Keene Housing

Keene Housing
Annual Board of Commissioners Meeting
May 21, 2020

KH Facilities and Assets Team
Unsung Hero Project - Lisa Scoville Photography

ZOOM MEETING
https://us02web.zoom.us/j/84430700711?pwd=MUVyK1dubHJtMXdBMk05eUxpWmt3UT09
Meeting ID: 844 3070 0711 Password: 068245
To Report a Technical Issue, Please Call: 603-313-0214

Keene Housing

Board of Commissioners Meeting
Thursday, May 21, 2020
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Keene Housing

BOARD OF COMMISSIONERS ANNUAL MEETING
THURSDAY, MAY 21, 2020
5:30 P.M.
Online Access:
https://us02web.zoom.us/j/84430700711?pwd=MUVyK1dubHJtMXdBMk05eUxpWmt3UT09
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AGENDA

I. Call to Order

II. Roll Call

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

IV. Executive Director's Report

V. Management Report

VI. Finance Report

VII. Old Business

VIII. New Business

a. Approval of COVID-19 Moving to Work (MTW) Administrative Plan Waiver (Resolution No. 671)

b. Approval to Adopt the FMLA Leave Expansion and Emergency Paid Sick Leave Policy (Coronavirus) (Resolution No. 672)

c. Approval to Adopt Slate of Officers (Resolution No. 673)

d. Informational Memo: COVID-19 Changes to Policy and Procedures – Update

e. Informational Memo: Office Safety Protocols in Response to COVID-19

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
Zoom Meeting/Conference Call
Thursday, April 23, 2020

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

Commissioners in attendance:
J.B. Mack, Chairperson
Tom Moses, Vice Chairperson
Susan Shaw, Commissioner
Pam Slack, Commissioner
Absent:
Chris Coates, Commissioner

Also in attendance:
Joshua Meehan, Secretary
Linda Griffin, Director of Finance
Denise Pratt, Director of Housing and Services
Sandy Clark, Director of Facilities and Assets
Amy Wright, Director of Administration
Linda Mangones, Special Advisor for Planning and Development
Diana McWilliams, CEO of the Affordable Housing Accreditation Board
Coy Maienza, Director of Accreditation of the Affordable Housing Accreditation Board
A resident of Stone Arch Village Senior

MINUTES:

Chairperson Mack called for approval of the March 19, 2020 Board of Commissioners meeting minutes. Vice Chairperson made a motion to approve the minutes. Commissioner Slack seconded the motion, which upon being put to vote, the minutes passed unanimously.

Chairperson Mack called for approval of the March 27, 2020 Special Board of Commissioners meeting minutes. Vice Chairperson Moses made a motion to approve the minutes. Commissioner Slack seconded the motion, which upon being put to vote, the minutes passed unanimously.

EXECUTIVE DIRECTOR'S REPORT:

Secretary Meehan stated under the Coronavirus Aid, Relief and Economic Security (CARES) Act, HUD is waiving and establishing temporary alternative requirements for numerous regulations. These waivers provide administrative flexibilities and relief to public housing agencies (PHAs) in response to the COVID-19 national emergency. HUD has agreed to not penalize housing authorities that adopted policy and procedural changes prior to HUD publishing the COVID-19 waivers. Secretary Meehan recognized HUD for its flexibility and responsiveness to COVID-19.

Secretary Meehan reviewed Keene Housing's response to COVID-19. Office staff continue working from home and there is a schedule for dedicated office time, when needed. At no time is there more than one person on a floor at Central Office or more than one person at a time in any satellite office. Maintenance staff continue responding to emergency work orders only and are disinfecting high traffic areas in all elderly/disabled properties twice a day with KH's contracted cleaning service doing a third cleaning in the evening. All community spaces remain closed until further notice. Property managers, residents and maintenance staff have all reported that some residents, particularly at the family properties, are not consistently following social distancing

recommendations. Reminders of recommended social distancing and hand washing protocols are posted on property bulletin boards and KH periodically reminds residents of them via social media. To date, one Keene Housing resident and one voucher holder self-reported having been diagnosed with COVID-19. Chairperson Mack asked staff to check-in with the resident to see if there is anything KH can do to help them while they self-quarantine.

Secretary Meehan stated Keene Housing is tracking income and expenses changes related to COVID-19. He reviewed a spreadsheet comparing March and April data for interims, rent collection, late notices, Safety Net subsidy adjustments, Housing Assistance Payments (HAP) and payroll. Through April, the effects appear relatively mild, but it is early, and as the economic impacts of the pandemic drag out, KH may see more significant changes. KH is monitoring these data closely, as significant increases in HAP costs affect 2020 capital plans.

Secretary Meehan stated Keene Housing is implementing rent forgiveness for the small businesses that lease Keene Housing commercial spaces. These business owners are long term tenants and Keene Housing is not charging rent or penalties until the Governor's Stay at Home order is lifted.

Secretary Meehan invited Ms. Clark to give a Facilities and Assets update. Ms. Clark stated the Facilities and Assets staff are completing turnovers at Forest View, North and Gilsum, Harper Acres and Brookbend East. Staff are working in separate rooms and practicing social distancing. Wayne Brown Roofing is ready to complete the roof replacement at Ash Brook once the property's acquisition by the Monadnock Affordable Housing Corporation is completed.

Staff are building raised garden beds at Riverbend and Evergreen Knoll and will be line striping the parking lots at all properties. The rehabilitation project at Central Square Terrace is on schedule and going well. Ms. Clark stated the shutters for Stone Arch Village Senior are back ordered and the new doors for Stone Arch Village Family and Meadow Road have been ordered.

MANAGEMENT REPORT:

Ms. Pratt reviewed the management report and commented on the vacancies. Ms. Pratt stated the Housing and Services staff transitioned to working from home on March 16, 2020. As a result, there is now a delay in applicants completing paperwork and submitting required documentation because everything is transmited by mail, email or fax rather than in person. In addition, some people are not comfortable sending personal information electronically or in the mail. Applicants have been advised that they can utilize the drop box at Keene Housing's Central Office, but some people do not have transportation and may not want to leave their homes at this time. Ms. Pratt stated that these and other transactional delays caused by COVID-19 will continue negatively affecting key management indicators in the months ahead.

FINANCE REPORT:

Ms. Griffin reviewed the consolidated financial operations and variances to budget for Keene Housing owned and managed properties. Keene Housing's new financial management software is up and running and Ms. Griffin is working with the consultant to generate reports. Otis Atwell is up to date with the financial audits and is currently conducting the Keene Affordable Housing Properties (KAHP) audit remotely. The auditors will need to come onsite to complete Keene Housing's audit, which will be completed in the late spring/early summer. Ms. Griffin stated she is monitoring HAP

costs related to COVID-19 and some capital projects are on hold, so the Agency does not overcommit funds.

NEW BUSINESS:

Resolution No. 669 - Approval of Additional COVID-19 Changes to Policies and Procedures During State of Emergency

The Keene Housing Board of Commissioners authorizes the implementation of policy revisions and procedural changes in response to the declaration of a state of emergency by Governor Chris Sununu on March 15, 2020; and further that these revisions and changes are urgently needed and being made in the interest of public health; and further that these revisions and changes will remain in effect until the state of emergency is lifted or Keene Housing determines that it is able to reinstate the policies and procedures that were in place prior to the declaration of a state of emergency; and further that Keene Housing request from regulating bodies any required waivers related to these policy revisions pursuant to the memorandum dated April 15, 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 Shaw seconded the motion, which upon being put to vote, was passed unanimously.

Resolution No. 670 - Approval for the Purchase and Financing of Ash Brook Apartments by Monadnock Affordable Housing Corporation (MAHC)

The Keene Housing Board of Commissioners approves the purchase and financing of Ash Brook Apartments at 191-195 Key Road by Monadnock Affordable Housing Corporation from Monadnock Housing Opportunities, Inc. and authorizes the Executive Director to enter into a Management Agreement with MAHC pursuant to the memorandum dated April 15, 2020 from Linda Mangones, Special Adviser for Planning and Development, to Joshua Meehan, Executive Director. Commissioner Slack moved the motion to approve the resolution. Commissioner Shaw seconded the motion, which upon being put to vote, was passed unanimously.

Quarterly Safety/Risk Management Report

Ms. Wright, Chairperson of Keene Housing's Joint Loss Safety Committee, reviewed the incidents reported during the first quarter of 2020:

- 2 employee incidents reported resulting in no lost time from work
    - 2/19/20 – An employee reported an auto accident while driving a company vehicle. The employee slid on ice/snow and rear-ended another vehicle. No injuries reported and only minor damage to other vehicle.
    - 2/13/20 – An employee strained their back while lifting/moving a table. No lost time from work.
- 2 property claims
    - 2/27/2020 – A kitchen fire was reported at Forest View; property damage only and no injuries. Fire Chief report identified the cooking area as the source, but the cause was undetermined.
    - 4/9/20 – A sewer backup was reported with no property damage. The cause was related to residents flushing wipes, gloves and inappropriate materials down the

toilet. Pipe repair and excavation required but this is not covered by the insurance policy.

The Director of Administration receives all incident reports and addresses items with the claimant if something could have been done to prevent the incident. Safety tips are included in the Quarterly Human Resource Newsletter, the resident Grapevine Newsletter and posted to the intranet targeting high risk factors relevant to KH staff and residents.

OLD BUSINESS:

No topics were presented.

PUBLIC COMMENT:

A resident expressed his thanks to Amy Crocker, Property Manager at Stone Arch Village Senior for resolving concerns about the newspaper delivery during COVID-19.

NON-PUBLIC SESSION:

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

Vice Chairperson Moses made a motion to adjourn the meeting. Commissioner Slack seconded the motion, which upon being put to vote, was passed unanimously. There being no further business, Chairperson Mack adjourned the Board meeting at 12:58 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

4/28/2020
Date

CHRISTOPHER T. SUNUNU
Governor

STATE OF NEW HAMPSHIRE
OFFICE OF THE GOVERNOR

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

Emergency Order #12 Pursuant to Executive Order 2020-04

Temporary modification of public access to meetings under RSA 91-A

Pursuant to Section 18 of Executive Order 2020-04 it is hereby ordered, effective immediately, that:

1. Pursuant to Executive Order 2020-04, paragraph 8 provides: "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."

2. Pursuant to Emergency Order #2 issued pursuant to Executive Order 2020-04, gatherings of fifty people or more are prohibited.

3. To implement these orders and recommendations, the requirement in RSA 91-A:2, III(b), that a quorum of a public body be physically present unless immediate action is imperative, is waived for the duration of the State of Emergency declared in Executive Order 2020-04.

4. To further implement these orders and recommendations, the requirement in RSA 91-A:2, III(c), that each part of a meeting of a public body be audible or otherwise discernible to the public "at the location specified in the meeting notice as the location of the meeting," is waived for the duration of the State of Emergency declared in Executive Order 2020-04 so long as the public body:

a) Provides public access to the meeting by telephone, with additional access possibilities by video or other electronic means;
b) Provides public notice of the necessary information for accessing the meeting;
c) Provides a mechanism for the public to alert the public body during the meeting if there are problems with access; and
d) Adjourns the meeting if the public is unable to access the meeting.

Given under my hand and seal at the Executive Chambers in Concord, this 23rd 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

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Keene Housing

Resolution No. 671

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item:

   COVID-19 MTW Administrative Plan Waiver Approval

2. Date of Board Meeting: Thursday, May 21, 2020

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners authorizes the implementation of policy revisions and procedural changes in response to the declaration of a state of emergency by Governor Chris Sununu on March 15, 2020; and further that these revisions and changes are urgently needed and being made in the interest of public health; and further that these revisions and changes will remain in effect until the state of emergency is lifted, the HUD waiver expires, or Keene Housing determines that it is able to reinstate the policies and procedures that were in place prior to the declaration of a state of emergency pursuant to the memorandum dated May 5, 2020 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: 5-11-20

6. Statement of availability of funds by Director of Finance

   Funds Budgeted and Available Yes ☐ No ☐ Source _____

   Account # _____

   Director of Finance Approval Signature _____ Date: _____

7. Executive Director Approval Signature _____ Date: 5/7/2020

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Denise Pratt, Director of Housing and Services
Subject: COVID-19 MTW Administrative Plan Waiver Approval
Date: May 5, 2020

Pursuant to Governor Chris Sununu's Executive Order issued March 15, 2020 declaring a state of emergency in New Hampshire due to the Novel Coronavirus (COVID-19), this memorandum recommends that the Board of Commissioners adopt changes to policies and procedures to reduce the need for applicants, voucher holders, residents, landlords and staff to come into close contact with one another and to prevent any adverse impact on currently assisted households or applicants.

BACKGROUND

Pursuant to the authority provided under the Coronavirus Aid, Relief and Economic Security (CARES) Act (Public Law 116-136), the U.S. Department of Housing and Urban Development (HUD) is waiving and establishing alternative requirements for numerous statutory and regulatory requirements for the Public Housing program and Housing Choice Voucher (HCV) program. These waivers provide administrative flexibilities and relief to public housing agencies (PHAs) and HUD is strongly encouraging PHAs to utilize any and all waivers and alternative requirements as necessary to keep public housing and HCV programs operational to the extent practicable. The full description of all waivers is published in the April 10, 2020 HUD Notice PIH 2020-05. In the interest of public health, and in recognition of the Governor's declared state of emergency, and the waiver authority granted by HUD, KH has determined that the following steps be taken immediately:

POLICY CHANGES

Regular Housing Quality Standards (HQS) Inspections

Current Policy: Properties that pass an annual HQS, or alternate, inspection move to a biennial inspection schedule for as long as that property continues to pass HQS.

MTW Housing Choice Vouchers, Non-Elderly Disabled Vouchers, 2017 Mainstream Vouchers, and the Keene Affordable Housing Properties, once passing initial inspection, are inspected biennially.

Change: Keene Housing is delaying biennial HQS inspections until October 31, 2020. The authority to delay biennial HQS is granted in HUD Notice PIH 2020-05, HQS-5 Biennial Inspections.

Housing Quality Standards Quality Control (HQS-QC) Inspections

Current Policy: Supervisory personnel or designee who have not been involved in routine inspections will monitor the quality of KH's inspections, by re-inspecting five (5%) percent of all initial and annual inspections performed each quarter. The sampling of the units will include recently completed inspections (within the prior three (3) months) in a cross section of neighborhoods, and a cross section of inspectors.

Change: Keene Housing is suspending HQS QC inspections until October 31, 2020. The authority to suspend HQS-QC is granted in HUD Notice PIH 2020-05, HQS-9 HQS-QC Inspections.

Housing Quality Standards (HQS) Special/Complaint Inspections (Interim Inspections)

Current Policy: If at any time the household or owner notifies KH that the unit does not meet HQS, KH will conduct an inspection. KH may also decide to conduct an inspection based on information from third parties, such as neighbors or public officials. KH will inspect only the items that were reported, but if the inspector notices additional deficiencies that would cause the unit to fail HQS, the responsible party will be required to make the necessary repairs.

Change: Keene Housing is waiving the requirement to conduct interim inspections until July 31, 2020. The authority to waive interim inspections is granted in HUD Notice PIH 2020-05, HQS-6 Interim Inspections. KH will rely on photos submitted by the owner, tenant certification, or other means deemed acceptable to verify the repair/s of non-emergency/non-life threatening HQS deficiencies.

Special Program Eligibility Requirements

Current Policy: The Foster Youth to Independence Tenant Protection Voucher program is a targeted program which provides eligible youth, eighteen (18) to twenty-four (24) years old, who have left foster care or will be leaving foster care within ninety (90) days, and is homeless or at risk of becoming homeless with Tenant Protection Vouchers.

Change: KH is increasing the maximum age from 24 (not yet twenty-five (25) years old) to twenty-six (26) for eligible foster youth at initial lease up. HUD Notice PIH 2020-05, HCV-10 FUP grants the Statutory Authority for this waiver.

RECOMMENDATION

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

That the Keene Housing Board of Commissioners authorizes the implementation of policy revisions and procedural changes in response to the declaration of a state of emergency by Governor Chris Sununu on March 15, 2020; and further that these revisions and changes are urgently needed and being made in the interest of public health; and further that these revisions and changes will remain in effect until the state of emergency is lifted, the HUD waiver expires, or Keene Housing determines that it is able to reinstate the policies and procedures that were in place prior to the declaration of a state of emergency pursuant to the memorandum dated May 5, 2020 from Denise Pratt, Director of Housing and Services, to Joshua R. Meehan, Executive Director.

Keene Housing

Resolution No. 672

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item:

   Approval to Adopt the FMLA Leave Expansion and Emergency Paid Sick Leave Policy (Coronavirus)

2. Date of Board Meeting: May 21, 2020

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners adopts the FMLA Leave Expansion and Emergency Paid Sick Leave Policy (Coronavirus); pursuant to the memorandum dated May 6, 2020 from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director.

4. All Backup Attached? Yes X No ☐

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

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

6. Statement of availability of funds by Director of Finance

   Funds Budgeted and Available Yes ☐ No ☐ Source _____

   Account #_____

   Director of Finance Approval Signature _____ Date: _____

7. Executive Director Approval Signature _____ Date: 5/5/2020

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration AW
Subject: Approval to Adopt the FMLA Leave Expansion and Emergency Paid Sick Leave Policy (Coronavirus)
Date: May 6, 2020

Pursuant to Governor Chris Sununu's Executive Order #40 (Stay at Home 2.0), employers must review their policies to make sure that policies and practices are consistent with public health recommendations and are consistent with existing state and federal workplace laws. This memorandum recommends that the Keene Housing Board of Commissioners adopt the proposed FMLA Leave Expansion and Emergency Paid Sick Leave Policy (Coronavirus).

The Families First Coronavirus Response Act (FFCRA) requires certain employers to provide their employees with paid sick leave and expanded family and medical leave (FMLA) for specified reasons related to COVID-19. The purpose of this policy is to comply with the FFCRA and to assist employees affected by the COVID-19 outbreak with job-protected leave and pay, where applicable. This policy will be in effect from April 1, 2020, until December 31, 2020.

RECOMMENDATION

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

That the Keene Housing Board of Commissioners adopts the FMLA Leave Expansion and Emergency Paid Sick Leave Policy (Coronavirus); pursuant to the memorandum dated May 6, 2020 from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director.

FMLA Leave Expansion and Emergency Paid Sick Leave Policy (Coronavirus)

The Families First Coronavirus Response Act (FFCRA) requires certain employers to provide their employees with paid sick leave and expanded family and medical leave (FMLA) for specified reasons related to COVID-19. The purpose of this policy is to comply with the FFCRA and to assist employees affected by the COVID-19 outbreak with job-protected leave and pay, where applicable. This policy will be in effect from April 1, 2020, until December 31, 2020.

Expanded FMLA Leave

Employee Eligibility

All current employees who have been employed with Keene Housing for at least 30 days and are actively scheduled for work are eligible for Expanded FMLA leave under this policy.

This policy applies to Expanded FMLA for specified reasons related to COVID-19 only; Keene Housing is not a covered employer under FMLA because the Agency employed less than 50 employees in 20 or more workweeks in the current or previous calendar year.

Employees laid off or otherwise terminated on or after March 1, 2020, who are rehired on or before December 31, 2020, are eligible for leave upon reinstatement if they had previously been employed with Keene Housing for 30 or more of the 60 calendar days prior to their layoff or termination.

Reason for Leave

Eligible employees who are unable to work (or telework) due to a need to care for their child when a school or place of care has been closed, or when the regular childcare provider is unavailable due to a public health emergency with respect to COVID-19.

"Child" means a biological, adopted or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is:

- Under 18 years of age.
- 18 or older and incapable of self-care because of a mental or physical disability.

"Childcare provider" means a provider who receives compensation for providing childcare services on a regular basis, including:

- A center-based childcare provider.
- A group home childcare provider.
- A family childcare provider (one individual who provides childcare services for fewer than 24 hours per day, as the sole caregiver, and in a private residence).
- Other licensed provider of childcare services for compensation.
- A childcare provider that is 18 years of age or older who provides childcare services to children who are either the grandchild, great grandchild, sibling (if such provider lives in a separate residence), niece or nephew of such provider, at the direction of the parent.

"School" means an elementary or secondary school.

Duration of Leave

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Employees will have up to 12 weeks of leave to use from April 1, 2020, through December 31, 2020, for the purposes stated above.

Increments & Intermittent Use of Leave

Employees may take expanded FMLA leave intermittently and in any increment agreed to with their manager. For example, an employee may only need 4 hours per day of leave to care for his or her child or may only need to do so on Tuesdays and Thursdays. Managers and employees are expected to be flexible in scheduling wherever possible.

Pay During Leave

Leave will be unpaid for the first 10 days of leave; however, employees may use accrued paid vacation or personal leave during this time. The employee may also elect to use the paid leave provided under the Emergency Paid Sick Leave Act, as further explained below.

After the first 10 days, employees will be required to use any accrued vacation, health or personal paid leave for the number of hours the employee would otherwise be scheduled to work. Should an employee's accrued company paid leave exhaust, any additional leave taken will be paid at two-thirds of an employee's regular rate of pay. Pay will not exceed $200 per day and $10,000 in total, or $12,000 in total if using emergency paid sick leave for the first two weeks. Any unused portion of this pay will not carry over to the next year.

Employee Status and Benefits During Leave

While an employee is on leave, Keene Housing will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work. While on paid leave, the employer will continue to make payroll deductions to collect the employee's share of the premium. During any unpaid portions of leave, the employee must continue to make this payment per instructions from the Director of Administration.

If the employee contributes to a long term disability plan, Keene Housing will continue making payroll deductions while the employee is on paid leave. During any portion of unpaid leave, the employee may request continuation of such benefits and pay his or her portion of the premiums, or the employer may elect to maintain such benefits during the leave and pay the employee's share of the premium payments. If the employee does not continue these payments, the employer may discontinue coverage during the leave. If the employer maintains coverage, the employer may recover the costs incurred for paying the employee's share of any premiums, whether or not the employee returns to work.

Procedure for Requesting Leave

All employees requesting Expanded FMLA leave must provide written notice of the need for leave to the Director of Administration as soon as practicable. Verbal notice will otherwise be accepted until written notice can be provided.

Notice of the need for leave must include:

- The name and age of the child or children being care for.
- The name of the school, place of care, or childcare provider that closed or became unavailable due to COVID-19 reasons.

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- A statement representing that no other suitable person is available to care for the child or children during the period of requested leave. For children over the age of 14, a statement indicating the special circumstances that require the employee to provide care during daylight hours.

On a basis that does not discriminate against employees on Expanded FMLA leave, the company may require an employee on Expanded FMLA leave to report periodically on the employee's status and intent to return to work.

Employee Status After Leave

Generally, an employee who takes Expanded FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. Keene Housing may choose to exempt certain key employees from this requirement and not return them to the same or similar position when doing so will cause substantial and grievous economic injury to business operations. Key employees will be given written notice at the time Expanded FMLA leave is requested of their status as a key employee.

Please contact the Director of Administration with any questions.

Emergency Paid Sick Leave

Eligibility

All current full and part time employees scheduled but unable to work (or telework) due to one of the following reasons for leave:

1. The employee is subject to a federal, state or local quarantine or isolation order related to COVID–19.
2. The employee has been advised by a health care provider to self-quarantine due to concerns related to COVID–19.
3. The employee is experiencing symptoms of COVID–19 and seeking a medical diagnosis.
4. The employee is caring for an individual who is subject to either number 1 or 2 above.
5. The employee is caring for his or her child if the school or place of care of the child has been closed, or the childcare provider of such child is unavailable, due to COVID–19 precautions.
6. The employee is experiencing any other substantially similar condition specified by the secretary of health and human services in consultation with the secretary of the treasury and the secretary of labor.

"Child" means a biological, adopted or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is:

- Under 18 years of age.
- 18 or older and incapable of self-care because of a mental or physical disability.

"Individual" means an immediate family member, roommate or similar person with whom the employee has a relationship that creates an expectation that the employee would care for the person if he or she self-quarantined or was quarantined. Additionally, the individual being cared for must:

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a) be subject to a federal, state or local quarantine or isolation order as described above; or b) have been advised by a health care provider to self-quarantine based on a belief that he or she has COVID-19, may have COVID-19 or is particularly vulnerable to COVID-19.

Furloughed employees are not eligible as there is no work available from which to take leave.

Amount of Paid Sick Leave

All eligible full-time employees will have up to 80 hours of paid sick leave available to use for the qualifying reasons above. Eligible part-time employees are entitled to the number of hours worked, on average, over a two-week period.

For employees with varying hours, one of two methods for computing the number of hours paid will be used:

- If the employee has worked 6 months or more, the average number of hours that the employee was scheduled per day over the 6-month period ending on the date on which the employee takes leave, including hours for which the employee took leave of any type.
- If the employee has worked less than 6 months, the expected number of hours to be scheduled per day at the time of hire.

Increments and Intermittent Use of Leave

When working from home, employees may take emergency paid sick leave intermittently and in any increment agreed to with their manager. As in the example for FMLA leave, an employee may only need 4 hours per day of leave to care for his or her child or may only need to do so on Tuesdays and Thursdays. Directors and employees are expected to be flexible in scheduling wherever possible.

For those not teleworking and currently working onsite, an employee may only take intermittent leave for reason 5 above, to care for his or her child when the school or place of care is closed, or the caregiver is unavailable due to COVID-19-related reasons. Per the regulations, as all other reasons for emergency paid sick leave could potentially expose an employee or others in the workplace to the virus, employees must either use the full amount of paid sick leave or use it in full-day increments until the reason for leave is over and it is safe for the employee to return to work.

Rate of Pay

Emergency sick leave will be paid at the employee's regular rate of pay, or minimum wage, whichever is greater, for leave taken for reasons 1-3 above. Employees taking leave for reasons 4-6 will be compensated at two-thirds their regular rate of pay, or minimum wage, whichever is greater. Pay will not exceed:

- $511 per day and $5,110 in total for leave taken for reasons 1-3 above.
- $200 per day and $2,000 in total for leave taken for reasons 4-6 above.

Interaction with Other Paid Leave

The employee may use emergency paid sick leave under this policy before using any other accrued paid time off for the qualifying reasons stated above.

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Employees on expanded FMLA leave under this policy may use emergency paid sick leave concurrently with that leave. Emergency paid sick leave may also be used when an employee is on leave under traditional FMLA for his or her own COVID-19-related serious health condition or to care for a qualified family member with such a condition.

Procedure for Requesting Emergency Paid Sick Leave

Employees must notify their manager or the Director of Administration of the need and specific reason for leave under this policy. A form will be provided to all employees on the company intranet and/or in a manner accessible to all. Verbal notification will be accepted until practicable to provide written notice.

Documentation supporting the need for leave must be included with the leave request form, such as:

- A copy of the federal, state or local quarantine or isolation order related to COVID-19 applicable to the employee or the name of the government entity that issued the order.
- Written documentation by a health care provider advising the employee to self-quarantine due to concerns related to COVID-19 or the name of the provider who advised the employee.
- The name and relation of the individual the employee is taking leave to care for who is subject to a quarantine or isolation order or is advised to self-quarantine.
- The name and age of the child or children being cared for; the name of the school, place of care, or child care provider that closed or became unavailable; and a statement that no other suitable person is available to care for the child during the period of requested leave.
    - For children over age 14, a statement indicating the special circumstances that require the employee to provide care during daylight hours.

Once emergency paid sick leave has begun, the employee and his or her manager must determine reasonable procedures for the employee to report periodically on the employee's status and intent to continue to receive paid sick time.

Carryover

Paid emergency sick leave under this policy will not be provided beyond December 31, 2020. Any unused paid sick leave will not carry over to the next year or be paid out to employees.

Job Protections

No employee who appropriately utilizes emergency paid sick leave under this policy will be discharged, disciplined or discriminated against for work time missed due to this leave.

Please contact the Director of Administration with any questions.

DRAFT

Keene Housing

Resolution No. 673

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item:

   Approval to Adopt Slate of Officers

2. Date of Board Meeting: May 21, 2020

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners adopts the slate of officers as presented, pursuant to the May 6, 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: 5/5/20

6. Statement of availability of funds by Director of Finance

   Funds Budgeted and Available Yes ☐ No ☐ Source _____

   Account # _____

   Director of Finance Approval Signature _____ Date: _____

7. Executive Director Approval Signature _____ Date: 5/5/2020

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration AW
Subject: Approval to Adopt Slate of Officers
Date: May 6, 2020

This memorandum recommends that the Board of Commissioners adopt the slate of officers as presented below:

Chairperson: J.B. Mack
Vice Chairperson: Tom Moses
Commissioner: Chris Coates
Commissioner: Pam Slack
Commissioner: Susan Shaw
Secretary: Joshua Meehan

RECOMMENDATION

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

> **Resolution:** That the Keene Housing Board of Commissioners adopts the slate of officers as presented, pursuant to the May 6, 2020 memorandum from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director.

Keene Housing

INFORMATIONAL MEMORANDUM

To: Joshua Meehan, Executive Director
From: Denise Pratt, Director of Housing and Services
Subject: COVID-19 Changes to Policy and Procedures - Update
Date: May 5, 2020

Pursuant to Governor Chris Sununu's Executive Order issued March 15, 2020 declaring a state of emergency in New Hampshire due to the Novel Coronavirus (COVID-19), this informational memorandum provides an update to the implementation of changes to policies and procedures adopted by the Board of Commissioners on March 27, 2020 and April 23, 2020.

BACKGROUND

On March 15, 2020 Governor Chris Sununu issued and Executive Order declaring a state of emergency. As a result, Keene Housing (KH) has made changes to policies and/or procedures in order to immediately reduce the spread of the Novel Coronavirus while guaranteeing business continuity during the state of emergency. These changes are necessary so that essential processes are disrupted as little as possible and to accommodate the families we serve, while reducing the need, wherever possible, for person-to-person contact.

On March 16th, March 24th, and April 15th the Board was informed of and/or approved a series of procedural and/or policy reforms in response to COVID-19. Since transitioning staff to working remotely we've learned a great deal about how this new way of working impacts productivity and business continuity. As we enter the third month of working remotely we've found that some of the processes that we initially thought would be difficult to complete remotely can, in fact, continue more or less as they had prior to the COVID-19 outbreak; this is a testament to our staff's adaptability and resilience. This informational memorandum provides an update on the status of the policy and procedural changes previously approved and/or implemented, including those that we never had to implement, have refined or are eliminating altogether.

POLICY CHANGES

Annual Recertifications

Current Policy: KH conducts annual recertifications for income-based households participating in the MTW Housing Choice Voucher (HCV) program, the Non-elderly Disabled Voucher program, the Mainstream-5 and 2017 Mainstream programs, and the Foster Youth to Independence Tenant Protection Voucher program and recertifications for work-able households participating in the stepped subsidy program when the household moves from one step to another.

Change: KH is suspending the processing of all recertifications during the state of emergency.

Update: It was not necessary to implement this policy change as staff are able to process annual recertifications timely while working remotely.

Interim Recertifications

Current Policy: KH conducts interim recertifications for income-based voucher households participating in the MTW Housing Choice Voucher (HCV) program, the Non-elderly Disabled Voucher program, the Mainstream-5 and 2017 Mainstream programs, and the Foster Youth to Independence Tenant Protection Voucher program when there are household composition changes, fifty ($50) dollar decrease in monthly gross income, and households reporting zero ($0) income. Work-able households participating in the stepped subsidy program experiencing a loss in income may apply for safety net, KH's hardship program for households participating in the stepped subsidy program. KH verifies changes in income using documentation from third party sources.

Change: KH will only conduct interims related to income loss. While under the state of emergency, KH will accept verbal verification from employers of decreases in income and self-certification from the household of benefit loss.

Update: It was not necessary to implement this policy change as staff are able to process all interims timely.

Termination from Voucher Programs

Current Policy: KH may terminate housing assistance for non-compliance with program requirements.

Change: KH will not terminate a household's housing assistance for non-compliance with program requirements. Doing so may force the household into homelessness.

Update: Housing Choice Voucher participants are entitled to an informal hearing whenever KH imposes an adverse action and we continue holding informal hearings therefore, the participant has means to grieve the adverse action and it was not necessary to implement this policy change.

New Voucher Issuances

Current Policy: When KH selects a household from the waitlist, the household is scheduled for an issuance briefing. During the briefing, KH explains the components of the voucher program such as tenant portion of rent, amount of housing assistance, types of eligible housing, tenant/owner/property manager responsibilities.

Change: While the public is encouraged to practice social distancing, KH will not issue new vouchers as housing searches put households at risk of contracting COVID-19.

Update: KH has begun conducting issuance briefings by phone and video conferencing, and is it not necessary to implement this policy change.

Housing Quality Standards Inspections (HQS)

Current Policy: KH conducts four (4) types of Housing Quality Standards (HQS) inspections:

Initial/move-in,

Regular, conducted on a regular basis according to KH policy,

Special/complaint/Exit, and

Quality Control

Change: KH is limiting HQS inspections to initial/move-in and health and safety inspections.

Update: KH continues to limit HQS inspections to initial/move-in and health and safety inspections.

Safety Net for Households Claiming Zero Income

Current Policy. Safety Net, KH's hardship policy, provides a temporary increase in subsidy to households participating in the stepped subsidy program experiencing significant, unexpected increases in rent burden. The households' tenant payment is temporarily set at either the greater of the minimum rent of one hundred twenty-five dollars ($125.00) or 30% of gross income. Households receiving Safety Net must reapply monthly with supporting third party income verification.

Change. Until the state of emergency is lifted or KH determines that it is able to reinstate the existing policy, KH is waiving the minimum rent for households whose income has decreased to zero ($0) due to loss of wages related to COVID-19 and have no other source of income. Households with zero ($0) income due to COVID-19 related job losses will pay 30% of gross income, effectively zero ($0) dollars, per month and will reapply monthly with supporting third party verification. Rent calculation will revert to current policy when households receiving minimum rent waivers report any earned or unearned income.

Update. No changes.

TEMPORARY REVISION TO TENANT SELECTION AND OCCUPANCY PLAN

Apartment Offers

Current Policy: An applicant household that declines two (2) offers of an apartment will be removed from all waiting lists.

Change: Until the state of emergency is lifted or KH determines that it is able to reinstate the existing policy, KH will not remove applicants for declining a unit for the second time. The applicant will remain on the waiting list/s with the original date and time of application.

Update. No changes.

PROCEDURE CHANGES

Face to Face Appointments

Current Procedure: KH schedules face to face appointments with applicants, residents, and voucher holders for eligibility determinations, voucher issuances, recertifications, interims, informal reviews and informal hearings.

Change: All transactions with applicants, residents, and voucher holders will be conducted by phone, email, mail, and video conferencing during the state of emergency.

Update: KH continues to conduct appointments with applicants, residents, and voucher holders by phone, email, mail, and video.

Transporting Files To and From the Office

Current Procedure: KH does not authorize staff to transport applicant, tenant or voucher holder files from the office to home.

Change: All Housing and Services staff have executed a confidentiality agreement and are temporarily permitted to work from home and must disclose any sensitive information they are taking in their possession.

Update: Pursuant to HUD Notice PIH 2015-06, records about individuals with sensitive PII are not to be removed from facilities where HUD information is authorized to be stored and used (main office and property offices) unless approval is first obtained from a supervisor.

The Director of Housing and Services informed staff via a memo dated April 29, 2020, that they are permitted to take records home while working remotely to conduct regular business operations during the COVID-19 emergency until the state of emergency is lifted or KH determines it is no longer necessary to remove records from the office/s.

Staff are required to sign a confidentiality agreement, which is kept in the employee's file, and complete the 'File Out/In' log when removing and returning records to the office.

Staff are required to promptly report all suspected compromises of sensitive PII to the Director of Housing and Services.

The Meals on Wheels Program

Current Procedure. The Meals on Wheels program distributes meals in the Harper Acres community space.

Change. All community spaces are closed to minimize congregating in the space. The program staff are distributing the meals through the side door to enhance social distancing.

Update. No changes.

Keene Housing

INFORMATIONAL MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration
Subject: Office Safety Protocols in Response to COVID-19
Date: May 13, 2020

This informational memorandum outlines the safety measures that Keene Housing is implementing to ensure the health and safety of staff, residents and the community. While the safest way for staff to work continues to be from home, we recognize that some staff members need additional time in the office to complete their work timely and completely. All staff play a role in making sure the office is as safe as possible and are required to follow established safety procedures. These procedures are based on recommendations by the Governor's Economic Reopening Taskforce, Centers for Disease Control and Prevention, The NH Department of Health and Human Services and the Society for Human Resource Management. The following are effective immediately:

- A Plexiglas barrier was installed at the reception window in anticipation of allowing members of the public to drop off and pick documents up at a future date to be determined.
- Common hallway doors are propped open to eliminate the need to touch handles.
- Staff must practice 6-feet physical (social) distancing at all times, wash their hands frequently with warm, soapy water for at least 20 seconds, cover their mouth with tissues whenever they sneeze, and discard used tissues in the trash, and avoid people who are sick with respiratory symptoms.
- Staff must disinfect surfaces, objects and office equipment touched in common areas after use.
- Hallways and stairways are marked and designated as one-way.
- All staff must wear face masks when entering the building and when outside of their office. Staff can remove their face mask in their own office, and their office door must remain closed. Disposable face masks are available for staff use and are located on the picnic table in the maintenance area.
- Staff breakroom/kitchen/Spectrum Room are closed for eating and gathering until further notice. No more than one person can use the breakroom/kitchen at a time and must clean contacted surfaces before leaving the room.
- Staff mailboxes/area is closed until further notice. Mail receptacles have been installed outside of each employee's office and the Admin team distributing mail each business day. Outgoing mail bins are located on each floor and will be collected by the Admin team by the end of each business day.
- Signs are displayed in bathrooms reminding staff about proper handwashing etiquette.
- All staff are required to adhere to the established office schedule. Beginning on May 11th, two staff members are allowed per floor, as outlined on the shared office schedule.
    - If an employee stops by the office to pick up their mail outside the established office schedule and other employees are on the floor, he/she must follow established safety procedures identified above.
- Facilities and Assets staff wear required PPE and continue responding only to emergency work orders and are disinfecting high traffic areas in all elderly/disabled properties twice a day, with KH's contracted cleaning service doing a third cleaning in the evening.

The following will be implemented over the next few weeks in response to the Governor's recommendations for essential businesses:

- Temperatures will be taken at the start of each business day and staff must answer the following questions daily:
    - Have you been in close contact with a confirmed case of COVID-19?
    - Have you had a fever or felt feverish in the last 72 hours?
    - Are you experiencing any respiratory symptoms including a runny nose, sore throat, cough, or shortness of breath?
    - Are you experiencing any new muscle aches or chills?
    - Have you experienced any new change in your sense of taste or smell?

  Responses are recorded electronically and filed. Anyone who responds yes to any of the questions or has a temperature greater than 100 degrees Fahrenheit will be sent home.

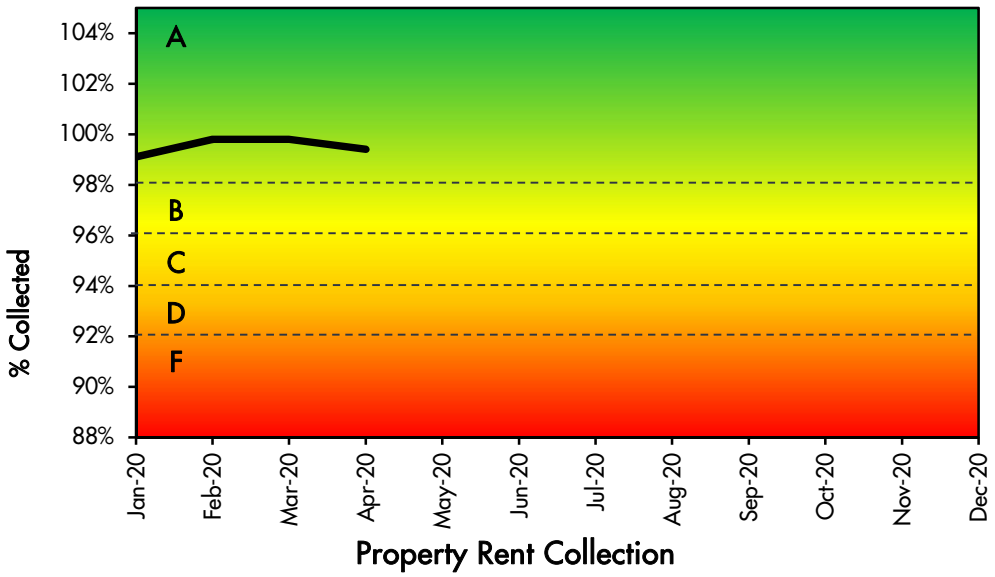
Keene Housing

MANAGEMENT REPORT
APRIL 2020

Residential Property Rent Collection Report
April 2020

Community	Month Billed	Month Collected	% Collected	Monthly Grade	YTD Billed	YTD Collected	% YTD Collected	YTD Grade
Ash Brook Apartments	$9,829	$9,564	97.3%	B	$40,438	$40,173	99.3%	A
Bennett Block	$5,355	$5,355	100.0%	A	$21,744	$21,857	100.5%	A
Brookbend East	$14,392	$14,042	97.6%	B	$59,031	$58,460	99.0%	A
Brookbend West	$14,091	$13,203	93.7%	D	$53,363	$52,519	98.4%	A
Central Square Terrace	$20,653	$20,203	97.8%	B	$81,912	$81,253	99.2%	A
Cottage Street	$1,441	$1,460	101.3%	A	$5,764	$5,854	101.6%	A
Evergreen Knoll LP	$14,825	$13,515	91.2%	D	$58,844	$57,657	98.0%	B
Forest View	$17,617	$16,001	90.8%	D	$70,953	$70,317	99.1%	A
Harper Acres	$44,574	$44,307	99.4%	A	$177,028	$176,764	99.9%	A
Meadow Road Apartments	$6,741	$6,800	100.9%	A	$27,232	$27,170	99.8%	A
North and Gilsum	$16,887	$15,723	93.1%	D	$63,272	$62,612	99.0%	A
Riverbend Apartments	$10,527	$9,666	91.8%	D	$41,523	$40,455	97.4%	B
Scattered Sites	$12,262	$13,565	110.6%	A	$48,169	$48,870	101.5%	A
Stone Arch Village Family	$12,573	$11,725	93.3%	D	$50,113	$50,043	99.9%	A
Stone Arch Village Senior	$12,244	$12,276	100.3%	A	$48,875	$48,910	100.1%	A
Totals	**$214,011**	**$207,405**	**96.91%**	**B**	**$848,261**	**$842,913**	**99.4%**	**A**

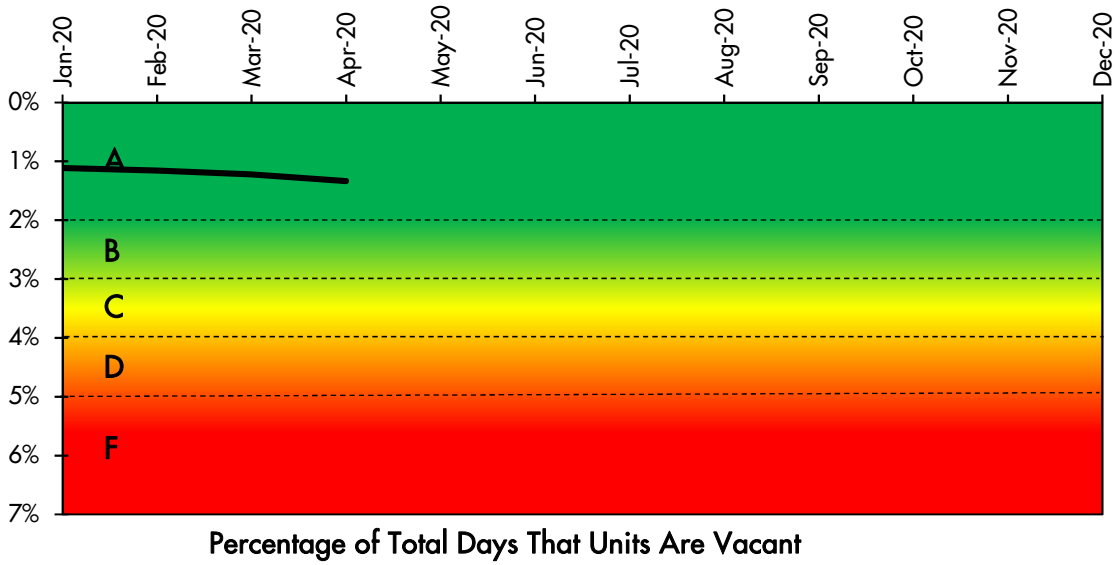
**Active Households Only*



Monthly Vacancy Report

April 2020

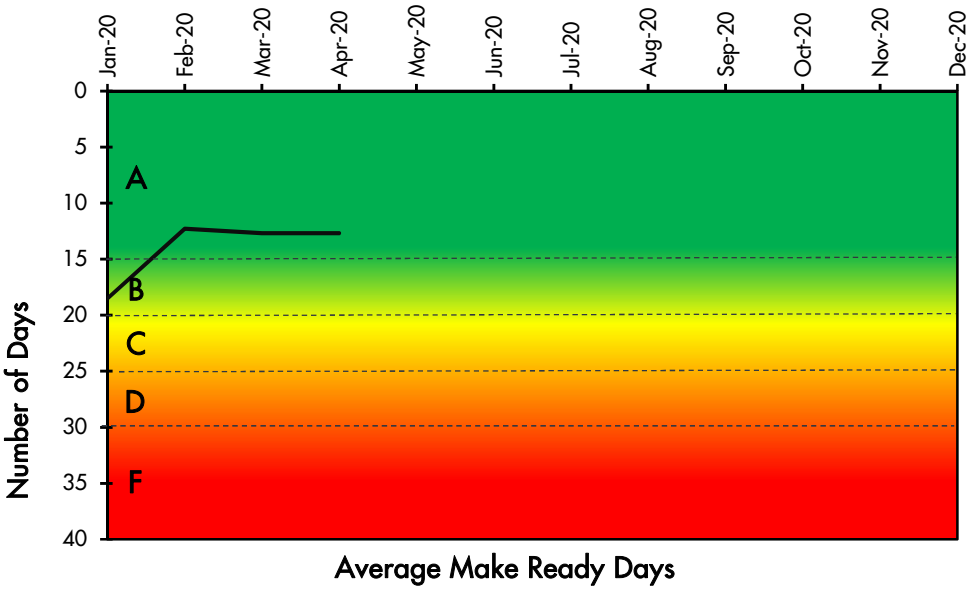
Community	Units Available	Available Days	Vacant Days	Monthly Vacancy Percentage	Monthly Grade	YTD Vacancy Percentage	YTD Grade
Ash Brook Apartments	24	720	0	0.0%	A	1.2%	A
Bennett Block	14	360	0	0.0%	A	0.0%	A
Brookbend East	40	1200	10	0.8%	A	0.2%	A
Brookbend West	35	1050	30	2.9%	B	2.1%	B
Central Square Terrace	90	2100	60	2.9%	B	1.7%	A
Evergreen Knoll LP	32	960	0	0.0%	A	0.0%	A
Forest View	38	1110	30	2.7%	B	1.4%	A
Harper Acres	112	3360	100	3.0%	B	2.5%	B
Meadow Road Apartments	18	540	0	0.0%	A	0.0%	A
North and Gilsum	29	870	25	2.9%	B	3.6%	C
Riverbend Apartments	24	720	0	0.0%	A	0.0%	A
Scattered Sites	18	540	0	0.0%	A	0.0%	A
Stone Arch Village Family	24	720	0	0.0%	A	0.6%	A
Stone Arch Village Senior	33	990	0	0.0%	A	0.0%	A
Report Totals:	**531**	**15,240**	**255**	**1.7%**	**A**	**1.3%**	**A**



Percentage of Total Days That Units Are Vacant

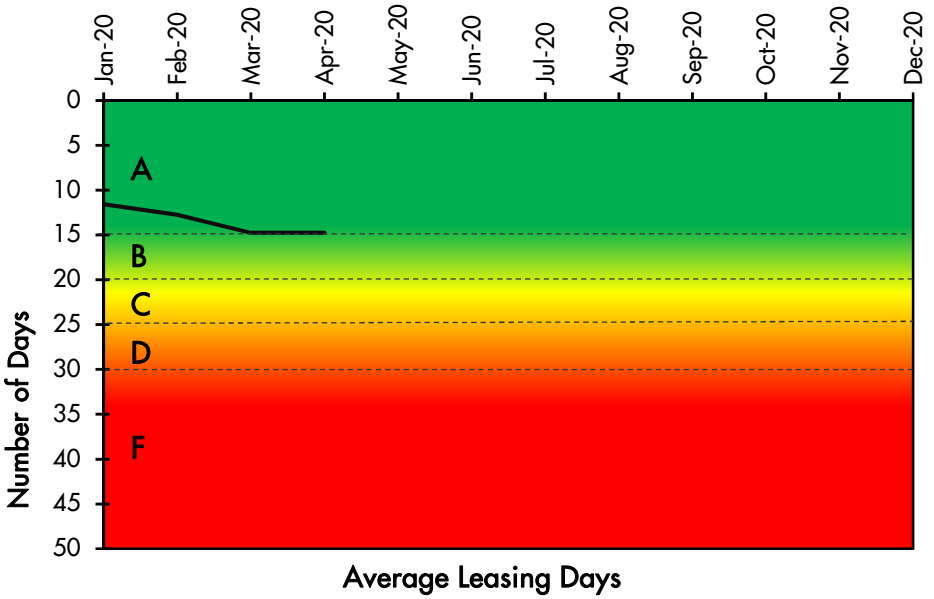
Unit Make Ready Days
April 2020

Community	Number of Units Made Ready	Avg. Make Ready Days	YTD Number of Units Made Ready	YTD Avg. Make Ready Days	YTD Grade
Ash Brook Apartments	0	-	0	-	NONE
Bennett Block	0	-	0	-	NONE
Brookbend East	0	-	0	-	NONE
Brookbend West	0	-	2	11	A
Central Square Terrace	0	-	2	3	A
Evergreen Knoll LP	0	-	0	-	NONE
Forest View	0	-	2	14	A
Harper Acres	0	-	5	14	A
Meadow Road Apartments	0	-	0	-	NONE
North and Gilsum	0	-	2	20	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:	**0**	**-**	**13**	**13**	**A**



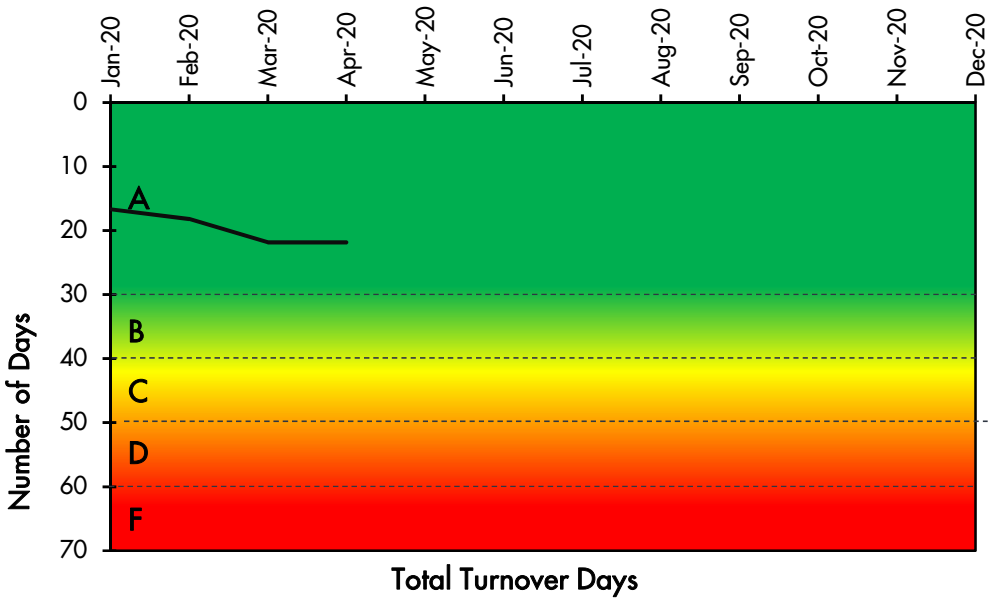
Leasing Days
April 2020

Community	Number of Units Leased	Average Leasing Days	YTD Number of Units Leased	YTD Avg Leasing Days	YTD Grade
Ash Brook Apartments	0	-	2	36	F
Bennett Block	0	-	0	-	NONE
Brookbend East	0	-	0	-	NONE
Brookbend West	0	-	1	40	F
Central Square Terrace	0	-	22	2	A
Evergreen Knoll LP	0	-	0	-	NONE
Forest View	0	-	3	18	B
Harper Acres	0	-	4	50	F
Meadow Road Apartments	0	-	0	-	NONE
North and Gilsum	0	-	2	24	C
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:	**0**	**-**	**36**	**15**	**A**



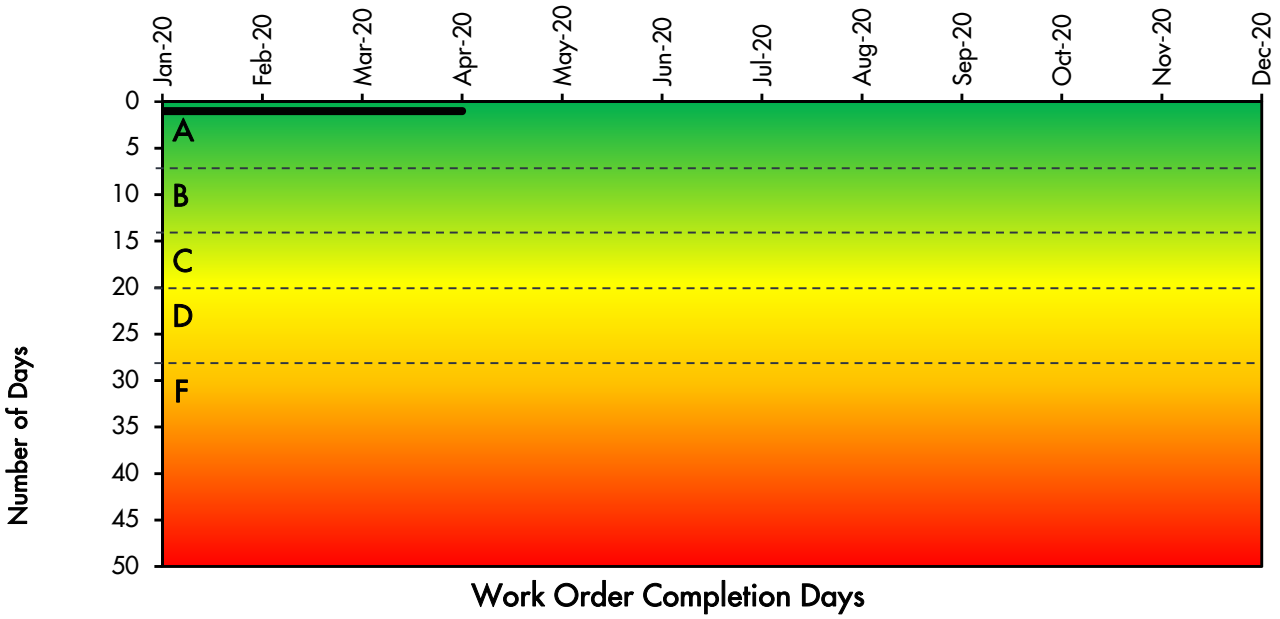
Unit Turnover
April 2020

Community	Number of Units Turned in Month	Average Turnover Days	YTD Number of Units Turned	YTD Avg Turnover Days	YTD Grade
Ash Brook Apartments	0	-	2	47	C
Bennett Block	0	-	0	-	NONE
Brookbend East	0	-	0	-	NONE
Brookbend West	0	-	1	46	C
Central Square Terrace	0	-	22	2	A
Evergreen Knoll LP	0	-	0	-	NONE
Forest View	0	-	3	35	B
Harper Acres	0	-	4	70	F
Meadow Road Apartments	0	-	0	-	NONE
North and Gilsum	0	-	2	42	C
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:	**0**	**-**	**36**	**22**	**A**



Residential Property Non-Emergency Work Order Completion Days
April 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	5	0	A	11	1	A
Ash Brook Apartments	1	0	A	25	1	A
Bennett Block	-	-	NONE	18	1	A
Brookbend East	2	3	A	13	1	A
Brookbend West	1	0	A	24	1	A
Central Square Terrace	17	0	A	160	1	A
Cottage Street	-	-	NONE	5	0	A
Emerald Street House	2	0	A	8	0	A
Evergreen Knoll LP	2	0	A	20	1	A
Forest View	4	2	A	49	1	A
Harper Acres	12	0	A	90	0	A
Keene Housing Main Office	-	-	NONE	24	1	A
Meadow Road	4	0	A	27	1	A
North and Gilsum	5	0	A	46	1	A
Riverbend Apartments	1	0	A	18	1	A
Scattered Sites	3	0	A	37	1	A
Stone Arch Village Family	5	0	A	47	1	A
Stone Arch Village Senior	8	0	A	48	1	A
Report Totals:	**72**	**1**	**A**	**670**	**1**	**A**



Residential Property Emergency Work Order Completion Days
April 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	$419,418	$339,605	81%	583	$583	102%	574	$366	$79,813
April	$419,418	$337,858	81%	572	$591	100%	570	$727	$81,560
May									
June									
July									
August									
September									
October									
November									
December									
Total	$1,677,672	$1,357,318	81%	2324	$584	102%	2,288	$2,511	$320,354

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	80%	538	$621	94%	572	$720	$85,125
February	$419,418	$334,422	80%	541	$618	95%	572	$698	$84,996
March	$419,418	$333,910	80%	537	$622	94%	574	$366	$85,508
April	$419,418	$333,158	79%	536	$622	94%	570	$727	$86,260
May									
June									
July									
August									
September									
October									
November									
December									
Total	$1,677,672	$1,335,783	80%	2152	$621	94%	2,288	$2,511	$341,889

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	$14,526	$14,671	101%	18	$815	100%	18	$0	($145)
April	$14,691	$14,671	100%	18	$815	100%	18	$0	$20
May									
June									
July									
August									
September									
October									
November									
December									
Total	$58,269	$58,416	100%	72	$811	100%	72	$0	($147)

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	$52,681	$51,816	98%	98	$529	98%	100	$0	$865
April	$52,801	$54,110	102%	100	$541	100%	100	$0	($1,309)
May									
June									
July									
August									
September									
October									
November									
December									
Total	$208,416	$209,795	101%	393	$534	98%	400	$460	($1,379)

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	$34,490	$27,932	81%	51	$548	102%	50	$0	$6,558
April	$21,371	$27,819	130%	50	$556	100%	50	$0	($6,448)
May									
June									
July									
August									
September									
October									
November									
December									
Total	$112,195	$111,612	102%	203	$550	102%	200	$0	$583

2017 Mainstream (MS)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$0	$10,479	104790000%	16	$655	84%	19	$0	($10,479)
February	$0	$11,596	115960000%	19	$610	100%	19	$0	($11,596)
March	$0	$13,235	132350000%	20	$662	105%	19	$0	($13,235)
April	$15,140	$14,501	96%	23	$630	121%	19	$0	$639
May									
June									
July									
August									
September									
October									
November									
December									
Total	$15,140	$49,811	88275024%	78	$639	103%	76	$0	($34,671)

Foster Youth to Independence

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	-	-	-	-	-	-	-	-	-
February	-	-	-	-	-	-	-	-	-
March	$1,666	$0	0%	1	$0	50%	2	$0	$1,666
April	$1,664	$0	0%	1	$0	50%	2	$0	$1,664
May									
June									
July									
August									
September									
October									
November									
December									
Total	$3,330	$0	0%	2	$0	50%	4	$0	$3,330

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
APRIL 2020

Financial Report – April 30, 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 $576K which is a net increase of $237K from the budget of $338K.

OPERATING REVENUES are $5.0M a net decrease of $217K as compared to the budget of $5.2m. The most significant changes are related to:

VARIANCES for Revenue categories (Less)/Higher than Budget		
($254,421)	Rents	The MTW funding budget is set at 99.7% proration per HUD notice in 2019. HUD's budget approval for 2020 is $56k above our budget. The approved amount has a 99.4% pro-ration with a 2.8% inflation factor increase.
$27,557	Other Income	Other Income is related to miscellaneous income and is less than budget. Grants funds: FSS funds is under budget by $13k, the grant funding is in arrears by one month. CHT admin revenue is on budget. Interest income is over budget by $4k. Additionally, there is a YTD budget of $53k for misc income throughout other properties and is over budget by $50k due to the energy rebate. There is a YTD budget of $14k for forgiveness of debt on CDBG loans and will be posted at year end.
$0	Development fees	Development fees has a annual budget of $400K related to the CST development, expected to be received when construction is at 90% complete, expected to be in April 20, income should be received the next month.
$36,088	Vacancy Loss (reduction to revenue)	Vacancy Loss (higher than budget is more of a reduction to revenue (CST).
($3,420)	Tenants Charges	Tenants Charges (laundry, damages, other fees) more than expected.
($37,066)	Admin Funding	HUD Section 8, NEDs and Mainstream admin funding.
($231,262)	**Lower than Budget**	**Operating Revenue**
($66,664)	Partnership Distributions	Partnership fees, paid to Keene Housing from surplus cash for 2019 on LIHTC properties managed. The total budget is $253k, $0 has been paid to date.
$81,290	MTW Transfer	The 2020 MTW Non-HAP funding is expected to be $787 used for Non-HAP initiatives. KAHP Capital Impr, Resident Serv, KHKC
($216,636)	**Lower than Budget**	**Total Revenue**

Keene Housing

OPERATING EXPENSES are $4.4m a net decrease of $454k as compared to the budget of $4.9m. The most significant changes are related to:

VARIANCES for Expense categories (Less)/Higher than Budget		
($64,270)	Admin Expenses	Administrative Expense are all under budget.
($48,433)	Payroll and Benefits	Benefit Expenses are under budget by $42k. Salaries are under budget by $6k.
($5,805)	Utilities	Fuel Expense is on budget. Water & Sewer is on budget. Electric is over budget by $6k (KAHP $6k)
($55,554)	Maint Expenses	Maintenance Expenses under budget by $70k and are: Materials by $13, Electrical $6k, Misc Equipment $12k, Maint Repairs $30, Flooring $5k. Maintenance Expenses over budget by $14k and are: Plumbing $9k.
($14,224)	Insurance Expenses	Insurance Expenses under budget, reduction in premiums.
$676	Property Tax Exp	Property Taxes under budget, timing.
$812	Partnership taxes	Taxes on budget
($19,365)	Interest Expenses	Interest Expenses under budget due to CST permanent loan interest not due yet.
($19,235)	Resident services	Residential Services are running under budget.
$18,881	Relocation Services	Relocation services are related to CST tenant moves, will be reimbursed
($24,652)	HAP disbursements	HAP disbursements are slightly under budget on all the voucher programs.
($231,169)	**Lower than Budget**	**Operating Expenses**
($26,188)	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.
($196,518)	MTW Transfer	The YTD actual transfer = $81k The 2020 MTW Non-HAP funding is expected to be $787 used for Non-HAP initiatives. KAHP Capital Impr, Resident Serv, KHKC
($453,875)	**Lower than Budget**	**Total Expenses**

Keene Housing

Income Statement - Comparing Actuals to Budget - YTD - as of April 30, 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)	40,989	(21,427)	7,445 Higher Revenue	69,861 Higher Expenses	Revenue is MTW transfer $81k in; then out to funds capital projects and KHKC.
Monadnock Affordable (MAHC)	(14,882)	10,904	1,799 Higher Revenue	(23,987) Lower Expenses	
Keene Affordable (KAHP)	43,084	84,358	(48,948) Lower Revenue	(90,223) Lower Expenses	Revenue is MTW transfer $0k in; then out to funds capital projects and KHKC.
Meadow Road	17,136	27,984	(743) Lower Revenue	(11,592) Lower Expenses	
Roxbury St Shelter	1,968	2,962	960 Higher Revenue	(34) Lower Expenses	
Section 8 Voucher Program (MTW)	4,192	15,595	(318,623) Lower Revenue	(330,025) Lower Expenses	
Mainstream Voucher Program	(28,678)	(39,444)	(12,833) Lower Revenue	(2,066) Lower Expenses	
Special Purpose Vouchers (NEDs, AHPP,FYI)	(6,359)	1,133	(1,729) Lower Revenue	(9,221) Lower Expenses	
Low Income Tax Credits Properties (LIHTC)					
Brookbend West	59,980	77,734	(2,471) Lower Revenue	(20,225) Lower Expenses	
Evergreen Knoll	17,736	27,014	343 Higher Revenue	(8,935) Lower Expenses	
Riverbend	23,164	29,059	(6,789) Lower Revenue	(12,685) Lower Expenses	
Stone Arch Family	19,552	31,552	1,399 Higher Revenue	(10,600) Lower Expenses	
Stone Arch Senior	20,879	15,195	(1,895) Lower Revenue	3,789 Higher Expenses	
LIHTC with 10/31 year ends					
Brookbend East *	124,628	150,786	4,923 Higher Revenue	(21,234) Lower Expenses	
Central Square* (multifamily)	32,280	233,934	167,359 Higher Revenue	(34,195) Lower Expenses	
Non-Owned/Managed Properties					
Cottage Street	3,656	3,162	(2,148) Lower Revenue	(1,654) Lower Expenses	
Ashbrook	21,040	11,981	(2,319) Lower Revenue	6,738 Higher Expense	
Emerald Street	10,834	12,603	963 Higher Revenue	(806) Lower Expenses	
Fairweather Lodge	1,714	7,595	5,623 Higher Revenue	(258) Lower Expenses	
TOTALS	392,913	682,681	(207,684) Lower Revenue	(497,352) Lower Expenses	

*fiscal year end 10/31 and net income presented for fiscal years.
(a) excluding depreciation

Balance Sheet - Summary
Actual Current Yr. vs. Prior Year

Accrual

Report includes an open period. Entries are not final.

	Balance	Balance Apr 2020	Change Incr (decr)
ASSETS			
Current Assets			
Cash and Cash Equivalents	7,897,036.98	9,219,583.89	1,322,546.91
Accounts Receivable, net	624,757.71	(113,276.90)	(738,034.61)
Notes Receivable	12,835,860.71	12,820,669.71	(15,191.00)
Prepaid Expenses	196,877.96	109,481.12	(87,396.84)
Total Current Assets	**21,554,533.36**	**22,036,457.82**	**(481,924.46)**
Fixed Assets			
Fixed Asets	67,055,640.58	67,140,095.23	84,454.65
Construction in Process	5,222,117.20	6,455,823.96	1,233,706.76
Accumulated Depreciation	(20,130,686.39)	(20,837,291.92)	(706,605.53)
Total Fixed Assets	**52,147,071.39**	**52,758,627.27**	**(611,555.88)**
Other Assets			
Deferred Fees	995,384.15	995,384.15	0.00
Other Investments			
LP Investment-Riverbend	758,648.00	758,648.00	0.00
HRC Investment- CST	415,000.00	415,000.00	0.00
Investment in Riverbend	23,324.00	23,324.00	0.00
Total Other Assets	**2,192,356.15**	**2,192,356.15**	**0.00**
TOTAL ASSETS	**75,893,960.90**	**76,987,441.24**	**(1,093,480.34)**
LIABILITIES & EQUITY			
Current Liabilities			
A/P-Vendors	86,372.57	21,758.96	64,613.61
A/P-Development	1,056,354.00	1,056,354.00	0.00
A/P-HUD	42,202.00	42,202.00	0.00
A/P-Other	6,965.32	5,260.00	1,705.32
A/P-Meadow Road	0.00	2,151.40	(2,151.40)
A/P-Locals	575,042.63	60,033.77	515,008.86
A/P-MAHC	226,196.79	222,540.71	3,656.08
A/P-KAHP	73,646.00	5,975.00	67,671.00
A/P-Section 8	0.00	6,442.00	(6,442.00)
A/P-Mainstream Voucher	0.00	(18,476.00)	18,476.00
A/P-Non Elderly/Disabled	0.00	38,717.00	(38,717.00)
A/P-Evergreen Knoll	2,761.00	2,761.00	0.00
A/P-Riverbend	0.00	2,085.52	(2,085.52)
A/P-Stone Arch Family	2,085.00	0.00	2,085.00
A/P-Stone Arch Senior	563.00	0.00	563.00
A/P-Fairweather Lodge	0.00	500.00	(500.00)
Accrued Expenses	372,233.96	551,466.34	(179,232.38)
Total Current Liabilities	**2,444,422.27**	**1,999,771.70**	**(444,650.57)**
Long Term Liabilities			
Notes Payable	32,712,184.84	34,379,118.12	(1,666,933.28)
Total Long Term Liabilities	**32,712,184.84**	**34,379,118.12**	**1,666,933.28**

	Balance	Balance Apr 2020	Change Incr (decr)
TOTAL LIABILITIES	**35,156,607.11**	**36,378,889.82**	**1,222,282.71**
EQUITY			
Capital Investments, net of Distributions	38,750,454.40	40,680,168.12	(1,929,713.72)
Total Capital	**38,750,454.40**	**40,680,168.12**	**1,929,713.72**
TOTAL EQUITY	**73,907,061.51**	**77,059,057.94**	**3,151,996.43**
NET INCOME	1,965,635.85	(128,802.37)	2,094,438.22
TOTAL LIABILITIES & EQUITY	**75,872,697.36**	**76,930,255.57**	**1,057,558.21**

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
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
Voucher Management Software	Ken Claflin	04/1/2019- 03/31/20	7/1/2020	remaining renewal options: 0 (renewed annually)		$6,000
Document Management Software	PiF Technology	08/31/19 - 08/31/20	8/31/2020	remaining renewal options: 0 (renewed annually)		$6,875
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
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	

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
Copier/Printer Leases	US Bank	3/17/2016-3/17/2021	3/17/2021	remaining renewal options: 0		$352
Trash Removal	Waste Management	05/01/17 - 04/30/19	4/30/2021	remaining renewal options: 1 (2022)		$105,000
Snow Removal	AGM Landscaping	10/01/17- 05/01/19	5/1/2021	remaining renewal options: 1 (2022)		$61,025
Electrical Services	Elm City Electric	05/15/1 7- 05/14/19	5/14/2021	remaining renewal options: 1 (2022)	as needed	
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

May 2020

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

*In response to COVID-19, all resident group activities are canceled until further notice.

Keene Housing

JUNE 2020

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

*In response to COVID-19, all resident group activities are canceled until further notice.

Keene Housing