
| CE#1 Total cost of task in dollars (decrease) | Cost of task prior to implementation of the activity. (in dollars) | Expected cost of task after implementation of the activity (in dollars). | Actual cost of task after implementation of the | Whether the outcome meets or exceeds the benchmark. |

| | | | | |
|---|---|---|---|---|
| | | | activity (in dollars). | |
| | $608 | $200 | | |
| | | | | |
| CE#2 Total time to complete the task in staff hours (decrease) | Total amount of staff time dedicated to the task prior to implementation of the activity (in hours). | Expected amount of total staff time dedicated to the task after implementation of the activity (in hours). | Actual amount of total staff time dedicated to the task after implementation of the activity (in hours). | Whether the outcome meets or exceeds the benchmark. |
| | 18.27 | 8.25 | | |

### Cost Implications

Many youths aging out of foster care face challenges like homelessness, difficulty finding employment due to lack of employment experience and job training, and lack of permanent and safe housing options. These households are not unlike participants entering Step 1 of the Stepped Subsidy program (see activity 1999.04.CE Stepped Subsidy Rent Reform).

Like Step 1 in the Stepped subsidy program, the FYI-TPV Rent Reform activity provides a deep Housing Assistance Payment (HAP), with households only paying 20% of gross income towards rent during their participation. While it is impossible to predict actual HAP costs, with its deep subsidy, the activity will likely result in greater HAP costs. However, most participants are expected to be single-member households, resulting in smaller HAP than for larger unit households. Additionally, HUD limits the number of available of FYI-TPVs to twenty-five (25) per year. Due to these factors, we expect no meaningful or substantial impact on HAP costs.

### Need/Justification for MTW Flexibility

To promote long-term employment, educational opportunities and housing stability, the activity will enable FYI-TPV Program participants the opportunity to focus on the supportive services that accompany the FYI-TPV Program. These services provide basic life skills training, housing counseling, landlord support services, employment and training, and education and career advancement services. Youth in the FYI-TPV Program must agree to participate in these services as part of the eligibility determination by the Department of Health and Human Services (DHHS) as part of their referral process.

The FYI-TPV Program Rent Reform utilizes Attachment D. Uses of Funds. Specifically, the proposed activity decreases the tenant portion of rent and increases the HAP.

### Rent Reform/Term Limit Information

KH proposes to use 20% of gross monthly income to calculate the tenant portion of rent for the 36-month duration of the household's participation in the FYI-TPV Program in an effort to promote and support the employment and educational goals of the participants. Households are subject to all ongoing program eligibility criteria.

The FYI-TPV Program has not been fully administered as of the submission of this amendment, therefore no impact analysis can be completed until KH determines eligibility for the HAP, submits an application for the HAP, and receives the requested HAP for each eligible applicant.

KH will use HUD's metrics to track outcomes and impact of the rent reform activity on participating households and administrative costs annually. These data will be entered into KH's MIS system for reporting requirements.

If a FYI-TPV household experiences a temporary, unforeseen rent burden increase to 45% or higher of income, the household may apply to the Safety Net Program. Safety Net provides a short-term reduction in the tenant share of the rent while the household recovers from whatever event created the need for Safety Net.

KH will implement the activity upon HUD's approval of KH's Amended FY2020 MTW Plan.

MTW Authorization Attachment D. Uses of Funds.

## 2020.01.SS Foster Youth to Independence Tenant Protection Vouchers Development Grants

Learning from the success of the Development Grant and Rent Credit program (see 1999.05.SS Resident Self Reliance Program), KH will make Development Grants (DG) available to Foster Youth to Independence Tenant Protection Voucher (FYI-TPV) participants to help mitigate some of the financial barriers that may impede their self-sufficiency goals. These financial barriers may include transportation, tuition, textbooks, exams, childcare and employer required uniforms or special equipment.

KH will maintain a Development Grant application and schedule of allowable expenses to ensure that DGs are used to further participants' long-term self-sufficiency goals. DG payments are made directly to the vendor providing goods or services to the participant, rather than directly to the participant. FYI-TPV participants are not required to participate in the Resident Self-Reliance Program.

The activity will be implemented upon HUD's approval of the Amended FY2020 MTW Plan.

### Metrics

The following is a list of the metrics KH will track using HUD's established criteria.

| Unit of Measurement | Baseline 2020 | Benchmark | Outcome | Benchmark Achieved? |
|---|---|---|---|---|
| SS#1 Average earned income of households affected by this policy in dollars (increase). | Average earned income of households affected by this policy prior to implementation other activity (in Dollars). | Expected average earned income of households affected by this policy prior to implementation of the activity (in dollars). | Actual average earned income of households affected by this policy prior to implementation (in dollars). | Whether the outcome meets or exceeds the benchmark. |
| | Not available | Not available | | |

| Keene Housing Metrics | Baseline | Benchmark | Outcome | Benchmark Achieved? |
|---|---|---|---|---|
| Number of Households that received Development Grants. | 0 | 2 | | |
| | | | | |
| Total Development Grant Funds Distributed. | $0 | $1,000 | | |

### Cost Implications

KH does not expect that, given its small number of authorized FYI-TPVs, DG costs will exceed $1,000 per year.

### Need/Justification for MTW Flexibility

The use of MTW funds for the Foster Youth to Independence Tenant Protection Vouchers Development Grants activity is permitted under the Use of Funds section in the First Amendment to Attachment D. of the Amended and Restated Moving to Work Agreement.

This flexibility is needed as there is otherwise no funding available to provide Development Grants to FYI-TPV participants.

2020.02.CE 2017 Mainstream Rent Reform

The proposed 2017 Mainstream (2017 MS) Rent Reform activity provides a streamlined rent calculation methodology for households with 90% or more of their income coming from fixed sources. By simplifying the rent calculation process, the activity reduces KH's administrative burden by lowering administrative costs and staff time. The activity alters the current methodology for calculating rent with the following streamlined strategies:

- Initial year of assistance verification 90% of income is from fixed income sources.
- Years two (2) and three (3) households self-certify fixed income sources have not changed.
- Years two (2) and three (3), Cost of Living Adjustment (COLA) recertifications (see 2005.01.CE Elderly and Disabled Household Alternative Recertification activity).
- Interim recertification for fixed income changes in years two (2) or three (3) to determine continued eligibility for the streamlined recertification process.
- Annual recertifications required if the 90% from fixed sources threshold isn't met until such time as household income returns to 90% from fixed sources.
- Medical deduction threshold 7.5%.

This activity's rent determination and recertification rules will only be applied to new lease-ups upon HUD approval of the Amended FY 2020 MTW Plan.

**Metrics**

The following is a list of the metrics KH will track using HUD's established criteria.

| Standard Metric | Unit of Measure | Baseline | Benchmark | Outcome | Benchmark Achieved? |
|---|---|---|---|---|---|
| CE#1 | Total cost of task in dollars | Cost of task prior to implementation of the activity (in dollars) | Expected cost of task after implementation of the activity (in dollars) | Actual Cost of task after implementation of the activity (in dollars). | Whether the outcome meets or exceeds the benchmark. |
| | $346 | $346 | $51 | | |
| CE#2 | Total time to complete the task in staff hours (decrease). | Total amount of staff time dedicated to the task prior to implementation of the activity (in hours). | Expected amount of total staff time dedicated to the task after implementation of the activity (in hours). | Actual amount of total staff time dedicated to the task after implementation of the activity (in hours). | Whether the outcome meets or exceeds the benchmark. |
| | 14.25 | 14.25 | 3 | | |

### Cost Implications

KH expects an 85% cost decrease and staff time savings of an estimated 11 hours once the activity is implemented.

### Need/Justification for MTW Flexibility

The use of MTW funds for the 2017 Mainstream Rent Reform activity is permitted under the Use of Funds section in the First Amendment to Attachment D. of the Amended and Restated Moving to Work Agreement.

This activity is permitted by the 2017 Mainstream Voucher Program Notice of Funding Availability (NOFA), III. Eligibility Information, E. Program Specific Requirements. Specifically, "Moving to Work (MTW) agencies may administer these vouchers under their MTW agreements, unless inconsistent with Appropriations Act requirements or the requirements of this NOFA. If a conflict occurs, the Appropriations Act and/or this funding notice govern."

### Rent Reform Information

This activity's rent determination and recertification rules will only be applied to new lease-ups upon HUD approval of the Amended FY 2020 MTW Plan; therefore, no current households will be impacted by the activity's implementation.

KH will use HUD's metrics to track outcomes and the impact of the rent reform activity on participating households and administrative costs annually. These data will be entered into KH's Management Information Software system for reporting requirements.

### Hardship Case Criteria

Elderly and disabled households may request an interim at any time.

Keene Housing

Resolution No. 660

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item

   Approval of the 2019 Moving to Work Annual Report

2. Date of Board Meeting: March 19, 2020

3. Proposed Board Resolution:

   The Keene Housing Board of Commissioners approves adoption of the FY 2019 Moving to Work Annual Report; authorizes any technical corrections and changes to the document; and authorizes the submission of the final Report to HUD pursuant to the March 9, 2020 memorandum from Denise Pratt, Director of Housing and Services to Joshua R. Meehan, Executive Director.

4. All Backup Attached?

   Yes X No ☐

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

5. Department Head Approval Signature Denise Pratt Date: 3-9-20

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: 3/9/20

Keene Housing

# MEMORANDUM

**To:** Joshua R. Meehan, Executive Director
**From:** Denise Pratt, Director of Housing and Services
**Subject:** Approval of the FY 2019 Moving to Work Annual Report
**Date:** March 9, 2019

This memorandum recommends that the Board of Commissioners approve the FY 2019 Moving to Work Annual Report.

The purpose of the Annual Report is to demonstrate that KH is meeting its statutory obligations as specified in the Amended and Restated Moving to Work (MTW) Agreement with the US Department of Housing and Urban Development (HUD). KH accomplishes this by reporting the outcomes of each activity that KH has undertaken using the statutory waiver authority the Agreement grants us. HUD outlines the required components of the Report in Attachment B of our MTW Agreement.

As the Report identifies, KH has undertaken many MTW initiatives during the nineteen years of MTW activities covered in this Report. While there are many noteworthy outcomes, a few are worth particular attention. For example, our self-sufficiency activities for our non-elderly, non-disabled households – Stepped Subsidy (page XX), Resident Self-Reliance (page XX), and $0 HAP Rent Burden Test (page XX) –continue to show excellent results with activities meeting or exceeding nearly every benchmark. The number of households no longer needing our assistance reached nineteen (19) this year. Average earned income increased 11% over 2018, from $27,200 to $30,166. In addition, 22 participants were attending either an educational or job training program and one-hundred and sixty (160) households received either a development grant or rent credit or both.

While we are proud of these outcomes, the HUD-required reporting format can result in some misleading data being included. Specifically, the Affordable Housing Preservation Program Rent Reform activity (page 50) shows that self-sufficiency metrics all zeroed-out in 2019. However, this rent reform activity permits triennial income recertifications for participating households. The activity, which took effect in the summer of 2015, saw the first round of triennial recertifications processed in 2018 for the thirteen (13) original tenants living at the property at the activity's inception. The next round of recertifications for these households, assuming no turnovers, will be processed in 2021. There were no turnovers at the property in 2019. Therefore, no income data was collected in 2019, so the report shows outcomes of zero for all self-sufficiency related metrics in the Report. KH determines continued eligibility of all households annually using the Department of Housing and Urban Developments' Enterprise Income Verification System, but only requires residents to verify all of their earned income during face-to-face meeting with the Property manager once every three years.

The Housing Quality Standards (HQS) Landlord Self-Certification Inspection Protocol activity (page XX) allows landlords to inspect and certify units meet HQS standards at recertification (not initial). No landlords conducted HQS inspections in 2019. KH may propose to close-out this activity in its FY2021 MTW Plan.

While the HUD-required Report format, as evidenced by the data presented in the Affordable Housing Preservation Program Rent Reform activity is deeply flawed, we continue to be very pleased with how our existing MTW initiatives are working and the success we are having using MTW's broad regulatory flexibility to improve the lives and homes of the low and moderate income neighbors we serve.

**RECOMMENDATION**

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

> **Resolution:** Pursuant to the March 9, 2020 memorandum from the Director of Housing and Services, Denise Pratt to Executive Director Joshua R. Meehan, the Keene Housing Board of Commissioners approve adoption of the FY 2019 Moving to Work Annual Report; authorize any technical corrections and changes to the document; and authorize the submission of the final Report to HUD.

Keene Housing

Resolution No. 661

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item

   Adoption of the Revised Employee Handbook

2. Date of Board Meeting: March 19, 2020

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners adopts the revised Employee Handbook pursuant to the February 27, 2020 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: 2/27/2020

6. Statement of availability of funds by Finance Manager

   Funds Budgeted and Available Yes ☐ No ☐ Source _____

   Account # _____

   Director of Finance Approval Signature _____ Date: _____

7. Executive Director Approval Signature _____ Date: 3/2/2020

Keene Housing

# MEMORANDUM

**To:** Joshua R. Meehan, Executive Director
**From:** Amy Wright, Director of Administration
**Subject:** Revision of Employee Handbook
**Date:** February 27, 2020

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

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

Below is a summary of the proposed revisions:

- Politics: Clarification of the Hatch Act;
- Employment Practices: Addition of a Whistleblower Policy which was approved by the Board on July 18, 2019;
- Selection of Applicants: Addition of factors considered in Criminal Background Checks and Motor Vehicle Checks;
- Benefits: Correction of new hire waiting period for the 401(a) Pension Plan;
- Safety and Health Manual: Updated emergency evacuation floor sweeps;
- Drug and Alcohol Free Workplace: While medical marijuana is legal in the State of New Hampshire; it is still classified as an illegal substance under federal law; and
- Personal Appearance Policy: Wearing clothing or apparel supporting a political party or candidate is not acceptable during regular business hours.

## RECOMMENDATION

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

> **Resolution:** That the Keene Housing Board of Commissioners adopts the revised Employee Handbook pursuant to the February 27, 2020 memorandum from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director.

Keene Housing

Resolution No. 662

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item:

   Approval of Resident Charge Letter

2. Date of Board Meeting: March 19, 2020

3. Proposed Board Resolution:

   The Keene Housing Board of Commissioners adopts the revised Resident Charge Letter pursuant to the March 10, 2020 memorandum from Sandra L. Clark, Director of Facilities and Assets 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 Sandra L Clark Date: 3-10-20

6. Statement of availability of funds by Director of Finance – N/A

   Funds Budgeted and Available Yes ☐ No ☐ Source _____

   Account # _____

   Director of Finance Approval Signature _____ Date: _____

7. Executive Director Approval Signature _____ Date: 3/16/20

Keene Housing

# MEMORANDUM

**To:** Joshua R. Meehan, Executive Director
**From:** Sandra L. Clark, Facilities and Assets Director SLC
**Subject:** Approval of Resident Charge Letter
**Date:** March 10, 2020

This memorandum recommends that the Keene Housing Board of Commissioners adopt the revised Resident Charge Letter.

It has been recommended by our Attorney to simplify and make clear the charges that residents can/may incur when materials or supplies are required to repair damage beyond normal wear and tear, Keene Housing will charge the actual price for the necessary materials and supplies going forward.

The labor rate calculation was acquired by incorporating the current Maintenance Staff's average hourly pay plus costs associated with the payroll taxes and benefits.

RECOMMENDATION

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

> Resolution: That the Keene Housing Board of Commissioners adopts the revised Resident Charge Letter pursuant to the March 10, 2020 memorandum from Sandra L. Clark, Director of Facilities and Assets to Joshua R. Meehan, Executive Director.

Keene Housing

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

Welcome to your new home with Keene Housing! Prior to your move in your apartment was rehabilitated and inspected to confirm that all features, appliances and plumbing are working properly. If you find any items deficient after signing off on the move in inspection, please inform your Property Manager. In the future, if you have an issue that requires maintenance, please call in a service request to 352-6161.

We ask that you maintain your apartment and its features/fixtures with care and in good condition. Please be advised that while you are a resident of Keene Housing the following charges may be assessed and billed to you if it is determined that there is damage to an apartment feature that is above normal wear and tear (to include but not limited to); holes in walls and/or doors, a plumbing issue that is the result of misuse; the need to dispose of items that are not placed in proper refuse containers or the removal of household items left behind that are not household trash (furniture, appliances, etc.) and not cleaning the apartment when you leave.

| ITEM | CHARGE AMOUNT |
|---|---|
| Labor-regular hours-minimum 1 hour | $ 30.00 |
| Labor-After hours, nights, holidays, weekends minimum 1 hour | $ 45.00 |
| Materials/Goods – Actual invoice cost | $ TBD by invoice |
| When materials or supplies are required to repair damage beyond normal wear and tear Keene Housing will charge you for the actual price for the necessary materials and supplies. You may request a copy of the invoice(s) to verify such costs but you must make that request within thirty (30) days of the charge being incurred. | |
| Lockout during regular hours | $ 30.00 |
| Lockout during after hours | $ 45.00 |

March 2020

If you or anyone in your family is a person with disabilities, and you require a specific accommodation in order to fully utilize our programs and services, please contact the Keene Housing main office.

EQUAL HOUSING OPPORTUNITY

Keene Housing

Resolution No. 663

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item: 2020 Capital Budget Revision

2. Date of Board Meeting: March 20, 2020

3. Proposed Board Resolution:

That the Keene Housing Board of Commissioners, authorizes the adoption of the proposed revised consolidated Keene Housing 2020 Capital Budget as presented, and further authorizes the Director of Finance to make necessary line item adjustments at the discretion of the Executive Director not to exceed the aggregate total by $50,000, pursuant to the March 12, 2020 memorandum from Linda Griffin, Finance Director to Joshua Meehan, Executive Director.

4. All Backup Attached?

Yes X No ☐

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

5. Department Head Approval Signature _____ Date: _____

6. Statement of availability of funds by Finance Manager

Funds Budgeted and Available Yes XX No __ Source _____

Account #_____

Finance Manager Approval Signature _____ Date: 3/16/2020

7. Executive Director Approval Signature _____ Date: 3/16/2020

Keene Housing

# INFORMATIONAL MEMORANDUM

**To:** Joshua R. Meehan, Executive Director
**From:** Linda Griffin, Finance Director
**Cc:** Sandy Clark, Director of Facilities and Assets
**Subject:** **2020 Capital Budget Revision**
**Date:** March 12, 2020

This memorandum proposes a 2020 capital budget revision to the previously approved Keene Housing (KH) capital budget presented at the December 12, 2019 Commissioners' meeting. The proposed net increase to the capital improvements budget is $223,321, please refer to the attached listing for details.

FUNDING SUMMARY:
The Board approved original KH capital budget assumed funding sources for 2020 capital improvements totaling $1,299,300. A significant funding source is the Eversource rebate received from a previously completed 2019 project. Recently, KH was informed by the Eversource representative the N&G heat pump project is eligible to receive rebates/reimbursements as the project progresses thereby allowing KH to use those funds to make payments to the contractor. This change in the timing of the rebates will allow other funding sources to support additional projects in 2020.

CAPITAL IMPROVEMENTS PROPOSED REVISION:
KH is proposing to install new roofs at the N&G property. Our intention is to secure a contract for a Solar Photovoltaic system to be installed at this property this year and to enter into a Purchase Power Agreement (PPA). This project was not on KH original schedule to do in 2020 but we have recently been notified that the Federal Tax Credit program, that helps to keep the Purchase Power agreements at a favorable rate, will be declining each year. KH wants to take advantage of these favorable rates this year.

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

> **Resolution**: That the Keene Housing Board of Commissioners, authorizes the adoption of the proposed revised consolidated Keene Housing 2020 Capital Budget as presented, and further authorizes the Director of Finance to make necessary line item adjustments at the discretion of the Executive Director not to exceed the aggregate total by $50,000, pursuant to the March 12, 2020 memorandum from Linda Griffin, Finance Director to Joshua Meehan, Executive Director.

# 2020 Capital Purchases/Renovations details

| Description | Location | Original Budget | Revised Budget | Incr/ (Decr) | Rebates | Funding Sources |
|---|---|---|---|---|---|---|
| Unplanned Life/Safety or RA | KAHP-Harper Acres | $10,000 | $10,000 | $0 | | MTW funding |
| Brick work and Wood Trim (all Building & Mill Bldg) | KAHP-Harper Acres | $80,000 | $80,000 | $0 | | MTW funding |
| Front Door (109 Asheulot St) | KAHP-Harper Acres | $4,500 | $4,500 | $0 | | MTW funding |
| Tubs (5 units at $4000) | KAHP-Harper Acres | $20,000 | $20,000 | $0 | | MTW funding |
| Metal Soffits (Replace With Pvc around property) | KAHP-Harper Acres | $14,000 | $14,000 | $0 | | MTW funding |
| Ousdie Lights -poles only (30 at $1000) | KAHP-Harper Acres | $30,000 | $30,000 | $0 | | MTW funding |
| Canopies "doghouses" | KAHP-Harper Acres | $16,000 | $16,000 | $0 | | MTW funding |
| Water Shut Offs Located In Crawl Spaces | KAHP-Forest View | $14,196 | $14,196 | $0 | | MTW funding |
| Unplanned Life/Safety or RA | KAHP-Forest View | $10,000 | $10,000 | $0 | | MTW funding |
| Front Steps with Railings | KAHP-Forest View | $45,000 | $45,000 | $0 | | MTW funding |
| Water Spiget for outside water | KAHP-Forest View | $3,600 | $3,600 | $0 | | MTW funding |
| Water Spiget for outside water | KAHP-North & Gilsum | $3,600 | $3,600 | $0 | | MTW funding |
| Heat Pump project with (Fees=$80k) | KAHP-North & Gilsum | $629,854 | $629,854 | $0 | Yes A | MTW funding/Eversource REBATE |
| Roof & Dryer Vent with (Fees=$12k) | KAHP-North & Gilsum | | $210,000 | $210,000 | | MTW funding/Eversource REBATE |
| Unplanned Life/Safety or RA | KAHP-North & Gilsum | $10,000 | $10,000 | $0 | | MTW funding |
| Remediation Of Ground Soil plus report to DES | KAHP-Bennett Block | $10,300 | $10,300 | $0 | | MTW funding |
| Unplanned Life/Safety or RA | KAHP-Scattered Sites | $10,000 | $10,000 | $0 | | MTW funding |
| Kitchen upgrade 3 (Cabinets, Counters, Oven, Cooktop, Re | KAHP-17-19 Roxbury Ct | $17,150 | $17,150 | $0 | | MTW funding |
| Windows | KAHP-17-19 Roxbury Ct | $77,000 | $77,000 | $0 | Yes B | MTW funding/Eversource REBATE |
| Windows/Siding,wood trim w/basement vents | KAHP-Water St 309 | $100,000 | $100,000 | $0 | Yes B | MTW funding/Eversource REBATE |
| Windows/Siding/Front & Back Doors/ Overhangs | KAHP-Damon Ct | $104,000 | $104,000 | $0 | Yes B | MTW funding/Eversource REBATE |
| Front/Back/Boiler Room Doors (63 @$1400) | Meadow rd | $63,000 | $76,321 | $13,321 | Yes C | MTW funding/Eversource REBATE |
| Bathroom Fan/Light (18 @ $350) | Meadow rd | $6,300 | $6,300 | $0 | Yes C | MTW funding/Eversource REBATE |
| Bathroom Shower Value (16 @ $300) | Meadow rd | $4,800 | $4,800 | $0 | | MTW funding |
| Bathroom Sink and Kitchen Sink Value (18x2 @ $250) | Meadow rd | $9,000 | $9,000 | $0 | | MTW funding |
| New Bathrooms (2 @ $3500) | Meadow rd | $7,000 | $7,000 | $0 | | MTW funding |
| | TOTAL Keene Housing | $1,299,300 | $1,522,621 | $223,321 | | |
| LESS FUNDING: | | | | | | |
| MTW Funding expected in 2019 | | $787,000 | $787,000 | $0 | | anticipated |
| KAHP Cash on hand, MTW Block Grant | | $23,000 | $121 | ($22,879) | | anticipated |
| Eversource Rebate (from FV heat pump project 2019) | | $400,000 | $426,000 | $26,000 | | received |
| Eversource Rebate (from Door replacement) | | | $49,500 | $49,500 | | received |
| Eversource Rebate (from N&G heat pump project 2019) | | $0 | $200,000 | $200,000 | A | anticipated |
| Eversource Rebate (anticipated from MR door project) | | $69,300 | $40,000 | ($29,300) | B | anticipated |
| Eversource Rebate (anticipated from Scattered Site improvement project) | | $20,000 | $20,000 | $0 | C | anticipated |
| | Remaining funds | $0 | $0 | $0 | | |
| | | | | | | |
| Back door steps | Riverbend Apartments | $3,000 | $3,000 | $0 | | Reserves or Cash |
| Pavilion | Riverbend Apartments | $3,000 | $3,000 | $0 | | Reserves or Cash |
| Septic Aerator Pump | Evergreen Knoll | $16,000 | $16,000 | $0 | | Reserves or Cash |
| Light Alarm (for notification of boiler down) | SAV Family | $5,000 | $5,000 | $0 | | Reserves or Cash |
| Exterior Front Doors (25@$2500) | SAV Family | $50,000 | $50,000 | $0 | | Reserves or Cash |
| Ventilation laundry room | SAV Family | $2,000 | $2,000 | $0 | | Reserves or Cash |
| Shutter Replacement | SAV Senior | $25,600 | $25,600 | $0 | | Reserves or Cash |
| Flooring - vinyl tile | SAV Senior | $15,000 | $7,636 | ($7,364) | | Reserves or Cash |
| Light Alarm (for notification of boiler down) | Brookbend West | $5,000 | $5,000 | $0 | | Reserves or Cash |
| Light Alarm (for notification of boiler down) | Brookbend East | $5,000 | $5,000 | $0 | | Reserves or Cash |
| Vehicles | Locals | $30,000 | $30,000 | $0 | | Reserves or Cash |
| Public Art | Locals | $10,000 | $10,000 | $0 | | Reserves or Cash |
| Exterior Basement Doors (1) | MAHC-SAV office | $4,000 | $4,000 | $0 | | Reserves or Cash |
| | Sub TOTAL | $173,600 | $166,236 | -$7,364 | | |
| TOTAL CAPITAL purchases/renovations | GRAND TOTAL | $1,472,900 | $1,688,857 | $215,957 | | |

Keene Housing

Resolution No. 664

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item:

   Suspension of evictions

2. Date of Board Meeting: March 19, 2020

3. Proposed Board Resolution:

   That the Board of Commissioners approves suspending evictions except in cases where failing to do so would pose an immediate threat to a household or household member's health or safety pursuant to the March 16, 2020 memorandum from the Executive Director, Joshua Meehan to the Keene Housing Board of Commissioners.

4. All Backup Attached? Yes ☐ No ☐

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

5. Department Head Approval Signature _____ Date: _____

6. Statement of availability of funds by Director of Finance

   Funds Budgeted and Available Yes ☐ No ☐ Source _____

   Account #_____

   Director of Finance Approval Signature _____ Date: _____

7. Executive Director Approval Signature _____ Date: 3/16/2020

Keene Housing

# MEMORANDUM

**To:** Board of Commissioners
**From:** Joshua Meehan, Executive Director
**Subject:** Suspension of evictions
**Date:** March 16, 2020

This memorandum recommends that the Board of Commissioners authorize the Executive Director to suspend pursuing most evictions while the declared state of emergency remains in effect in New Hampshire.

## BACKGROUND

On March 13, 2020 the Governor of New Hampshire declared a state of emergency. In response to the Governor's declaration the New Hampshire Supreme Court suspended all court proceedings except those related to open cases for criminal cases with people in custody, domestic violence restraining orders, and juvenile cases where the child is in danger.

In recognition of the Court's decision, and in an effort to help prevent the spread of COVID-19, I am recommending that we follow the lead of other housing providers across the nation by suspending eviction proceedings until the state of emergency in New Hampshire is lifted, with the exception of evictions required to protect the immediate health and safety of our residents.

## RECOMMENDATION

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

> That the Board of Commissioners approves suspending evictions except in cases where failing to do so would pose an immediate threat to a household or household member's health or safety.

CHRISTOPHER T. SUNUNU
Governor

# STATE OF NEW HAMPSHIRE
OFFICE OF THE GOVERNOR

## STATE OF NEW HAMPSHIRE
## BY HIS EXCELLENCY
## CHRISTOPHER T. SUNUNU, GOVERNOR

### Executive Order 2020-04

### An order declaring a state of emergency due to Novel Coronavirus (COVID-19)

**WHEREAS,** after beginning in December 2019, an outbreak of respiratory illness due to a novel coronavirus (a disease now known as COVID-19) has impacted more than 117 countries, including the United States; and

**WHEREAS,** on January 23, 2020, the national Centers for Disease Control and Prevention (CDC) activated its Emergency Response System to provide ongoing support for the response to COVID-19 across the country; and

**WHEREAS,** the World Health Organization declared a Public Health Emergency of International Concern on January 30, 2020, and the United States Department of Health and Human Services declared a Public Health Emergency related to the COVID-19 outbreak on January 31, 2020; and

**WHEREAS,** the State of New Hampshire has been working in close collaboration with the CDC, with the United States Department of Health and Human Services, and with local health departments since December 2019 to monitor and plan for the potential spread of COVID-19 to the United States and the State of New Hampshire; and

**WHEREAS,** the Division of Public Health has been in regular communication with hospitals, clinics and other health providers and has provided guidance to health facilities and providers regarding COVID-19; and

**WHEREAS,** on or about March 11, 2020 the World Health Organization declared COVID-19 a pandemic; and

**WHEREAS,** on March 12, 2020 the Division of Public Health and the Division of Homeland Security and Emergency Management announced that 211NH has been mobilized to handle all COVID-19 related calls from New Hampshire residents; and

**WHEREAS,** as of March 13, 2020, across the globe, there are more than 124,048 confirmed cases of COVID-19, resulting in more than 4613 deaths worldwide; and

**107 North Main Street, State House - Rm 208, Concord, New Hampshire 03301**
**Telephone (603) 271-2121 • FAX (603) 271-7640**
**Website: http://www.governor.nh.gov/ • Email: governorsununu@nh.gov**
**TDD Access: Relay NH 1-800-735-2964**

**WHEREAS,** as of March 13, 2020, there are 1,663 confirmed cases of COVID-19 in the United States, including 6 in New Hampshire, and more than 275 New Hampshire residents being monitored based on potential exposure to the virus, and officials expect the number of cases in New Hampshire, the United States, and worldwide to increase; and

**WHEREAS,** New Hampshire has a strong federal, state and local public health and health care delivery system that has effectively responded to prior events including the H1 N1 influenza virus in 2009; and

**WHEREAS,** on March 13, 2020, the Department of Safety, Division of Homeland Security and Emergency Management activated the State Emergency Operations Center to support and guide state and local actions to preserve public health; and

**WHEREAS,** on March 13, 2020, the President of the United States declared a National Emergency under the federal Stafford Act due to the spread of COVID-19; and

**WHEREAS,** experts anticipate that while a high percentage of individuals affected by COVID-19 will experience mild flu-like symptoms, some will have more serious symptoms and require hospitalization, particularly individuals who are elderly or already have underlying chronic health conditions; and

**WHEREAS,** it is imperative to prepare for and respond to suspected or confirmed COVID-19 cases in New Hampshire, to implement measures to mitigate the spread of COVID-19, and to prepare to respond to an increasing number of individuals requiring medical care and hospitalization; and

**WHEREAS,** if COVID-19 spreads in New Hampshire at a rate comparable to the rate of spread in other countries, the number of persons requiring medical care may exceed locally available resources, and controlling outbreaks minimizes the risk to the public, maintains the health and safety of the people of New Hampshire, and limits the spread of infection in our communities and within the healthcare delivery system; and

**WHEREAS,** experts indicate that COVID-19 is most commonly spread from an infected symptomatic person to others through respiratory droplets, including:

- Through the air by coughing and sneezing;
- Close personal contact, such as touching or shaking hands;
- Touching an object or surface with the virus on it, then touching your mouth, nose, or eyes before washing your hands.

**WHEREAS,** state and local health and emergency response organizations must use all available preventative measures to combat the spread of COVID-19, which will require access to services, personnel, equipment, facilities, and other resources, potentially including resources beyond those currently available, to prepare for and respond to any potential cases and the spread of the virus; and

**107 North Main Street, State House - Rm 208, Concord, New Hampshire 03301**
**Telephone (603) 271-2121 • FAX (603) 271-7640**
**Website: http://www.governor.nh.gov/ • Email: governorsununu@nh.gov**
**TDD Access: Relay NH 1-800-735-2964**

**WHEREAS,** state and local officials, working with the federal government and the for profit and not for profit private sector, must take all necessary and feasible steps to assist citizens who are affected by the outbreak of COVID-19, including those unable to work because of illness or the need to care for a family member, those out of work because their employers have temporarily closed or reduced their hours, those unable to access necessary resources because of shortages, or any other individuals suffering hardship because of the outbreak of COVID-19; and

**WHEREAS,** I find that conditions of New Hampshire Revised Statutes Annotated (RSA) 4:45, relating to the declaration of a State of Emergency, have been met; and

**WHEREAS,** under RSA 4:45, III(e), in addition to specifically enumerated powers, during a State of Emergency the Governor has the authority to "perform and exercise such other functions, powers, and duties as are necessary to promote and secure the safety and protection of the civilian population;" and

**WHEREAS,** under RSA 4:47, III, the Governor has "power to make, amend, suspend and rescind necessary orders, rules and regulations" to carry out emergency management functions in the event of a disaster beyond local control; and

**WHEREAS,** I find that the conditions caused by COVID-19 now require the combined forces of the State, local government, the federal government, private business and private citizens to appropriately respond; and

**NOW, THEREFORE, I, Christopher T. Sununu,** Governor of the State of New Hampshire, by the authority vested in me pursuant to part II, article 41 of the New Hampshire Constitution and New Hampshire RSA 4:45, I do hereby declare a state of emergency to exist in the entire State of New Hampshire as of 5:15 p.m. on March 13, 2020.

**IT IS HEREBY ORDERED, EFFECTIVE IMMEDIATELY, THAT:**

1. In preparing for and responding to COVID-19, all agencies of the state government use and employ state personnel, equipment, and facilities or perform any and all activities consistent with the direction of the Governor's Office, the Division of Homeland Security and Emergency Management, and the Division of Public Health. This shall include, if necessary, the repurposing of state employees for tasks necessary to address the impacts of COVID-19.

2. All residents and visitors of the state are to heed the advice of health and emergency officials with regard to this emergency in order to protect their safety.

3. Beginning at 11:59 p.m. on Sunday, March 15th, all assisted living facilities, long term care facilities, nursing facilities, residential care facilities, as those terms are defined in RSAs 151-151-H, or any other similar facilities providing residential care to elderly or infirm patients, shall prohibit visitor access to reduce facility based transmission of COVID-19. This prohibition shall not apply to medically necessary personnel, visitors for residents receiving end of life care, or visitors necessary to provide for a residents psychosocial needs as determined by a licensed medical care provider.

**107 North Main Street, State House - Rm 208, Concord, New Hampshire 03301**
**Telephone (603) 271-2121 • FAX (603) 271-7640**
**Website: http://www.governor.nh.gov/ • Email: governorsununu@nh.gov**
**TDD Access: Relay NH 1-800-735-2964**

4. As necessary to assist local governments and for the protection of public health, state agencies shall enter into contracts to arrange for the procurement of materials, goods, and services needed to assist in preparing for, containing, responding to, mitigating the effects of, and recovering from the spread of COVID-19. Applicable provisions of the Governor and Council Manual of Procedure and the Department of Administrative Services (DAS), Administrate Rules, Adm 600, including but not limited to travel, advertising, and competitive bidding requirements, may be suspended with approval of the Governor to the extent necessary to address the effects of COVID-19.

5. Any out-of-state personnel , including, but not limited to, medical personnel, entering New Hampshire to assist in preparing for, responding to, mitigating the effects of, and recovering from COVID-19 shall be permitted to provide services in the same manner as prescribed in RSA 21-P:41 and any other applicable statutory authority with respect to licensing and certification regarding mutual aid during emergencies for a period of time not to exceed the duration of this emergency.

6. Any state-owned properties that DAS, in consultation with the Division of Public Health and the Division of Homeland Security and Emergency Management, determines are suitable for use to assist in preparing for, responding to, mitigating the effects of, or recovering from COVID-19 shall be made available to the Division of Public Health and/or the Division of Homeland Security and Emergency Management for this purpose, notwithstanding any state or local law that would restrict, delay, or otherwise inhibit such use.

7. All non-essential out-of-state travel by State and municipal employees for official business is hereby suspended. The Department of Administrative Services, in consultation with the Division of Public Health, shall develop procedures and protocols for employees returning from out-of-state travel. No out-of-state travel for State Employees for State business may be deemed essential without the prior written approval of the Governor.

8. State and local government bodies are permitted and encouraged to utilize the emergency meeting provisions of RSA 91-A to conduct meetings through electronic means while preserving, to the extent feasible, the public's right to notice of such meetings and ability to observe and listen contemporaneously.

9. The Division of Homeland Security and Emergency Management shall provide assistance to local governments to address impacts from COVID-19, if appropriate and necessary.

10. To ensure hospitals and other health facilities are able to adequately treat patients who may be infected with COVID-19 or who are legally isolated as a result of COVID-19, and to prevent overburdening of existing resources of hospitals and health facilities, the Commissioner of the Department of Health and Human Services may waive any of the licensing or credentialing requirements of RSA Chapter 151 and accompanying regulations with respect to any hospital or health facility. Any waiver shall include alternative measures that, under the circumstances, will allow the facilities to treat legally isolated patients while

**107 North Main Street, State House - Rm 208, Concord, New Hampshire 03301**
**Telephone (603) 271-2121 • FAX (603) 271-7640**
**Website: http://www.governor.nh.gov/ • Email: governorsununu@nh.gov**
**TDD Access: Relay NH 1-800-735-2964**

protecting public health and safety. Any waivers granted pursuant to this paragraph shall be posted with the hospital or health facility's existing license.

11. The Commissioner of Health and Human services, in consultation with the State Fire Marshall, shall have the authority, on a case by case basis, to waive licensing requirements for day care facilities to allow for temporary provision of child care by (1) employers for children of their employees; (2) licensed day care facilities in situations where temporary exceedance of maximum enrollment may be necessary; and (3) any other circumstance in which the Commissioner determines that waiver of licensing requirements is necessary and will not adversely impact child safety. The State Fire Marshall shall have the authority to waive, on a case by case basis, the requirements of the provisions of the fire code related to child centers, consistent with the provisions of this paragraph.

12. Healthcare providers shall report persons they decide to rest COVID-19 to the Department of Health and Human Services by phone or by completion of a case report form. Instructions for reporting will be made available on the State's COVID-19 webiste.

13. To support consistent practices across New Hampshire, the Department of Education, the Department of Labor and the Department of Safety, in coordination with the Division of Public Health, shall continue to provide updated and specific guidance relating to preventing and mitigating COVID-19 to schools, employers, employees, first responders and community care facilities.

14. All school sponsored out-of-state travel for students and teachers in New Hampshire public schools is suspended.

15. To promptly respond for the protection of public health, state entities are, notwithstanding any other state or local law, authorized to share relevant medical information, limited to the patient's underlying health conditions, age, current condition, date of exposure, and possible contact tracing, as necessary to address the effect of the COVID-19 outbreak with state, local, federal, and nongovernmental partners, for the limited purposes of investigation and control, and treatment and coordination of care.

16. The Department of Business and Economic Affairs shall survey businesses within New Hampshire to determine the economic impact of losses for the emergency period as compared to the same period of the preceding year for the purposes of applying to the U.S. Small Business Administration (SBA) for SBA Economic Injury Disaster Loans.

17. The Department of Employment Security is directed to develop recommendations for specific actions the State can take to ensure that individuals unable to work in the following situations related COVID-19 are able to access state unemployment benefits: (1) individuals quarantined due to confirmed or potential exposure; (2) individuals needing to care for themselves due to related illness; (3) individuals needing to care for an ill family member; and (4) individuals needing to care for a dependent. These recommendations shall be submitted to the Governor's Office for follow up directives.

**107 North Main Street, State House - Rm 208, Concord, New Hampshire 03301**
**Telephone (603) 271-2121 • FAX (603) 271-7640**
**Website: http://www.governor.nh.gov/ • Email: governorsununu@nh.gov**
**TDD Access: Relay NH 1-800-735-2964**

18. Pursuant to RSA 4:45 and RSA 4:47, while this Order is in effect, additional temporary orders, directives, rules and regulations may be issued either by the Governor or by designated State officials with written approval of the Governor. All further temporary orders, directives, rules and regulations issued pursuant to this Order shall be in writing and published on the Governor's Office website.

Given under my hand and seal at the Executive Chambers in Concord, this 13th day of March, in the year of Our Lord, two thousand and twenty, and the independence of the United States of America, two hundred and forty-four.

Christopher T. Sununu

**GOVERNOR OF NEW HAMPSHIRE**

**107 North Main Street, State House - Rm 208, Concord, New Hampshire 03301**
**Telephone (603) 271-2121 • FAX (603) 271-7640**
**Website: http://www.governor.nh.gov/ • Email: governorsununu@nh.gov**
**TDD Access: Relay NH 1-800-735-2964**

STATE OF NEW HAMPSHIRE

SUPREME COURT OF NEW HAMPSHIRE

**ORDER SUSPENDING IN-PERSON COURT PROCEEDINGS**

Following the Governor's March 13, 2020 declaration of a State of Emergency under RSA 4:45, and pursuant to the emergency powers granted under RSA 490:6-a, New Hampshire Supreme Court Senior Associate Justice Gary E. Hicks makes the following orders to respond to the COVID-19 pandemic.

1. The New Hampshire Circuit, Superior and Supreme Courts will remain open on a restricted basis, consistent with the Judicial Branch's obligation to mitigate the risks associated with COVID-19.

2. Subject to the exceptions in paragraph 4 below, **all in-person proceedings in the Circuit, Superior and Supreme Courts are suspended from close of business on Monday, March 16, 2020 through April 6, 2020**.

3. Unless renewed or explicitly revoked beforehand, this order shall remain in effect until 8:00 a.m. on April 7, 2020.

4. Exceptions to suspension of in-person court proceedings include, but are not limited to:

- Proceedings necessary to protect constitutional rights of criminal defendants, including bail-related matters and plea agreements for incarcerated individuals.
- Requests for orders of protection for domestic violence under RSA 173-B, stalking under RSA 633:3-a and juvenile abuse under RSA 169-C:7-a, and hearings on such orders.
- Requests for child-related emergency orders in divorce/parenting cases under RSA 461-A and hearings on any emergency relief ordered.
- Division for Children, Youth and Families' requests for emergency orders, hearings on such orders, and adjudicatory hearings in RSA 169-C cases if children are in out-of-home placement.
- Requests for detention or placement of a juvenile under RSA 169-B and adjudicatory hearings in RSA 169-B cases in which the juvenile is detained or in an out-of-home placement.

- Requests for placement of a juvenile under RSA 169-D and adjudicatory hearings in RSA 169-D cases in which the juvenile is in an out-of-home placement.
- Proceedings related to petitions for temporary emergency injunctive relief.
- Proceedings related to emergency mental health orders, including Involuntary Emergency Admission and Involuntary Admission (probate commitment) proceedings under RSA 135-C.
- Requests for emergency orders in minor guardianship cases under RSA 463 or guardianship over incapacitated persons under RSA 464-A, and hearings on such orders.
- Requests for emergency relief under RSA 540-A in landlord/tenant matters and hearings on such orders.
- Proceedings directly related to the COVID-19 public health emergency.
- Other exceptions as approved by the Senior Associate Justice.

5. The presiding trial judge, or her or his designee, in each court is authorized to determine the extent and manner in which in-person court proceedings for the exceptions listed above are to be conducted and may determine that such hearings are to be conducted telephonically.

6. The Chief Justice of the Superior Court and Administrative Judges of the Circuit Court may determine, based upon staffing levels or other factors, that hearings in individual cases subject to the exceptions indicated above be conducted at court locations other than those at which they would normally occur or be conducted by video or by telephone. Any statutory restrictions on venue are hereby suspended for the duration of this order.

7. Any permitted in-court proceedings shall be limited to attorneys, parties, witnesses, security officers, and other necessary persons, as determined by the trial judge.

8. Judges are charged with the responsibility of ensuring that core constitutional functions and rights are protected. Additionally, clerks of court are charged with ensuring that core constitutional and safety-related court functions continue. Nevertheless, all judges and court clerks are urged to limit in-person courtroom contact as much as possible by utilizing available technologies, including alternative means of filing, teleconferencing, email, and video conferencing. Any Court rule, criminal or civil, that impedes a judge's or court clerk's ability to utilize available technologies to limit in-person contact is suspended for the duration of this order.

9. If it becomes necessary to close a courthouse during the period of suspension, the court offices shall remain accessible by telephone and email to

the extent possible during their regular business hours. If available, drop boxes should be used for conventionally filed documents.

10. This order expressly does not prohibit court proceedings by telephone, video, teleconferencing, email, or other means that do not involve in-person contact. This order does not affect courts' consideration of matters that can be resolved without in-person proceedings.

11. Deadlines set forth in court rules, court orders, statutes, ordinances, administrative rules, administrative orders or otherwise that are set to expire between March 16 and April 6, 2020 are hereby extended to April 7, 2020. Statutes of limitations and statutes of repose that would otherwise expire during the period between March 16 and April 6, 2020 are hereby extended to April 7, 2020.

12. Deadlines, statutes of limitations, and statutes of repose that are not set to expire between March 16 and April 6, 2020 are not extended or tolled by this order.

13. Orders of protection and temporary injunctions that would otherwise expire between March 16 and April 6, 2020 are hereby extended to April 7, 2020.

14. This order is intended to be interpreted broadly for protection of the public from risks associated with COVID-19.

Issued: March 16, 2020

ATTEST: Timothy A. Gudas

Timothy A. Gudas, Clerk of Court
Supreme Court of New Hampshire

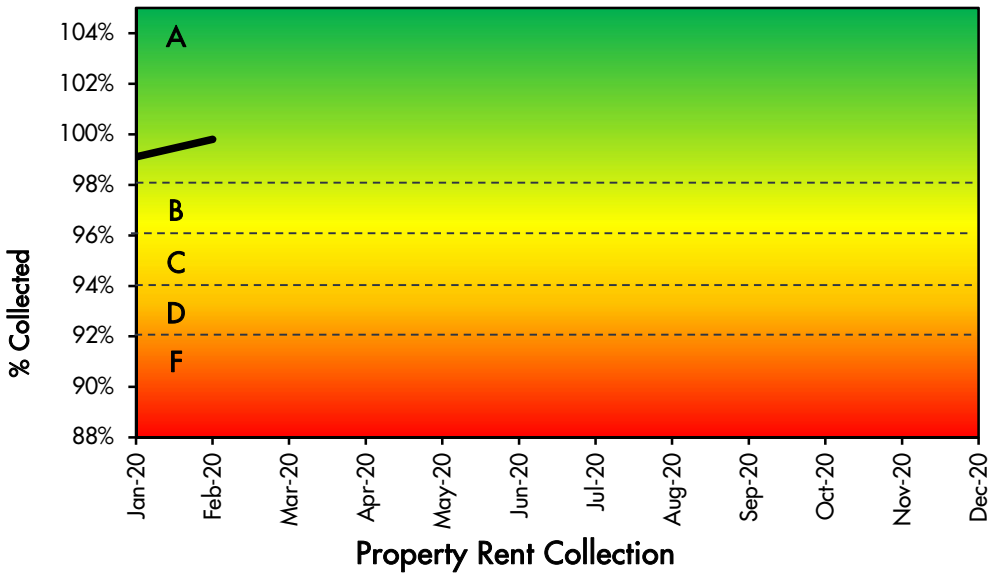
Keene Housing

# MANAGEMENT REPORT
# FEBRUARY 2020

# Residential Property Rent Collection Report
## February 2020

| Community | Month Billed | Month Collected | % Collected | Monthly Grade | YTD Billed | YTD Collected | % YTD Collected | YTD Grade |
|---|---|---|---|---|---|---|---|---|
| Ash Brook Apartments | $10,184 | $10,184 | 100.0% | A | $20,523 | $20,523 | 100.0% | A |
| Bennett Block | $5,355 | $5,276 | 98.5% | A | $11,034 | $11,147 | 101.0% | A |
| Brookbend East | $15,697 | $14,925 | 95.1% | C | $31,871 | $30,042 | 94.3% | C |
| Brookbend West | $12,563 | $12,966 | 103.2% | A | $25,562 | $26,468 | 103.5% | A |
| Central Square Terrace | $21,158 | $21,196 | 100.2% | A | $40,776 | $40,751 | 99.9% | A |
| Cottage Street | $1,441 | $1,460 | 101.3% | A | $2,882 | $2,934 | 101.8% | A |
| Evergreen Knoll LP | $14,766 | $14,432 | 97.7% | B | $29,249 | $29,104 | 99.5% | A |
| Forest View | $18,975 | $18,959 | 99.9% | A | $37,660 | $37,595 | 99.8% | A |
| Harper Acres | $44,629 | $44,182 | 99.0% | A | $88,743 | $88,210 | 99.4% | A |
| Meadow Road Apartments | $6,741 | $6,999 | 103.8% | A | $13,750 | $13,719 | 99.8% | A |
| North and Gilsum | $16,354 | $16,909 | 103.4% | A | $31,393 | $31,578 | 100.6% | A |
| Riverbend Apartments | $10,233 | $10,151 | 99.2% | A | $20,466 | $20,453 | 99.9% | A |
| Scattered Sites | $11,837 | $12,275 | 103.7% | A | $24,070 | $23,667 | 98.3% | A |
| Stone Arch Village Family | $12,568 | $12,806 | 101.9% | A | $24,970 | $25,710 | 103.0% | A |
| Stone Arch Village Senior | $12,213 | $12,221 | 100.1% | A | $24,399 | $24,442 | 100.2% | A |
| **Totals** | **$214,714** | **$214,941** | **100.11%** | **A** | **$427,348** | **$426,342** | **99.8%** | **A** |

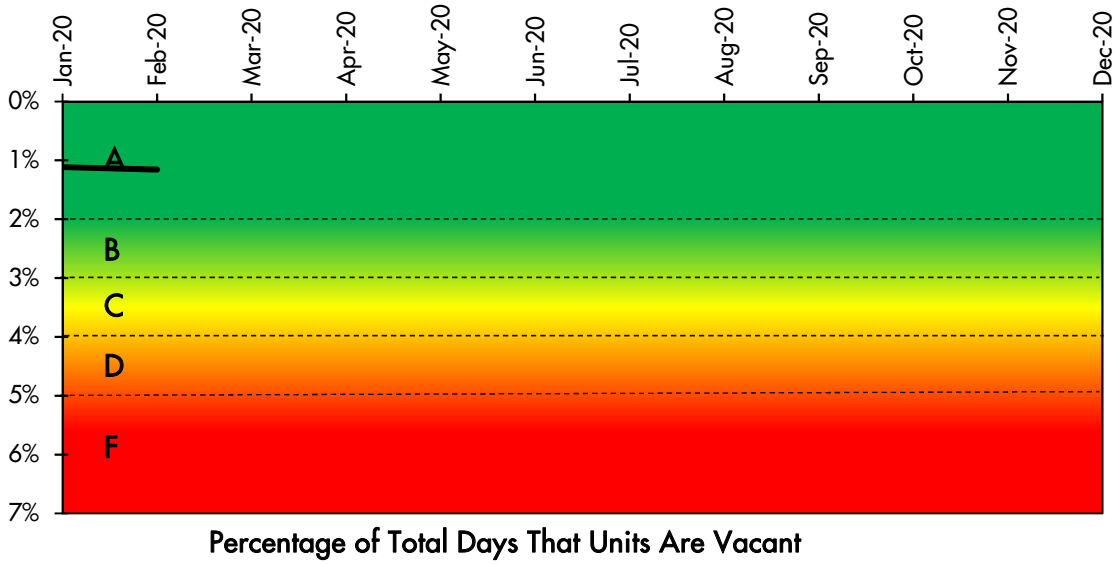
***Active Households Only***



# Monthly Vacancy Report

## February 2020

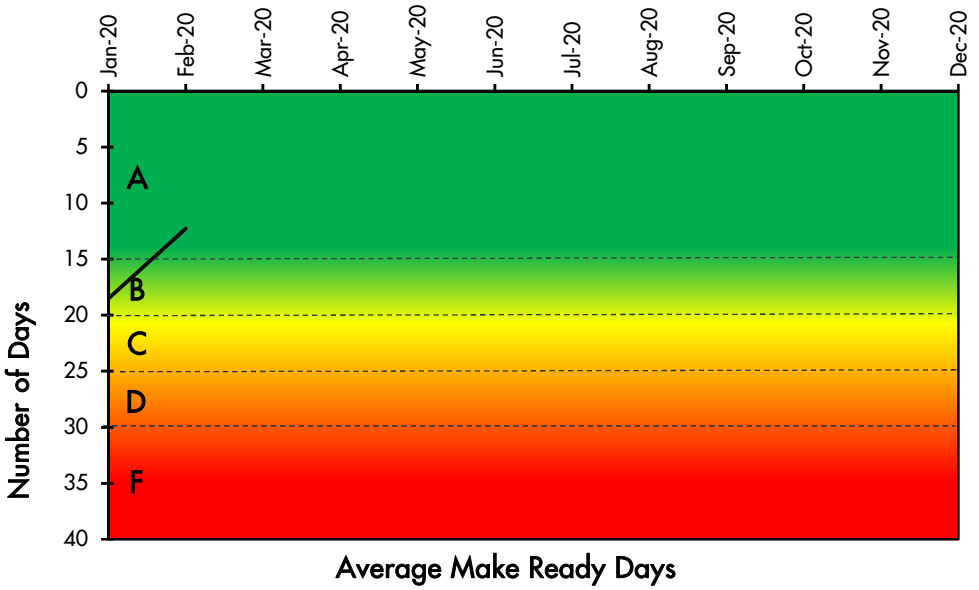
| Community | Units Available | Available Days | Vacant Days | Monthly Vacancy Percentage | Monthly Grade | YTD Vacancy Percentage | YTD Grade |
|---|---|---|---|---|---|---|---|
| Ash Brook Apartments | 24 | 696 | 3 | 0.4% | A | 2.4% | B |
| Bennett Block | 14 | 348 | 0 | 0.0% | A | 0.0% | A |
| Brookbend East | 40 | 1160 | 0 | 0.0% | A | 0.0% | A |
| Brookbend West | 35 | 1015 | 16 | 1.6% | A | 0.8% | A |
| Central Square Terrace | 90 | 2030 | 16 | 0.8% | A | 0.4% | A |
| Evergreen Knoll LP | 32 | 928 | 0 | 0.0% | A | 0.0% | A |
| Forest View | 38 | 1102 | 25 | 2.3% | B | 1.1% | A |
| Harper Acres | 112 | 3248 | 58 | 1.8% | A | 2.3% | B |
| Meadow Road Apartments | 18 | 522 | 0 | 0.0% | A | 0.0% | A |
| North and Gilsum | 29 | 841 | 58 | 6.9% | F | 5.1% | F |
| Riverbend Apartments | 24 | 696 | 0 | 0.0% | A | 0.0% | A |
| Scattered Sites | 18 | 522 | 0 | 0.0% | A | 0.0% | A |
| Stone Arch Village Family | 24 | 696 | 0 | 0.0% | A | 1.1% | A |
| Stone Arch Village Senior | 33 | 957 | 0 | 0.0% | A | 0.0% | A |
| **Report Totals:** | **531** | **14,761** | **176** | **1.2%** | **A** | **1.2%** | **A** |




Percentage of Total Days That Units Are Vacant

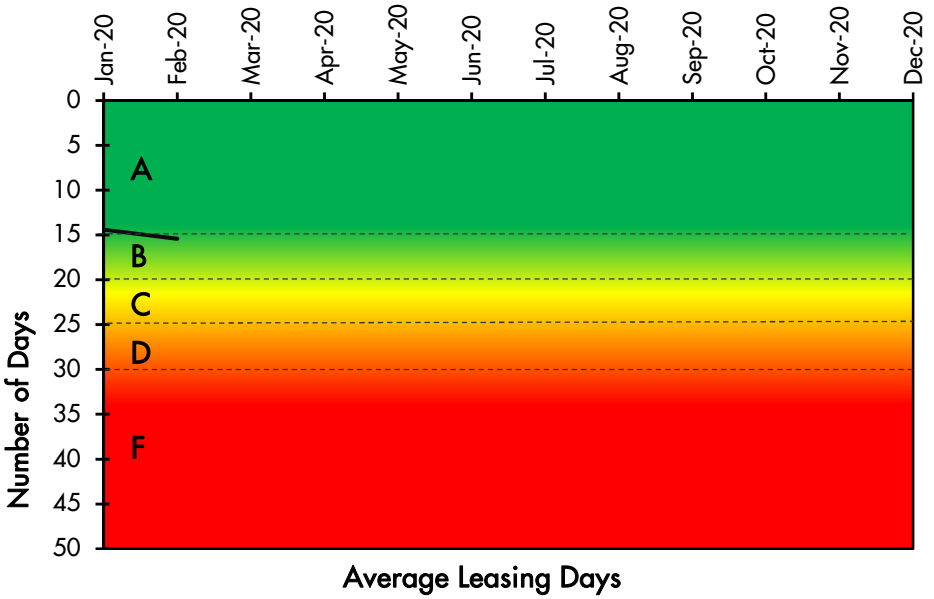
## Unit Make Ready Days
## February 2020

| 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 | 1 | 7 | 1 | 7 | A |
| Central Square Terrace | 2 | 3 | 2 | 3 | A |
| Evergreen Knoll LP | 0 | - | 0 | - | NONE |
| Forest View | 0 | - | 0 | - | NONE |
| Harper Acres | 0 | - | 3 | 19 | B |
| Meadow Road Apartments | 0 | - | 0 | - | NONE |
| North and Gilsum | 0 | - | 1 | 18 | 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:** | **3** | **4** | **7** | **12** | **A** |



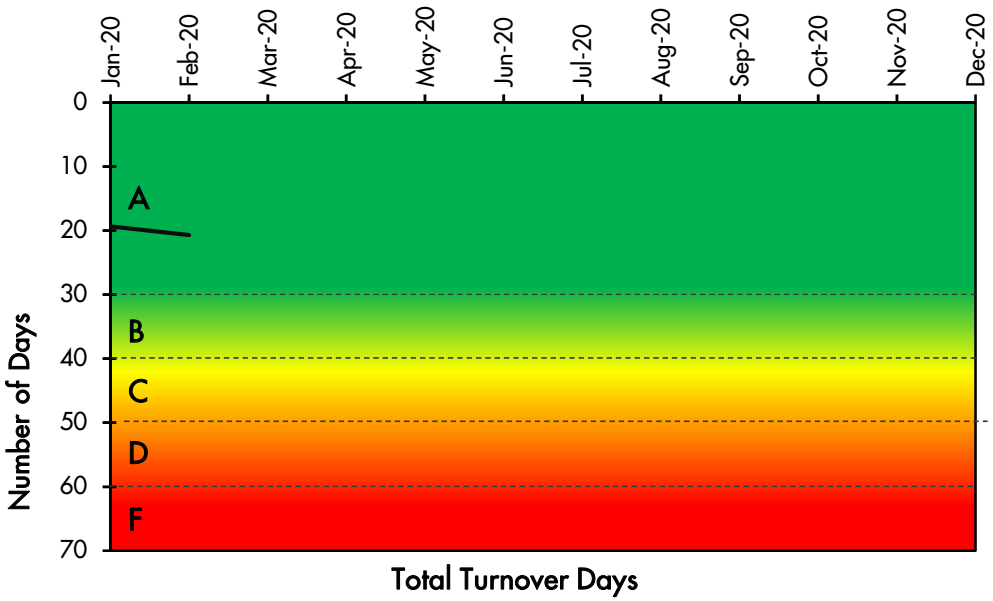
## Leasing Days
## February 2020

| Community | Number of Units Leased | Average Leasing Days | YTD Number of Units Leased | YTD Avg Leasing Days | YTD Grade |
|---|---|---|---|---|---|
| Ash Brook Apartments | 1 | 48 | 2 | 36 | F |
| Bennett Block | 0 | - | 0 | - | NONE |
| Brookbend East | 0 | - | 0 | - | NONE |
| Brookbend West | 0 | - | 0 | - | NONE |
| Central Square Terrace | 0 | - | 23 | 2 | A |
| Evergreen Knoll LP | 0 | - | 0 | - | NONE |
| Forest View | 0 | - | 2 | 25 | C |
| Harper Acres | 0 | - | 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 | 0 | - | 2 | 38 | F |
| Stone Arch Village Senior | 0 | - | 0 | - | NONE |
| **Report Totals:** | **1** | **48** | **33** | **15** | **B** |



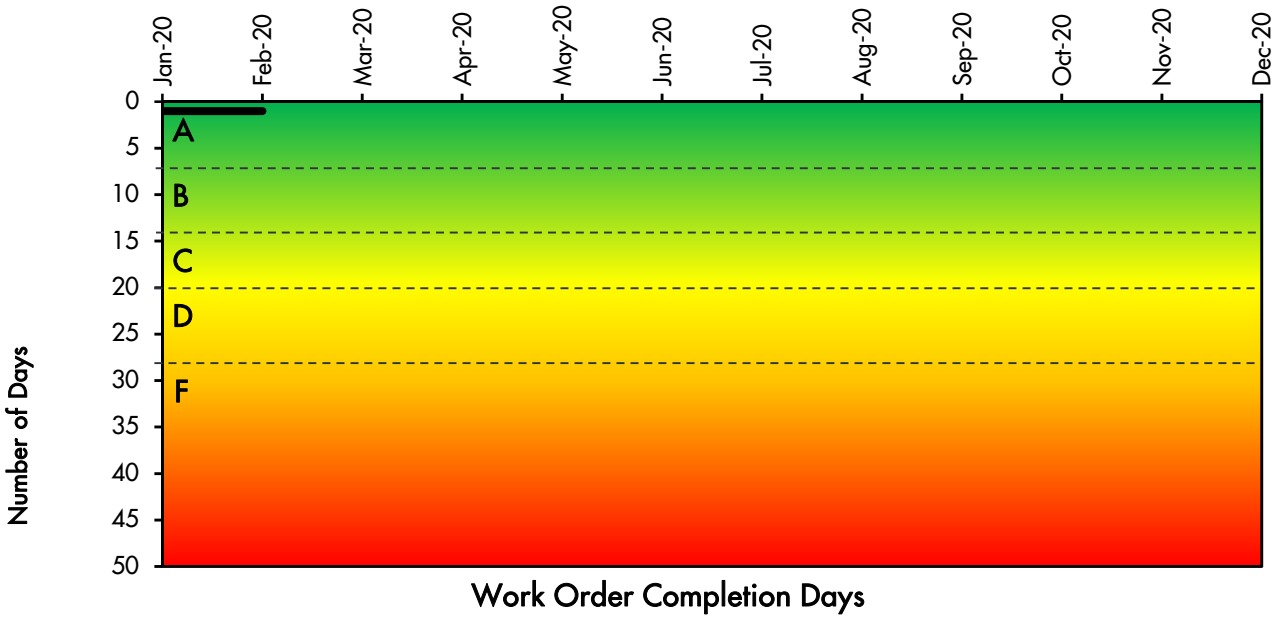
## Unit Turnover
## February 2020

| 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 | 64 | 2 | 47 | C |
| Bennett Block | 0 | - | 0 | - | NONE |
| Brookbend East | 0 | - | 0 | - | NONE |
| Brookbend West | 0 | - | 0 | - | NONE |
| Central Square Terrace | 0 | - | 23 | 2 | A |
| Evergreen Knoll LP | 0 | - | 0 | - | NONE |
| Forest View | 0 | - | 2 | 39 | B |
| Harper Acres | 0 | - | 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 | 0 | - | 2 | 68 | F |
| Stone Arch Village Senior | 0 | - | 0 | - | NONE |
| **Report Totals:** | 1 | 64 | 33 | 21 | A |



## Residential Property Non-Emergency Work Order Completion Days
February 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 | 4 | 2 | A | 6 | 1 | A |
| Ash Brook Apartments | 10 | 1 | A | 19 | 1 | A |
| Bennett Block | 4 | 1 | A | 13 | 1 | A |
| Brookbend East | 2 | 0 | A | 5 | 0 | A |
| Brookbend West | 10 | 1 | A | 18 | 1 | A |
| Central Square Terrace | 64 | 1 | A | 111 | 1 | A |
| Cottage Street | 1 | 0 | A | 5 | 0 | A |
| Emerald Street House | 2 | 0 | A | 4 | 0 | A |
| Evergreen Knoll LP | 3 | 1 | A | 12 | 1 | A |
| Forest View | 11 | 1 | A | 30 | 1 | A |
| Harper Acres | 16 | 0 | A | 51 | 0 | A |
| Keene Housing Main Office | 10 | 1 | A | 18 | 1 | A |
| Meadow Road | 4 | 1 | A | 16 | 1 | A |
| North and Gilsum | 9 | 1 | A | 32 | 1 | A |
| Riverbend Apartments | 8 | 0 | A | 13 | 0 | A |
| Scattered Sites | 6 | 1 | A | 19 | 1 | A |
| Stone Arch Village Family | 13 | 0 | A | 31 | 1 | A |
| Stone Arch Village Senior | 11 | 1 | A | 21 | 1 | A |
| **Report Totals:** | **188** | **1** | **A** | **424** | **1** | **A** |



## Residential Property Emergency Work Order Completion Days
February 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 | $419,418 | $339,907 | 81% | 587 | $579 | 103% | 572 | $698 | $79,511 |
| March | | | | | | | | | |
| April | | | | | | | | | |
| May | | | | | | | | | |
| June | | | | | | | | | |
| July | | | | | | | | | |
| August | | | | | | | | | |
| September | | | | | | | | | |
| October | | | | | | | | | |
| November | | | | | | | | | |
| December | | | | | | | | | |
| **Total** | $838,836 | $679,855 | 81% | 1169 | $582 | 102% | 1,144 | $1,418 | $158,981 |

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 | $419,418 | $334,422 | 94% | 541 | $618 | 95% | 572 | $698 | $84,996 |
| March | | | | | | | | | |
| April | | | | | | | | | |
| May | | | | | | | | | |
| June | | | | | | | | | |
| July | | | | | | | | | |
| August | | | | | | | | | |
| September | | | | | | | | | |
| October | | | | | | | | | |
| November | | | | | | | | | |
| December | | | | | | | | | |
| **Total** | $838,836 | $668,715 | 94% | 1079 | $620 | 94% | 1,144 | $1,418 | $170,121 |

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 | $14,526 | $14,671 | 101% | 18 | $815 | 100% | 18 | $0 | ($145) |
| March | | | | | | | | | |
| April | | | | | | | | | |
| May | | | | | | | | | |
| June | | | | | | | | | |
| July | | | | | | | | | |
| August | | | | | | | | | |
| September | | | | | | | | | |
| October | | | | | | | | | |
| November | | | | | | | | | |
| December | | | | | | | | | |
| **Total** | $29,052 | $29,074 | 100% | 36 | $808 | 100% | 36 | $0 | ($22) |

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 | $51,467 | $52,125 | 101% | 98 | $532 | 98% | 100 | $0 | ($658) |
| March | | | | | | | | | |
| April | | | | | | | | | |
| May | | | | | | | | | |
| June | | | | | | | | | |
| July | | | | | | | | | |
| August | | | | | | | | | |
| September | | | | | | | | | |
| October | | | | | | | | | |
| November | | | | | | | | | |
| December | | | | | | | | | |
| Total | $102,934 | $103,869 | 101% | 195 | $533 | 98% | 200 | $460 | ($935) |

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 | $28,167 | $27,934 | 99% | 51 | $548 | 102% | 50 | $0 | $233 |
| March | | | | | | | | | |
| April | | | | | | | | | |
| May | | | | | | | | | |
| June | | | | | | | | | |
| July | | | | | | | | | |
| August | | | | | | | | | |
| September | | | | | | | | | |
| October | | | | | | | | | |
| November | | | | | | | | | |
| December | | | | | | | | | |
| Total | $56,334 | $55,861 | 99% | 102 | $548 | 102% | 100 | $0 | $473 |

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 | $655 | 84% | 19 | $0 | ($10,479) |
| February | $0 | $11,596 | 0% | 19 | $610 | 100% | 19 | $0 | ($11,596) |
| March | | | | | | | | | |
| April | | | | | | | | | |
| May | | | | | | | | | |
| June | | | | | | | | | |
| July | | | | | | | | | |
| August | | | | | | | | | |
| September | | | | | | | | | |
| October | | | | | | | | | |
| November | | | | | | | | | |
| December | | | | | | | | | |
| Total | $0 | $22,075 | 0% | 35 | $633 | 92% | 38 | $0 | ($22,075) |

*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
# FEBRUARY 2020

# Financial Report – February, 2020

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 $204K which is a net decrease of $56K from the budget of $261K.

OPERATING REVENUES are $2.4M a net decrease of $273K as compared to the budget of $2.7m. The most significant changes are related to:

| VARIANCES for Revenue categories (Less)/Higher than Budget | | |
|---|---|---|
| ($131,060) | Rents | The MTW funding budget is set at 99.7% proration per HUD notice in 2019. KH is waiting for their budget approval which we believe will have an inflation factor increase. |
| $55,196 | Other Income | Other Income is related to miscellaneous income and is less than budget. Grants funds: FSS funds is under budget by $23k, the grant was awarded but income has not come in as of 2/2020. CHT admin revenue is on budget. Interest income is over budget by $3k. Additionally, there is a budget of $26k for misc income throughout other properties and is under budget by $19k. There is a budget of $7k of forgiveness of debt on CDBG loans and will be posted at year end. |
| | | |
| ($66,666) | Development fees | Development fees has a budget of $400K related to the CST development, expected to be received when construction is at 90% complete. |
| ($28,482) | Vacancy Loss (reduction to revenue) | Vacancy Loss (higher than budget is more of a reduction to revenue (CST). |
| $23,937 | Tenants Charges | Tenants Charges (laundry, damages, other fees) more than expected. |
| ($17,478) | Admin Funding | HUD Section 8, NEDs and Mainstream admin funding. |
| **($164,553)** | **Lower than Budget** | **Operating Revenue** |
| ($33,332) | Partnership Distributions | Partnership fees, paid to Keene Housing from surplus cash for 2019 on LIHTC properties managed. The total budget is $253k |
| ($75,370) | MTW Transfer | The 2018 MTW Non-HAP funding is expected to be $748 used for Non-HAP initiatives. KAHP Capital Impr, Resident Serv, KHKC |
| **($273,255)** | **Lower than Budget** | **Total Revenue** |

**OPERATING EXPENSES** are $2.2m a net decrease of $216k as compared to the budget of $2.5m. The most significant changes are related to:

| VARIANCES for Expense categories (Less)/Higher than Budget | | |
|---|---|---|
| ($59,767) | Admin Expenses | Administrative Expense are all under budget. |
| $25,290 | Payroll and Benefits | Benefit Expenses are on budget. Salaries are over budget by $26k. |
| ($2,212) | | Fuel Expense is over budget by $17k, timing.<br>Water & Sewer under budget by $28k, timing.<br>Electric is over budget by $8k, timing. |
| ($9,888) | Maint Expenses | Maintenance Expenses under budget by $42k and are: Materials by $7, Grounds by $25k, Electrical $3k, Misc Equipment $10k |
| | | Maintenance Expenses over budget by $32k and are: Maint Services by $5k, Waste Removal by $5k, Plumbing $4k, Snow Removal by $9k, Flooring by $6k. |
| ($29,587) | Insurance Expenses | Insurance Expenses under budget, timing. |
| ($23,226) | Property Tax Exp | Property Taxes under budget, timing. |
| $515 | Partnership taxes | Taxes on budget |
| ($46,358) | Interest Expenses | Interest Expenses over budget due to CST loan was scheduled to be paid due to sale transaction but that is now scheduled for 3/29. |
| ($6,630) | Resident services | Residential Services are running under budget by $7k. |
| $18,831 | Relocation Services | Relocation services are related to CST tenant moves, will be reimbursed |
| ($15,643) | HAP disbursements | HAP disbursements are slightly under budget on all the voucher programs. |
| **($148,675)** | **Lower than Budget** | **Operating Expenses** |
| ($4,702) | Partnership Distributions | Partnership fees, paid to Keene Housing from surplus cash for 2019 on LIHTC properties managed. The total budget is $28k, actuals posted to date are $0k. |
| ($63,534) | MTW Transfer | The YTD actual transfer = $81k |
| | | The 2019 MTW Non-HAP funding is expected to be $869 used for Non-HAP initiatives. KAHP Capital Impr, Resident Serv, KHKC |
| **($216,911)** | **Lower than Budget** | **Total Expenses** |

Keene Housing

# Income Statement - Comparing Actuals to Budget - YTD - as of February 29, 2020

| 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) | 20,417 | (53,557) | (16,429) Lower Revenue | 57,545 Higher Expenses | Revenue is MTW transfer $75k in; then out to funds capital projects and KHKC. |
| Monadnock Affordable (MAHC) | 58,872 | 1,895 | (66,631) Lower Revenue | (9,655) Lower Expenses | |
| Keene Affordable (KAHP) | 44,210 | 40,763 | (24,281) Lower Revenue | (20,834) Lower Expenses | Revenue is MTW transfer $0k in; then out to funds capital projects and KHKC. |
| Meadow Road | 9,558 | 15,053 | (832) Lower Revenue | (6,328) Lower Expenses | |
| Roxbury St Shelter | 984 | 3,233 | 480 Higher Revenue | (1,769) Lower Expenses | |
| Section 8 Voucher Program (MTW) | 2,422 | (14,988) | (168,350) Lower Revenue | (150,940) Lower Expenses | |
| Mainstream Voucher Program | (14,380) | (24,705) | (13,750) Lower Revenue | (3,424) Lower Expenses | |
| Special Purpose Vouchers (Non-Elderly Disabled) | (3,215) | (1,547) | (3,878) Lower Revenue | (5,545) Lower Expenses | |
| | | | | | |
| **Low Income Tax Credits Properties (LIHTC)** | | | | | |
| Brookbend East * | 87,376 | 95,661 | 919 Higher Revenue | (7,366) Lower Expenses | . |
| Brookbend West | 33,056 | 47,783 | 195 Higher Revenue | (14,531) Lower Expenses | |
| Evergreen Knoll | 5,918 | 35,704 | 910 Higher Revenue | (28,876) Lower Expenses | |
| Riverbend | 10,604 | 18,841 | (3,191) Lower Revenue | (11,429) Lower Expenses | |
| Stone Arch Family | 11,854 | 24,852 | 736 Higher Revenue | (12,262) Lower Expenses | |
| Stone Arch Senior | 8,788 | 19,274 | (329) Lower Revenue | (10,816) Lower Expenses | |
| | | | | | |
| **Multi-Family Properties** | | | | | |
| Central Square Terrance* | 20,746 | 108,693 | 18,907 Higher Revenue | (69,039) Lower Expenses | |
| | | | | | |
| **Non-Owned/Managed Properties** | | | | | |
| Cottage Street | 2,034 | 3,271 | (1,052) Lower Revenue | (2,289) Lower Expenses | |
| Ashbrook | 7,828 | 6,324 | (1,493) Lower Revenue | 2,045 Higher Expenses | |
| Emerald Street | 5,208 | 7,763 | 642 Higher Revenue | (1,913) Lower Expenses | |
| Fairweather Lodge | 784 | 7,902 | 5,623 Higher Revenue | (1,495) Lower Expenses | |
| TOTALS | 313,064 | 342,215 | (271,804) Lower Revenue | (298,921) Lower Expenses | |

*year end 10/31
(a) excluding depreciation

KEENE HOUSING
**Balance Sheet - February 29, 2020**

| | Balance Dec 31 2019 | Balance Feb 29 2020 | Change Incr (decr) |
|---|---|---|---|
| **ASSET** | | | |
| **Current Asset** | | | |
| Cash and Cash Equivalents | $7,897,037 | $8,780,744 | $883,707 |
| Account Receivables, net | $604,013 | ($85,880) | ($689,893) |
| Notes Receivables | $12,835,861 | $12,835,861 | $0 |
| Prepaid Expenses | $196,131 | $148,103 | ($48,028) |
| **Total Current Asset** | **$21,533,042** | **$21,678,827** | **$145,786** |
| **Fixed Assets** | | | |
| Fixed Assets | $67,055,641 | $67,126,680 | $71,040 |
| Construction in Process | $5,222,117 | $6,158,771 | $936,654 |
| Accumulated Depreciation | ($20,113,296) | ($20,336,914) | ($223,618) |
| **Total Fixed Assets** | **$52,164,462** | **$52,948,538** | **$784,076** |
| **Other Assets** | | | |
| Deferred Fees | $995,384 | $995,384 | $0 |
| **Other Investments** | | | |
| 1500-703 LP Investment-Riverbend | $758,648 | $758,648 | $0 |
| 1500-709 HRC Investment- CST | $415,000 | $415,000 | $0 |
| 1501-003 Investment in Riverbend | $23,324 | $23,324 | $0 |
| **Total Other Assets** | **$2,192,356** | **$2,192,356** | **$0** |
| **TOTAL ASSET** | **$75,889,860** | **$76,819,721** | **$929,862** |
| **LIABILITIES & EQUITY** | | | |
| **Current Liabilities** | | | |
| Accounts Payable | $2,068,705 | $2,028,395 | ($40,311) |
| Accrued Expenses | $408,701 | $417,047 | $8,347 |
| **Total Current Liabilities** | **$2,477,406** | **$2,445,442** | **($31,964)** |
| **Long Term Liabilities** | | | |
| Notes Payable | $32,723,958 | $33,668,886 | $944,928 |
| **Total Long Term Liabilties** | **$32,723,958** | **$33,668,886** | **$944,928** |
| **TOTAL LIABILITIES** | **$35,201,364** | **$36,114,328** | **$912,964** |
| **EQUITY** | | | |
| Capital Invesments, net of Distributions | $38,799,134 | $40,656,746 | ($1,906,294) |
| **Total Equity** | **$38,799,134** | **$40,656,746** | **($1,906,294)** |
| **TOTAL EQUITY** | **$74,000,498** | **$76,771,074** | **($993,330)** |
| **NET INCOME** | $1,889,359 | $139,541 | **$1,811,058** |
| **TOTAL LIABILITIES & EQUITY** | **$75,889,859** | **$76,910,615** | **$817,728** |

# 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 |
|---|---|---|---|---|---|---|
| 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 |
| 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 |
| Lawn Care | AGM Landscaping | 04/01/19 -11/30/20 | 11/30/2020 | remaining renewal options: 2 (2021, 2022) | | $72,800 |

# 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 |
|---|---|---|---|---|---|---|
| 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 | |
| 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 |
| Energy Consulting Services | Nova Consulting Group | 02/20/20 - 02/20/23 | 2/20/2021 | remaining renewal options: 2 (2021, 2022) | <$50,000.00 | |
| 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 | |
| Capital Needs Assessment | GDS Associates | 12/18/19- 12/17/22 | 12/17/2022 | remaining renewal options: 2 (2021, 2022) | | |
| Graphic Design | Silver Direct | 02/01/19 - 1/31/24 | 1/31/2024 | remaining renewal options: 4 (2021, 2022, 2023, 2024) | < $15,000.00 | |
| 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 |

# Community Connections Dashboard Report

September 1, 2019 ~ February 29, 2020

Dashboard Report Notes:

Households Served by Property

Includes the number of residents who are actively receiving ongoing assistance needing repeated visits to Community Connections office. The number of households remains consistent over time. Many residents seeking assistance do not require a long-term assistance from Community Connections, rather that are connected/referred for the current need. Many residents do have stable, long term case management services in the community.

Number of Referral by Referral Type

Includes all referrals for elderly/disabled for properties and private market. Referrals include, but not limited to, help with benefits, connection to community agencies for additional supports, to voucher holders needing assistance with their housing search.

- Report shows increases in each category with highest increases showing in categories of "Housing Search Assistance" and "Other"
- Increase in Housing Search Assistance referrals directly correlates with an increase in referrals for follow up and connection to the services provider for 2017 Mainstream Voucher holders.
- Increase in "Other" directly correlates with residents at CST needing assistance with address changes and other paperwork related to moving to new apartment.

Referrals by Source

Includes all referrals from agencies, family, Keene Housing staff and self-referrals.

- Report shows high increase in "Self-Referrals" and increase in referrals from Keene Housing Programs and Services staff.
- Both increases correlate with the Referral Types increases in "Housing Search Assistance" and "Other".

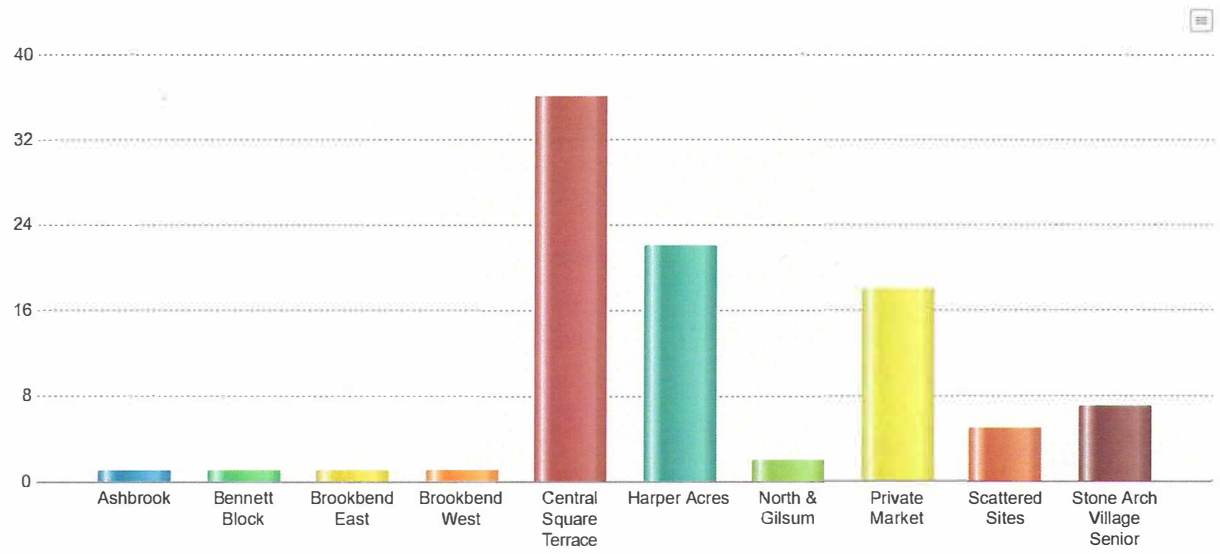
Types and Numbers of Events by Property

- CST continues to plan and host the highest number of groups and show the highest number of attendees.

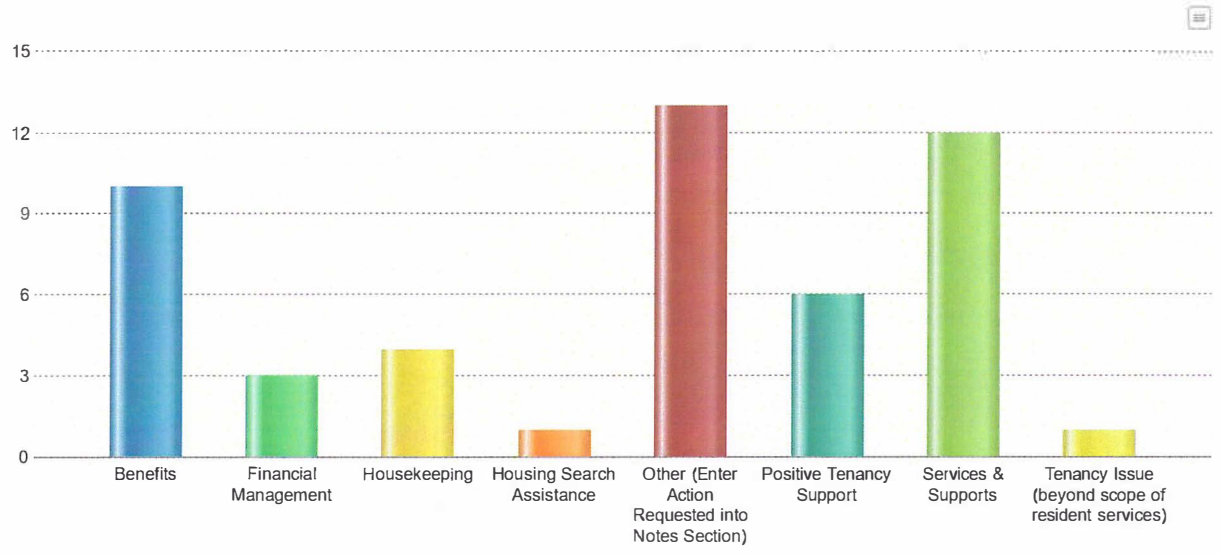
- Slight decreases in attendance numbers at SAVS and Harper Acres. These numbers tend to fluctuate through the year and appear to be picking up again.

# Community Connections Biannual Dashboard Report

## Number Households Served by Property

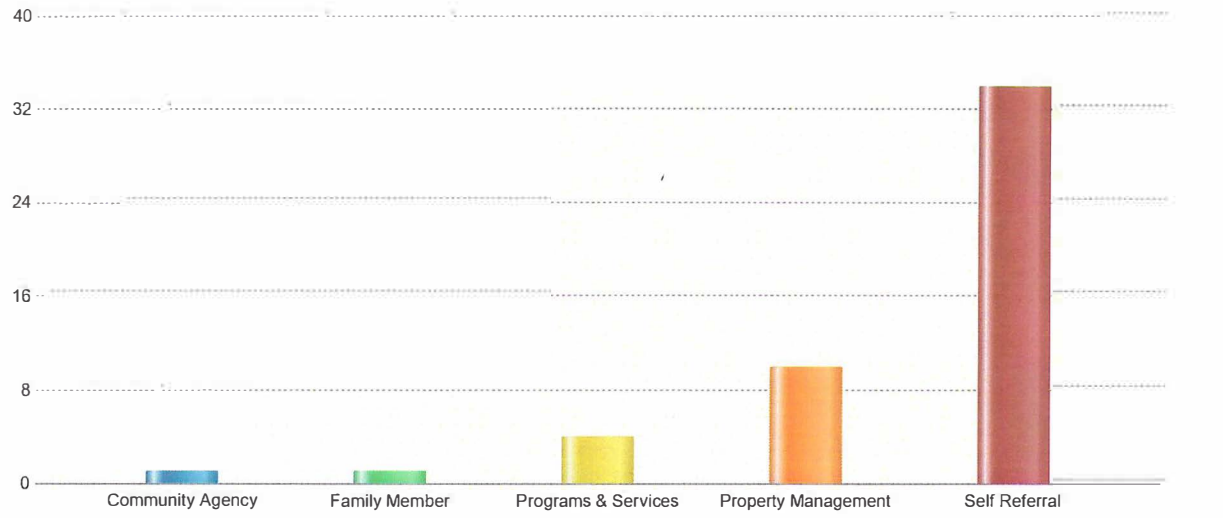



## Number of Referrals by Referral Type

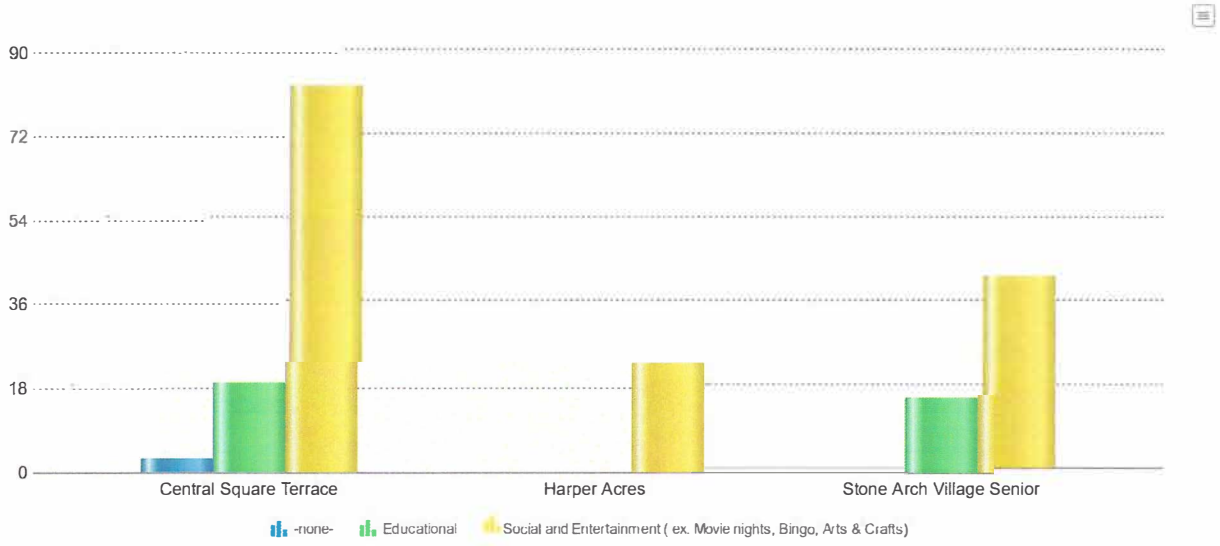


## Referral By Source






## Number and Types of Events by Property



# Serving the Homeless in 2019

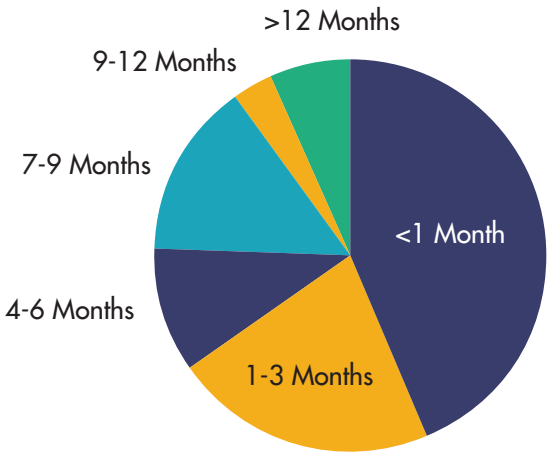
In addition to offering traditional housing assistance to low-income families, Moving to Work (MTW) gives Keene Housing the flexibility to create new ways of addressing homelessness. Through the Transitional Housing Assistance Subsidy Program (THASP), KH brings additional resources to the community's efforts to combat homelessness. THASP provides local homeless and domestic violence shelters subsidy that helps the shelters manage their operating costs.

**12,370**
**shelter nights** provided through shelters with THASP support.

**24**
individuals sheltered through THASP are **chronically homeless**.

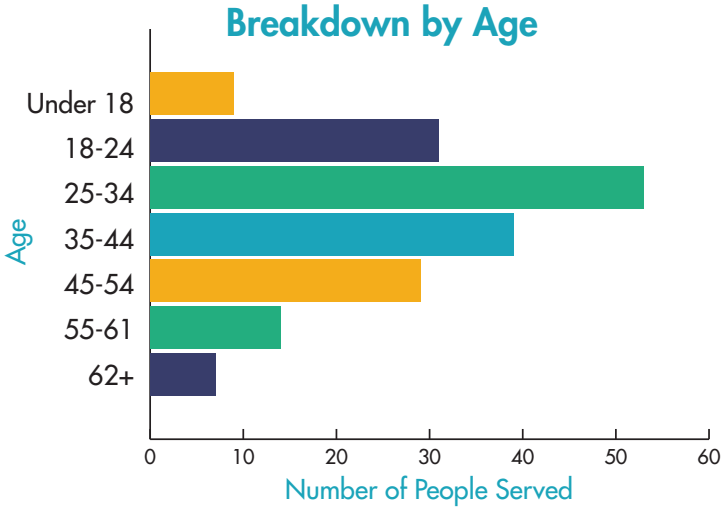
**37**
**Domestic violence victims** received THASP assistance

## Length of Stay in a THASP Shelter




**39%** of individuals sheltered are **female** and **61%** are **male**

## Breakdown by Age



# Keene Housing Kids COLLABORATIVE

2019 Annual Report

"IT HAS MADE A BIG DIFFERENCE IN HOW SHE INTERACTS WITH THE WORLD." -PARENT

**88%** HOUSEHOLDS REACHED

**270** KIDS PARTICIPATED

**786** ACTIVITIES

**20,130** ACTIVITY HOURS

"I AM LEARNING HOW TO CLOSE MY EYES AND BECOME AWARE OF MYSELF IN KARATE." –PARTICIPANT, AGE 10

*Our kids participated in activities at more than 30 community partner organizations*

NH Dance Institute
True Hope Therapeutic Horsemanship
White Crane Martial Arts
Keene Parks & Recreation
Greater Keene Youth Baseball Association
Swanzey Recreation Department
Swanzey Cal Ripken
Keene Family YMCA
Yankee Lanes Bowling
Keene ICE
Cheshire County Youth Soccer Club
Imagination Library
Cheshire Childrens Museum
Project KEEP – Keene School District
Beyond the Bell – Monadnock Regional School District
Keene Gladiators Wrestling
Scouts
Project EdVenture – Marlborough School District
Child Development Center – Keene State
Children's Learning Center – Cheshire Medical
Keene Owls Basketball Camp
SwampBats Baseball Camp
Children's Stage Adventures
Kids on Campus Day Camp
Stonewall Farm
Brantwood Camp
Camp Takodah
Kids Connect – Monadnock Conservancy
Career Exploration Camp – Cheshire Career Center
Strength & Conditioning Camp – Keene High School
American School of Gymnastics
Monadnock Violin Studio
Grand Monadnock Youth Choirs
Montessori School of Keene
Moco Arts



"I LOVE TO SEE MY KIDS LEARNING NEW THINGS." - PARENT

"THEY ARE MORE SOCIALIZED, THERE IS AN INCREASE IN CONFIDENCE." - PARENT

# Message from the Board of Directors

2020 marks a half-decade of service for the Kids Collaborative! We've grown from a 5-member charter Board of Directors to 13 strong. Along the way, we developed a mission, vision and outcome goals for kids living in Keene Housing. What started as an idea has become an organization that has made a real difference in the community, with support from businesses, foundations, local youth serving organizations, community members and friends. From the beginning, our mission has been building the foundation for successful adulthood. We partner with parents and organizations in the community to give kids access to existing community activities that will help them grow, learn and succeed at home, in school and eventually in the workplace.

In the short five years since 2015, and they have gone by in a heartbeat believe me, we can boast that our program partners in the community numbers 30+ and continues to grow. An astounding 88% of Keene Housing families are engaged in activities that they otherwise may never had had the chance to explore.
In 2019 we were the recipient of the Fenton Family Dealership Subaru Share the Love event and support from the New Hampshire Charitable Foundation. This funding, along with steadfast support from our local civic organizations, businesses and individual donors, has made it possible to grow our programming and partnerships.

Being one of the founding Board members, I look back on the past five years and can't help but compare our growth to that of the kids our mission it is to serve. I think we are not so different from our kiddos. We, too, want so much to have every opportunity to succeed and fulfill our dreams as an organization. We are reminded everyday by the friends in the community that they too understand our ambitions and feel in their hearts that KHKC is making a difference in our community through our children.

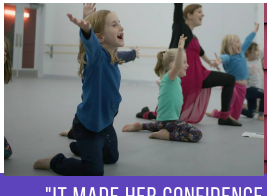
Looking to the future, we'll continue to ask ourselves: What has changed in the lives of the children and families we serve? How have we made a difference? How are the lives of the children we serve better as a result of our efforts?

Without question, we wouldn't be where we are today if not for the thoughtful collaboration and generosity of our community partners and funders. This support has allowed us to grow an idea that inspired us into the organization we are today.

Thank you so very much for your support.

Warmest regards and deepest gratitude,

Dee Pratt, Board Chair
Keene Housing Kids Collaborative



"IT MADE HER CONFIDENCE LEVEL GO UP. SHE WAS A DIFFERENT CHILD AFTER THAT." – PARENT

# 2019 Revenue/Expense

| Revenue | | Expense | |
|---|---|---|---|
| Fee for Service | $124,074 | Operating Expense | $27,931 |
| Grants | $48,039 | Operating Personnel Cost | $55,647 |
| Donations | $90,935 | Operating Total | $83,578 |
| Start-Up Support (Keene Housing) | $41,789 | Youth Programming Expense | $98,123 |
| Interest Income | $791 | Youth Programming Support | $85,657 |
| | | Youth Programming Total | $183,780 |
| Total Revenue | $305,629 | Total Expense | $267,358 |

# March 2020

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---|---|---|---|---|---|---|
| 1 | 2<br>SAVS Bingo | 3<br>CST Craft Group | 4<br>CST Game Night | 5<br>CST Bingo | 6 | 7 |
| 8<br>Harper Acres Crochet Group | 9<br>SAVS Bingo<br>Harper Acres Craft Group | 10<br>CST Resident Cooking Meeting | 11<br>CST Game Night<br>SAVS Craft Group | 12<br>CST Bingo | 13<br>CST Food Activity | 14 |
| 15 | 16<br>SAVS Bingo<br>Harper Acres Planning Meeting & Card Making | 17<br>CST Planning Meeting & Card Making | 18<br>SAVS Planning Meeting<br>CST Game Night | 19<br>Board of Commissioners Meeting<br>CST Bingo | 20 | 21 |
| 22<br>Harper Acres Crochet Group | 23<br>SAVS Bingo | 24 | 25<br>CST Game Night | 26<br>CST Bingo | 27 | 28 |
| 29 | 30<br>SAVS Bingo | 31 | | | | |

# April 2020

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