Keene Housing

Keene Housing
Board of Commissioners Meeting
March 18, 2021

Harper Acres

Online Access: www.zoom.us/join
Enter Meeting ID: 837 7744 0886 Password: 491782
To Access by Phone: 1-646-558-8656
To Report a Technical Issue, Please Call: 603-313-0214

Keene Housing

Board of Commissioners Meeting
Thursday, March 18, 2021
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Keene Housing

BOARD OF COMMISSIONERS MEETING
THURSDAY, MARCH 18, 2021
12:00 P.M.
Online Access: www.zoom.us/join
Enter Meeting ID: 837 7744 0886 Password: 491782
To Access by Phone: 1-646-558-8656
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AGENDA

I. Call to Order

II. Roll Call

III. Approval of the February 18, 2021 Keene Housing Board Meeting Minutes

IV. Approval of the March 11, 2021 Keene Housing Special Board Meeting Minutes

V. Executive Director's Report

VI. Management Report

VII. Finance Report

VIII. Old Business

IX. New Business

a. Introduction of New Keene Housing Staff, Lea Kablik and Cedric Dancy

b. Approval of Occupancy Rules Handbook Revision (Resolution No. 693)

c. Approval of the Fiscal Year 2020 Moving to Work Annual Report (Resolution No. 694)

d. Approval of Employee Handbook (Resolution No. 695)

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

f. Community Connections Dashboard Report

X. Public Comment

XI. 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).

XII. Adjournment

Minutes of the Keene Housing Board of Commissioners Meeting
Zoom Meeting/Conference Call
Thursday, February 18, 2021

Chairperson Mack called the Keene Housing Board of Commissioners meeting to order at 12:07 p.m. Roll was taken and Chairperson Mack declared a quorum present.

Commissioners in attendance:
J.B. Mack, Chairperson
Chris Coates, Vice Chairperson
Susan Shaw, Commissioner
Bob Elliott, Commissioner

Absent:
Pam Slack, 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
Ron Worden, Senior Manager of Otis Atwell
A resident of Central Square Terrace

MINUTES:

Chairperson Mack called for approval of the January 21, 2021 Board of Commissioners meeting minutes. Vice Chairperson Coates made a motion to approve the minutes. Commissioner Shaw seconded the motion, which upon being put to vote, the minutes passed unanimously.

EXECUTIVE DIRECTOR'S REPORT:

Secretary Meehan stated the next COVID-19 relief package will likely include vouchers similar to the 2017 Mainstream vouchers included in the CARES Act. The new vouchers would likely be targeted to homeless or near homeless households and others most affected by the pandemic.

The CDC Eviction Moratorium has been extended through March 31, 2021. This does not significantly affect Keene Housing because, in most cases, Keene Housing adjusts the share of resident and voucher holders' rent based on their income.

Secretary Meehan announced Lea Kablick accepted the Community Garden Coordinator position. Ms. Kablick is graduating from Antioch University in the spring with her Master of Science in Environmental Studies with a concentration in Environmental Education. Her experience includes serving as the Community Garden Connections Co-coordinator at Antioch and she also worked as the Workplace Garden Educator at C&S Wholesale Grocers. Ms. Pratt announced Karen Graveline was promoted to Community Connections Manager and will oversee the Community Garden Coordinator in addition to continuing to provide resident service to KH's elderly and disabled residents. Secretary Meehan stated Keene Housing also extended a job offer to a new Property Manager and that KH is awaiting a response.

Keene Housing's second vaccination clinics are being held on Saturday, February 20th at Central Square Terrace (CST) and Stone Arch Village Senior. To date, 67 residents of 90 units at CST, 67 residents of 112 units at Harper Acres and 29 residents of 33 units at Stone Arch Village Senior have been vaccinated. In addition, we have had a great response from Keene Housing staff.

Keene Housing recently met with the Tacoma (WA) Housing Authority to learn about its homeless student initiative. Keene Housing may be able to adopt a similar program with its Moving to Work (MTW) flexibility to help homeless children secure a place to live while in school. Keene Housing is

talking to local school districts to get census numbers and reaching out to Southwestern Community Services (SCS) for information about families in shelters. The State of New Hampshire and Cheshire County do not offer the same funding for homeless students and their families as Washington state, but this could be a pilot program that might attract public/private interest.

Secretary Meehan recently met with Tom Moses, former Keene Housing Commissioner to discuss a possible housing program for people participating in the Cheshire County Drug Court. Mr. Moses is a Board member of Friends of Cheshire County Drug Court, an organization that provides resources for Drug Court participants. There may be an opportunity to utilize Keene Housing's MTW flexibility to provide housing support to Drug Court participants.

Secretary Meehan invited Sandy Clark to give a capital project update. Ms. Clark stated bid documents are out for the Bennett Block rehabilitation project and proposed site improvements at 8 Harmony Lane, 30 North Street, 17 Roxbury Court, and 309 Water Street. A site walk for the 105 Castle rehabilitation project is being held next week. Ms. Clark stated it is much more complicated to coordinate projects while navigating the COVID-19 pandemic. As a result, the Facilities and Assets staff is focusing efforts on exterior property work, turnovers and vacant units.

Secretary Meehan stated there were no significant changes since last month related to COVID-19 impacts on residents and voucher holders monthly interims, rent collection rates, late notices, Safety Net subsidy adjustments, and Housing Assistance Payments (HAP).

MANAGEMENT REPORT:

Ms. Pratt reviewed the management report and commented on the vacancies, rent collection and leasing days. Secretary Meehan stated the Waitlist Report is now included in the monthly packet.

FINANCE REPORT:

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

NEW BUSINESS:

Presentation of Keene Housing's audited financials by Otis Atwell

Otis Atwell audits Keene Housing and its affiliate partnerships. Ron Worden, Otis Atwell's Senior Manager, presented a summary of Keene Housing's audited 2019 financial statements. The Agency has a very strong balance sheet, and the financial statements are presented in accordance with generally accepted accounting principles.

Resolution No. 690 – Approval of Keene Housing Financial Management Plan

The Keene Housing Board of Commissioners approves the Financial Management Plan, pursuant to the February 4, 2021 memorandum from Linda Griffin, Director of Finance to Joshua Meehan, Executive Director. Commissioner Elliott moved the motion to approve the resolution. Vice Chairperson Coates seconded the motion, which upon being put to vote, was passed unanimously.

OLD BUSINESS:

No topics were presented.

PUBLIC COMMENT:

A Central Square Terrace resident expressed his appreciation of the onsite COVID-19 vaccination clinics. He stated Keene Housing is saving lives by making the clinics available to high-risk residents. Many of his friends are still struggling to make an appointment and he is thankful for the ease of the process and not having to leave home. He expressed his gratitude to everyone involved. Secretary Meehan thanked the resident and stated Keene Housing is committed to keeping residents safe.

NON-PUBLIC SESSION:

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

Vice Chairperson Coates made a motion to adjourn the meeting. Commissioner Shaw seconded the motion, which upon being put to vote, was passed unanimously. There being no further business, Chairperson Mack adjourned the Board meeting at 1:28 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

3/3/2021
Date

Minutes of the Keene Housing Board of Commissioners Special Meeting
Zoom Meeting/Conference Call
Thursday, March 11, 2021

Chairperson Mack called the Keene Housing Board of Commissioners meeting to order at 11:30 a.m. Roll was taken and Chairperson Mack declared a quorum present.

Commissioners in attendance:
J.B. Mack, Chairperson
Bob Elliott, Commissioner
Pam Slack, Commissioner

Absent:
Chris Coates, Vice Chairperson
Susan Shaw, Commissioner

Also in attendance:
Joshua Meehan, Secretary
Linda Griffin, Director of Finance
Sandy Clark, Director of Facilities and Assets
Linda Mangones, Special Advisor for Planning and Development

NEW BUSINESS:

Resolution No. 691 – Approval of Contract for Asphalt, Concrete, and Railing/Ramp Project

The Keene Housing Board of Commissioners authorizes the 2021 Asphalt project be awarded to Tom Call Excavation, LLC and its funding not to exceed $250,000 pursuant to the March 2, 2021 Memorandum from Sandy Clark, Director of Facilities and Assets lo Josh Meehan, Executive Director. Commissioner Slack moved the motion to approve the resolution. Commissioner Elliott seconded the motion, which upon being put to vote, was passed unanimously.

Resolution No. 692 – Approval of Contract for General Contractor for the Bennett Block Renovation Project

That the Keene Housing Board of Commissioners authorizes the 2021 General Contract for the Bennett Black Renovation project be awarded to Schroeder Construction Management and its funding not to exceed $1,177,000 pursuant to the March 4, 2021 Memorandum from Sandy Clark, Director of Facilities and Assets to Josh Meehan, Executive Director. Commissioner Elliott moved the motion to approve the resolution. Commissioner Slack seconded the motion, which upon being put to vote, was passed unanimously.

Informational Memo: Status of Community Development Block Grant (CDBG) Project for the Rehabilitation of Bennett Block

Mr. Meehan reviewed the status of the CDBG project for the rehabilitation of Bennett Block outlined in the Informational Memo dated March 5, 2021. He explained that the low bid was considerably lower than the approved budget. In January, 2020, the staff and architect had reduced the scope of work because it appeared that MAHC could not afford the cost of all the work needed for the property. He informed the Commissioners that the staff intended to work with the architect to develop a change order which would replace some of the work items that had been removed. Because the CDBG rules place restrictions on the type and amount of change orders, this change order would require the permission of the NH CDFA. KH and MAHC will work with Southwest Region Planning Commission and Cheshire County to request permission from NH CDFA to add items back into the project.

OLD BUSINESS:

No topics were presented.

PUBLIC COMMENT:

No members of the public were present.

NON-PUBLIC SESSION:

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

Commissioner Elliott 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 11:50 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

3/12/2021
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. 693

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item: Occupancy Rules Handbook revision.

2. Date of Board Meeting: March 18, 2021

3. Proposed Board Resolution:

That the Keene Housing Board of Commissioners approve and adopt the revised Occupancy Rules Handbook; and further authorize the Executive Director to make any technical corrections necessary pursuant to the memorandum dated March 11, 2021 from Denise Pratt, Director of Housing and Services, to Joshua R. Meehan, Executive Director.

4. All Backup Attached? Yes ☐ No ☐

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

5. Department Head Approval Signature Denise Pratt Date: 3-12-2021

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: 3/19/21

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Denise Pratt, Director of Housing and Services
Subject: Occupancy Rules Handbook
Date: March 11, 2021

This memorandum recommends that the Board of Commissioners adopts the updated and revised Occupancy Rules Handbook (ORH) that is an addendum to the KH Lease.

The ORH is subject to periodic review and revision and is updated and revised as required by KH's Tenant Selection and Occupancy Plan (TSOP), the U.S. Department of Housing and Urban Development (HUD), the Low Income Housing Tax Credit (LIHTC) and HOME program regulations as well as to incorporate KH resident communication objectives ensuring that residents clearly understand, and have ready access to, KH procedures and policies.

BACKGROUND

Keene Housing Facilities and Assets (F&A) and Housing and Services (H&S) staff observed many open windows in KH units this winter. Anytime a window is open when the temperature is 32 degrees Fahrenheit or below there is a risk that pipes will freeze causing water leaks and severe damage to the unit with the window open and adjoining units. In fact, in 2013 an open window caused extensive damage to a unit at Meadow Road resulting in $10,000 in repairs.
Per policy the ORH is attached to the lease and reviewed in detail with new tenants during the leasing process. In addition, tenants are reminded of their obligations to abide by the terms of their lease through regular memos, letters, flyers posted on property bulletin boards, seasonal articles in the KH Heard it Through the Grapevine newsletter and social media postings. Non-compliance with the terms of the lease can result in charges to the tenant.

The revision to the ORH expands the charges from staff having to enter the unit to include staff having to knock on the door to request the tenant close the open window. The proposed revisions are located on page 3 of the revised ORH included in your Board packet.

CONCLUSION

The Occupancy Rules Handbook contains one substantive change.

RECOMMENDATION

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

Resolution: That the Keene Housing Board of Commissioners approve and adopt the revised Occupancy Rules Handbook; and further authorize the Executive Director to make any technical corrections necessary pursuant to the memorandum dated March 11, 2021 from Denise Pratt, Director of Housing and Services, to Joshua R. Meehan, Executive Director.

Keene Housing

Resolution No. 694

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item

   Approval of the 2020 Moving to Work Annual Report

2. Date of Board Meeting: March 18, 2021

3. Proposed Board Resolution:

   Pursuant to the March 11, 2021 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 2020 Moving to Work Annual Report; authorize any technical corrections and changes to the document; and authorize the submission of the final Report to HUD.

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: 3-12-2021

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: 3/12/2021

Keene Housing

MEMORANDUM

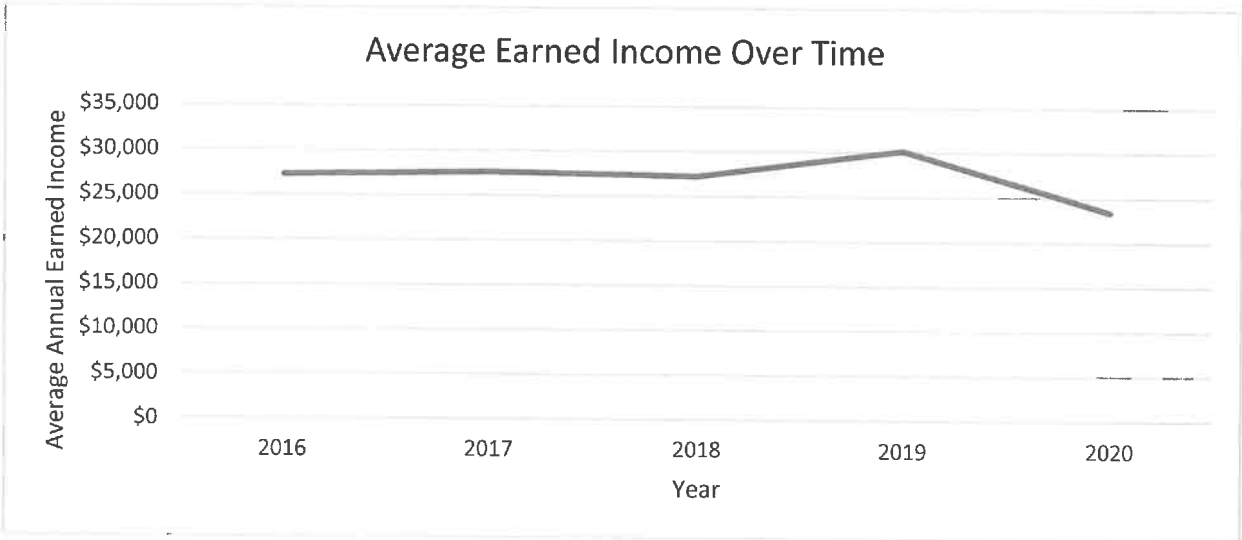
To: Joshua R. Meehan, Executive Director
From: Denise Pratt, Director of Housing and Services
Subject: Approval of the FY 2020 Moving to Work Annual Report
Date: March 11, 2021

This memorandum recommends that the Board of Commissioners approve the FY 2020 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 we all know, 2020 was an exceptionally difficult year for everyone. The percentage of rent burdened households increased from 2% in 2019 to 14% in 2020. The number of Safety Net applications almost doubled from forty-one (41) applications in 2019 to seventy-eight (78) applications in 2020, with thirty-three (33) of the applications due to reductions in earned income.

Average earned income dropped by almost 25% from a high of just over $30,000 in 2019 to just over $23,000 in 2020.



Although average earned income took a dive in 2020, there were families who made gains in their earnings. Of the fifty (50) households earning rent credits in 2020 twenty-two (22), or 44%, where awarded due to increases in earned income.

The number of households transitioning to self-sufficiency increased slightly from nineteen (19) households in 2019 to twenty-two (22) in 2020.

We had four (4) households become first time homeowners in 2020, three (3) formerly Project-based voucher households and one (1) private market Housing Choice Voucher household.

Rent Reform and Resident Services Random Control Study

2020 marked the start of our most ambitious rent reform and resident services experiment. As described in the Amended 2020 MTW Annual Plan, in 2020 we partnered with the Public and Affordable Housing Research Corporation (PAHRC) and the University of North Carolina at Chapel Hill on a longitudinal random control study (RCT) examining the effects of different combinations of rent setting methodologies and supportive services on low-income working families' socio-economic outcomes. In 2020 we collected the requisite baseline data against which future data will be measured and began randomly assigning newly assisted working households to one of three rent groups (stepped rent, triennial recertifications or Brooke rent). Households were then randomly selected to receive or not to receive resident service. We are excited to have this groundbreaking research under way and look forward to seeing what the data reveal over the next decade. The baseline data is provided in Appendix II.

RECOMMENDATION

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

> **Resolution:** Pursuant to the March 11, 2021 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. 695

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item

   Adoption of the Revised Employee Handbook

2. Date of Board Meeting: March 18, 2021

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners adopts the revised Employee Handbook pursuant to the March 4, 2021 memorandum from Amy Wright, Director of Administration 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 Amy Wright Date: 3/4/2021

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: 3/4/2021

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration
Subject: Adoption of the Revised Employee Handbook
Date: March 4, 2021

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:

- Formatting: Body text font changed to Open Sans to be consistent with Keene Housing branding.
- Employment Practices: Addition of Commitment to Racial Justice and Equality.
- Employment Procedures: Telecommuting Policy now states office staff may have the option to work remotely in the event of inclement weather or pandemic. In certain cases, office staff may also have the option to work remotely for non-emergency reasons.
- Employment Procedures: Inclement Weather Policy amended, and Keene Housing may declare a Remote Work Day for office staff rather than closing the office.
- Benefits: The Shopping Holiday, Floating Holiday and Volunteer Day are no longer required to be taken in full or half day increments.
- Employment Policies: Addition of Infectious Disease Control Policy.
- Employment Policies: Addition of Dogs at Work Policy which was approved by the Board of Commissioners on January 21, 2021.
- Employment Policies: The Personal Appearance Policy now states maintenance staff may wear khaki or navy blue work appropriate shorts during the summer.

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 March 4, 2021 memorandum from Amy Wright, Director of Administration to Joshua Meehan, Executive Director.

Keene Housing

INFORMATIONAL MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration AW
Subject: Updated Office Safety Protocols in Response to COVID-19
Date: March 4, 2021

This informational memorandum updates the safety measures implemented by Keene Housing to ensure the health and safety of staff, residents and the community. These procedures are based on recommendations by the Keene City Council's Ordinance O-2020-09-A, Governor's Economic Reopening Taskforce, Centers for Disease Control and Prevention (CDC), The NH Department of Health and Human Services and the Society for Human Resource Management.

The onsite COVID-19 vaccination clinics for staff and residents of Harper Acres, Central Square Terrace and Stone Arch Village Senior were a great success. While getting vaccinated has shown to be highly effective at preventing COVID-19; experts continue to conduct studies about its ability to keep people from spreading the virus that causes COVID-19, and its efficacy against the latest COVID-19 variants. Keene Housing continues to follow the science and recommendations from the CDC and state and federal agencies.

As experts learn more about how COVID-19 vaccination may help reduce spread of the disease in communities, Keene Housing's Central Office remains closed to the public. We continue to encourage staff who have the ability to work from home to continue doing so. In addition, all staff must continue to wear masks (as outlined later in this memo), practice 6-feet physical (social) distancing whenever possible, 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.

Effective Monday, March 8, 2021, Keene Housing is implementing the following changes to its office safety protocols:

- Hallways and stairways are no longer designated as one-way.
- Staff breakroom, kitchen and Spectrum Room are now open. Please practice social distancing, whenever possible.
- The staff mailbox area is now open.
- Staff are no longer required disinfect all touched surfaces after each meeting; the cleaning service cleans/disinfects at the end of each workday.
- Face-to-face meetings with the public can be held in the Spectrum Room and the conference room next to Dawn and Lori's office **by appointment only** and meeting attendees must wear masks and adhere to the following:
    - Meeting attendees are limited to only those required to sign paperwork. If other family members or guests are in attendance, the meeting must be held in the Community Room at Stone Arch Senior.
    - Upon arrival at the office, meeting attendee(s) must call from their vehicle and notify staff they are here. Staff will call the meeting attendee when they are ready for the meeting and ask every attendee the following health screen questions:

- Do you have any symptoms of COVID-19 or fever of 100.4 degrees Fahrenheit or higher that are new for you or unexpected? Symptoms of COVID-19 can include:
    - Fever, or feeling feverish;
    - Respiratory symptoms such as runny nose, nasal congestion, sore throat, cough, or shortness of breath;
    - General body symptoms such as muscle aches, chills, and severe fatigue;
    - Gastrointestinal symptoms such as nausea, vomiting, or diarrhea, and
    - Changes in a person's sense of taste or smell.
- Have you had close contact with someone who has tested positive for COVID-19 in the prior 10 days? (Note: healthcare workers caring for COVID-19 patients while wearing appropriate personal protective equipment should answer "no" because they are not considered to have a COVID-19 exposure) "Close contact" is defined as coming within six (6) feet for ten (10) minutes or longer of a person with COVID-19. The ten (10) minutes of contact be at one (1) time or cumulative over the course of the day. Close contact does not include brief contact with a person or customer in passing.
- Have you traveled in the prior 10 days for non-essential purposes outside of New Hampshire, Vermont, Maine, Massachusetts, Connecticut, or Rhode Island?

A face-to-face meeting cannot be held if anyone who responds yes to any of the questions.

<u>Remaining Office Safety Protocols</u>

As required by the Universal Guidelines for All New Hampshire Employers and Employees, all staff entering KH's Central Office are required to complete a daily health screening utilizing the Health Check mobile application or web version: https://healthcheck.stratumhealth.io/#/login. Screening questions include:

- Do you have any symptoms of COVID-19 or fever of 100.4 degrees Fahrenheit or higher that are new for you or unexpected? Symptoms of COVID-19 can include:
    - Fever, or feeling feverish;
    - Respiratory symptoms such as runny nose, nasal congestion, sore throat, cough, or shortness of breath;
    - General body symptoms such as muscle aches, chills, and severe fatigue;
    - Gastrointestinal symptoms such as nausea, vomiting, or diarrhea, and
    - Changes in a person's sense of taste or smell.
- Have you had close contact with someone who has tested positive for COVID-19 in the prior 10 days? "Close contact" is defined above.
- Have you traveled in the prior 10 days for non-essential purposes outside of New Hampshire, Vermont, Maine, Massachusetts, Connecticut, or Rhode Island?

Responses are recorded electronically and filed. Anyone who responds yes to any of the questions or has a temperature greater than 100.4 degrees Fahrenheit may be sent home. If there is another medical explanation for the symptom unrelated to COVID-19, please send an email to the Director of Administration describing the reason or medical explanation which will be kept confidential and

saved to the employee's personnel file. Keene Housing reserves the right to send staff home who display concerning symptoms.

All staff must wear face masks when entering the building and when outside of their office. Disposable face masks are available for staff use and are located at the employee entrance and on the picnic table in the maintenance area. Staff can remove their face mask in their own office, with their office door closed. If staff are not able to close their door, they are required to wear a face mask if anyone visits their office; regardless of their ability to socially distance.

Members of the public can pick up paperwork at the Central Office during regular business hours using the intercom system, all work orders are being processed and the community gardens are open, and Lea is meeting with gardeners, carefully following established safety protocols. When virtual meetings aren't possible, the Housing and Services staff is showing units, conducting lease-ups, and move-in inspections, while following safety protocols. Property Managers are conducting curb appeal inspections. Karen has resumed onsite Community Connections office hours.

The Community Room at Stone Arch Village Senior remains available for face to face meetings.

Travel Policy

Travel, especially in areas where the virus exposure is high or has been increasing, regardless of the mode of transportation, may increase a person's chance of getting COVID-19. There are also new strains emerging that appear to be more infectious and easily spread. During this pandemic we have curtailed most, if not all, business travel. We cannot prohibit employees from travel on their own time but because employee travel, especially during the COVID-19 pandemic, can have an adverse impact on the workplace, we have adopted this travel policy.

Based on the Governor's Economic Reopening Taskforce Universal Guidelines, New Hampshire Department of Health and Human Services' (DHHS), New Hampshire COVID-19 General Travel and Quarantine Guidance, & Employer Screening and Exclusion Criteria, Keene Housing strongly discourages domestic travel outside of the New England states during the COVID-19 pandemic.

If you travel you should avoid large gatherings and public areas where many people are present, keep a distance of at least 6 feet from others, wear a cloth face covering if possible in public areas, especially when required by state/local law or when social distancing isn't possible, avoid contact with those who are known or suspected to be COVID positive and in all instances frequently sanitize your hands by washing with soap and water or hand sanitizer.

Keene Housing employees are required to disclose to their Department Director and the Director of Administration if they have traveled outside New England, had visitors from outside the New England states or suspect they have otherwise been exposed to someone with COVID-19. Failure to do so, may result in disciplinary action.

- Keene Housing staff with out-of-state visitors from outside New England are required to self-quarantine for 10 days starting from the first day of the visit (unless for essential travel as defined below).
- In the previous version of the State guidelines, all employees who traveled outside of New England were required to quarantine for a fourteen (14) day period upon return unless either one of two exceptions applied: (1) the travel was for "essential" purposes (defined below) or (2) the employee worked in a "critical infrastructure sector" as an "essential worker". There

was no ability to "test out" of the fourteen (14) day period of quarantine. As of November 12, 2020, employees can shorten their travel-related quarantine by getting a test on day 7 of their quarantine to test for active SARS-CoV-2 infection (the novel coronavirus that causes COVID-19); this test must be a molecular test (e.g., PCR-based test). Antigen tests are not accepted for this purpose. If the test is obtained on day 7 of quarantine, the person is asymptomatic, and the test is negative, then the employee can end their quarantine early, but they must still self-observe for symptoms of COVID-19. Negative test results must be given to the Director of Administration prior to returning to work. Any new symptoms of COVID-19 should prompt the person to isolate and seek testing again (even if the person recently tested out of quarantine). This 7-day "test out" of quarantine option ONLY applies to travel-related quarantine (not quarantine due to a high-risk close contact exposure to a person with COVID-19).

"Essential travel" as defined by the CDC and DHHS includes travel for personal safety, medical care, care of others, parental shared custody, for food, beverage or medications, for work or for delivering or picking-up a student from an institution of higher learning or a preparatory high school. Essential travel also includes travel for students and their parents or guardians who are visiting institutions of higher learning or preparatory high schools as potential future students, including allowing the students to remain at the schools for overnight stays. Employees returning from essential travel must be asymptomatic and may be required to take a COVID-19 test with negative results prior to returning to the workplace. Employees who travel outside of New England for personal or leisure purposes cannot rely on this exception for quarantine requirements.

The following individuals do not need to quarantine either after travel outside of New England or after close contact exposure to someone who tested positive with COVID-19:

- Persons who are 14 days beyond the second dose of their COVID19 vaccine (i.e., 14 days after full vaccination).
- Persons who are within 90 days of a prior SARS-CoV-2 infection that was diagnosed by PCR or antigen testing (if a person had a previous infection that was more than 90 days prior, then they are still subject to quarantine).

The individuals who fall into one of the two above categories, however, must still follow coronavirus protective protocols and procedures (i.e., six feet of social distancing, wearing of face masks, avoiding large gatherings, maintaining good hygiene) and monitor their symptoms.

Staff required to self-quarantine are required to follow the self-quarantine guide provided by New Hampshire DHHS Bureau of Infectious Disease Control.

If the day self-quarantine applies, employees who can perform work remotely can and should continue to do so. If an employee is required to quarantine due to non-essential travel outside of New England, is subject to a government order to quarantine or is advised to do so by a healthcare provider and cannot perform work remotely, the employee may be eligible to receive emergency paid sick leave under the Families First Coronavirus Response Act (FFCRA). While the current DHHS travel guidelines recommend self-quarantine for the reasons outlined above, Keene Housing is treating the DHHS guidelines as a government order under the FFCRA. Generally, FFCRA provides that covered employers must provide to all employees:

- Two weeks (up to 80 hours) of paid sick leave at the employee's regular rate of pay where the employee is unable to work because the employee is quarantined (pursuant to Federal, State, or local government order or advice of a health care provider), and/or experiencing COVID-19 symptoms and seeking a medical diagnosis; or
- Two weeks (up to 80 hours) of paid sick leave at two-thirds the employee's regular rate of pay because the employee is unable to work because of a bona fide need to care for an individual subject to quarantine (pursuant to Federal, State, or local government order or advice of a health care provider), or care for a child (under 18 years of age) whose school or child care provider is closed or unavailable for reasons related to COVID-19, and/or the employee is experiencing a substantially similar condition as specified by the Secretary of Health and Human Services, in consultation with the Secretaries of the Treasury and Labor.

The emergency paid leave under FFCRA expired on December 31, 2020 and the Consolidated Appropriations Act 2021 (CAA) allows Keene Housing to voluntarily extend this leave through March 31, 2021. Staff should contact the Director of Administration to request leave.

An employee who needs to be out of work for COVID-related reasons who has exhausted their FFCRA benefits and their accrued, unused paid leave may request unpaid time off. Decisions on unpaid leave requests are made on a case-by-case basis. For more information, please contact the Director of Administration.

Return to Work after a Positive COVID-19 Test or Quarantine

If an employee tests positive for COVID-19 or is required to quarantine, the employee cannot return to work until the following criteria are met:

1. The employee tests negative with an appropriate test to detect active COVID-19 (including PCR- and antigen-based tests).
2. The employee is fever-free for at least 24 hours off fever-reducing medication, and other symptoms are improving.
3. The employee has no risk factor for COVID-19 exposure in the prior 10 days (e.g., close contact to a person with COVID-19 or travel risk factors) that would require the person to complete a 10 -day quarantine even after testing negative

OR

- The person has met CDC criteria for discontinuation of isolation (which applies to people who test positive, or for symptomatic people who are not tested). This guidance requires that people isolate for at least 10 days after symptom onset, possibly longer depending on progression of the person's symptoms.

For more information on COVID-19, including symptoms and treatment, visit the CDC website at www.cdc.gov. Staff can call their primary care provider, the NH State Hotline at 603-634-3388 or COVID screening at Dartmouth-Hitchcock Keene at 603-354-6844 for help getting tested.

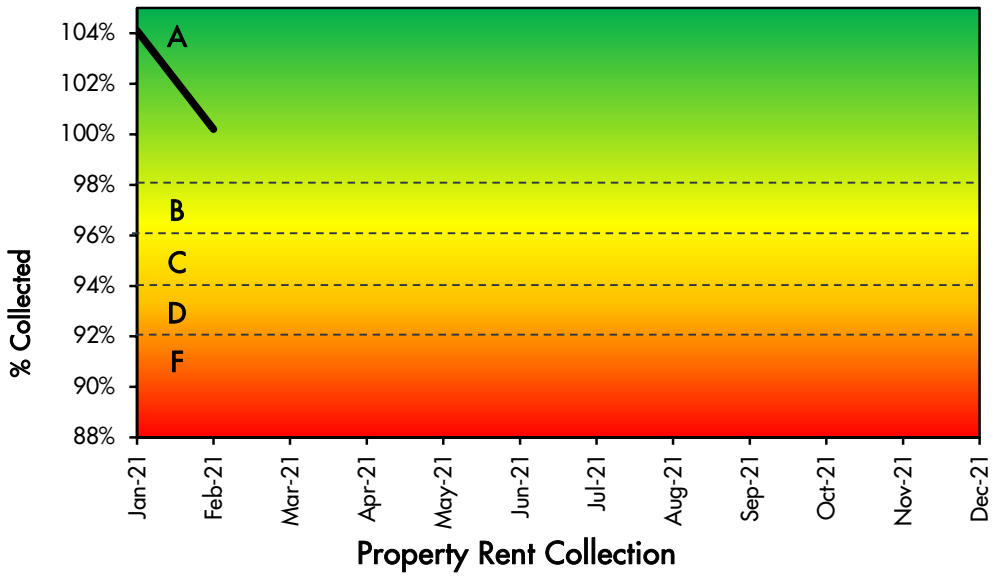
Keene Housing

MANAGEMENT REPORT
FEBRUARY 2021

Residential Property Rent Collection Report
February 2021

Community	Month Billed	Month Collected	% Collected	Monthly Grade	YTD Billed	YTD Collected	% YTD Collected	YTD Grade
Ash Brook Apartments	$10,690	$10,455	97.8%	B	$21,362	$21,121	98.9%	A
Bennett Block	$676	$676	100.0%	A	$1,352	$1,352	100.0%	A
Brookbend East	$16,871	$16,017	94.9%	C	$35,047	$39,822	113.6%	A
Brookbend West	$14,283	$13,687	95.8%	C	$28,147	$28,495	101.2%	A
Central Square Terrace	$29,417	$29,328	99.7%	A	$57,166	$56,965	99.6%	A
Cottage Street	$1,428	$1,441	100.9%	A	$2,856	$2,472	86.6%	F
Evergreen Knoll LP	$12,967	$11,936	92.0%	D	$25,934	$25,364	97.8%	B
Forest View	$18,279	$15,108	82.7%	F	$36,122	$34,807	96.4%	B
Harper Acres	$44,075	$43,395	98.5%	A	$87,909	$87,596	99.6%	A
Meadow Road Apartments	$6,166	$7,008	113.7%	A	$11,651	$11,750	100.8%	A
North and Gilsum	$19,944	$18,165	91.1%	D	$39,967	$38,730	96.9%	B
Riverbend Apartments	$12,439	$11,210	90.1%	D	$24,416	$23,574	96.6%	B
Scattered Sites	$9,443	$10,273	108.8%	A	$18,744	$18,778	100.2%	A
Stone Arch Village Family	$12,180	$12,564	103.2%	A	$24,163	$24,912	103.1%	A
Stone Arch Village Senior	$11,958	$11,991	100.3%	A	$23,907	$23,945	100.2%	A
Totals	**$220,816**	**$213,254**	**96.58%**	**B**	**$438,743**	**$439,683**	**100.2%**	**A**

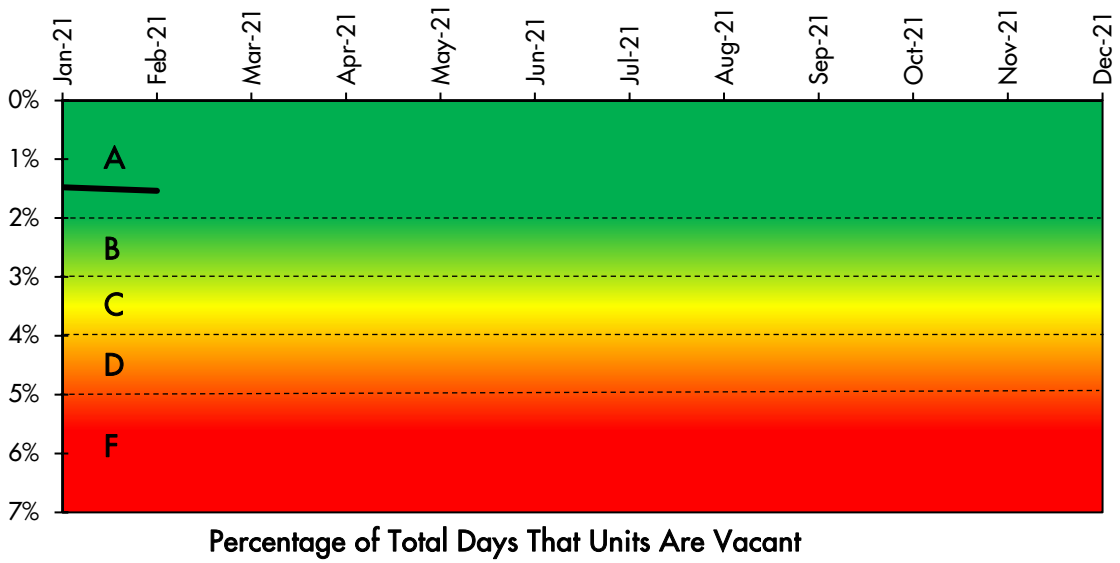
**Active Households Only*



Monthly Vacancy Report

February 2021

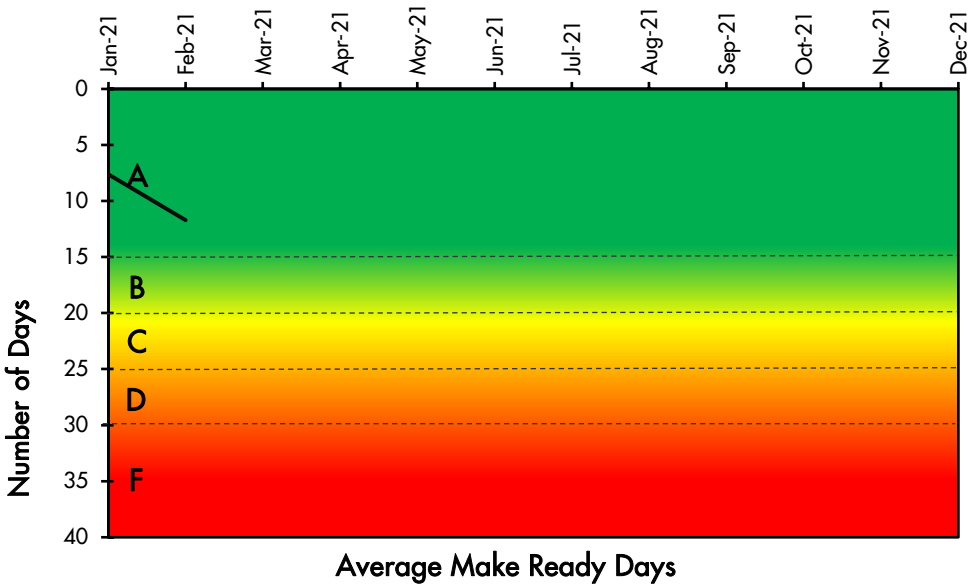
Community	Units Available	Available Days	Vacant Days	Monthly Vacancy Percentage	Monthly Grade	YTD Vacancy Percentage	YTD Grade
Ash Brook Apartments	24	672	0	0.0%	A	0.0%	A
Bennett Block	14	0	0	N/A	NONE	0.0%	A
Brookbend East	40	1120	0	0.0%	A	0.0%	A
Brookbend West	35	980	53	5.4%	F	4.7%	D
Central Square Terrace	90	2520	39	1.5%	A	1.7%	A
Evergreen Knoll LP	32	896	6	0.7%	A	0.3%	A
Forest View	38	1064	56	5.3%	F	2.5%	B
Harper Acres	112	3136	66	2.1%	B	1.5%	A
Meadow Road Apartments	18	504	0	0.0%	A	2.6%	B
North and Gilsum	29	812	0	0.0%	A	0.0%	A
Riverbend Apartments	24	672	0	0.0%	A	1.5%	A
Scattered Sites	18	504	0	0.0%	A	2.6%	B
Stone Arch Village Family	24	672	11	1.6%	A	3.0%	B
Stone Arch Village Senior	33	924	0	0.0%	A	0.0%	A
Report Totals:	**531**	**14,476**	**231**	**1.6%**	**A**	**1.5%**	**A**



Percentage of Total Days That Units Are Vacant

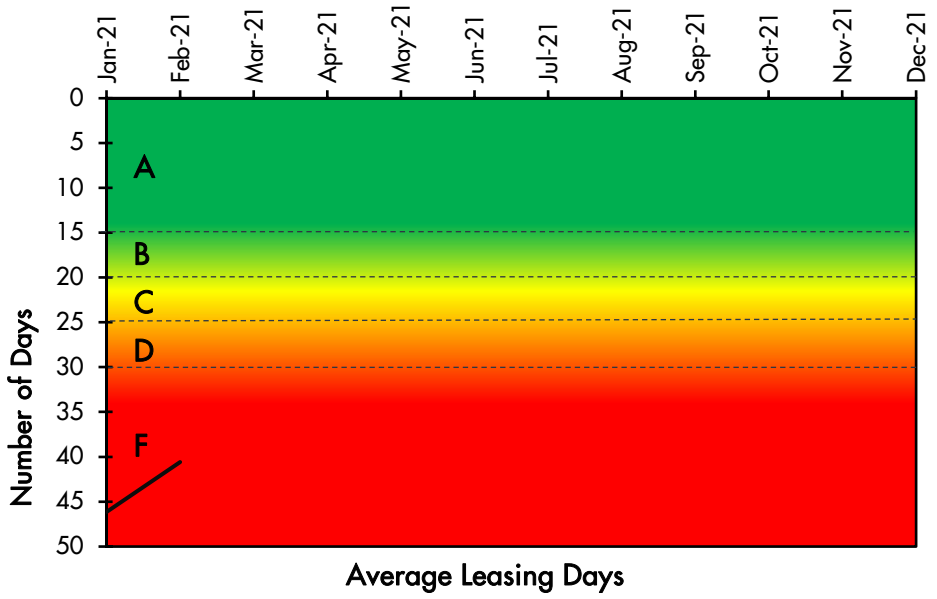
Unit Make Ready Days
February 2021

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	-	1	8	A
Central Square Terrace	1	2	2	2	A
Evergreen Knoll LP	0	-	0	-	NONE
Forest View	2	25	2	25	C
Harper Acres	2	14	4	12	A
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	-	1	10	A
Stone Arch Village Senior	0	-	0	-	NONE
Report Totals:	**5**	**16**	**10**	**12**	**A**



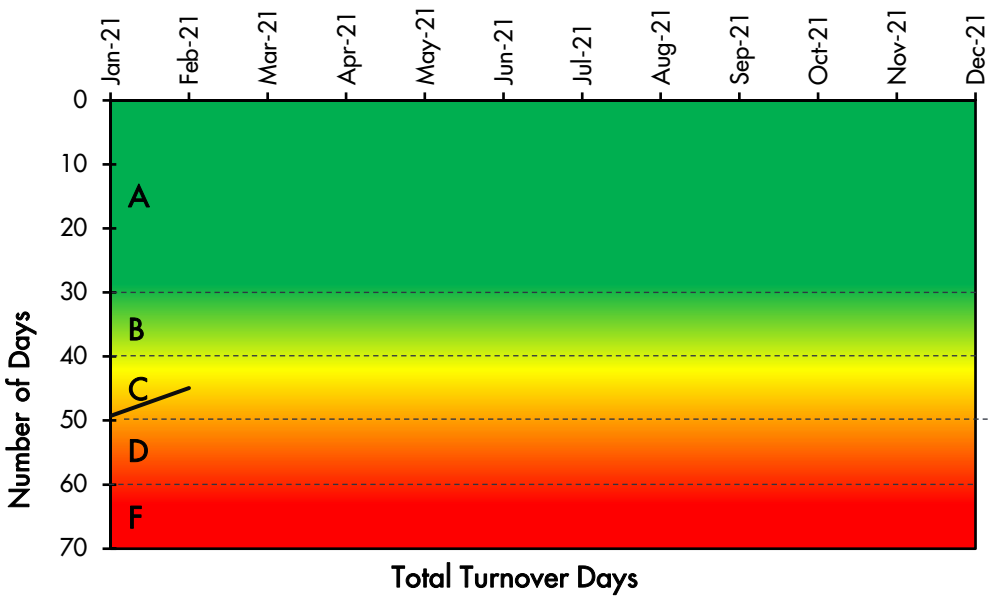
Leasing Days
February 2021

Community	Number of Units Leased	Average Leasing Days	YTD Number of Units Leased	YTD Avg Leasing Days	YTD Grade
Ash Brook Apartments	0	-	0	-	NONE
Bennett Block	0	-	0	-	NONE
Brookbend East	0	-	0	-	NONE
Brookbend West	1	46	2	52	F
Central Square Terrace	1	32	3	41	F
Evergreen Knoll LP	0	-	0	-	NONE
Forest View	0	-	0	-	NONE
Harper Acres	1	9	3	23	C
Meadow Road Apartments	0	-	1	58	F
North and Gilsum	0	-	0	-	NONE
Riverbend Apartments	0	-	1	51	F
Scattered Sites	0	-	1	52	F
Stone Arch Village Family	1	31	1	31	F
Stone Arch Village Senior	0	-	0	-	NONE
Report Totals:	**4**	**30**	**12**	**41**	**F**



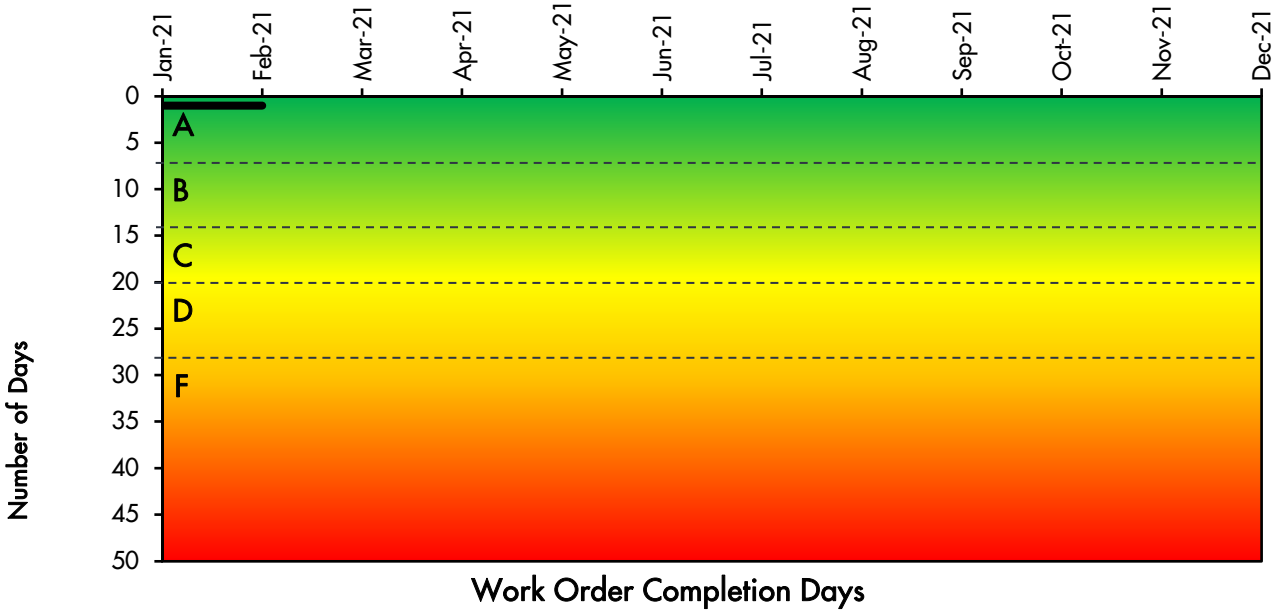
Unit Turnover
February 2021

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	-	0	-	NONE
Bennett Block	0	-	0	-	NONE
Brookbend East	0	-	0	-	NONE
Brookbend West	1	53	2	57	D
Central Square Terrace	1	33	3	42	C
Evergreen Knoll LP	0	-	0	-	NONE
Forest View	0	-	0	-	NONE
Harper Acres	1	19	3	30	B
Meadow Road Apartments	0	-	1	59	D
North and Gilsum	0	-	0	-	NONE
Riverbend Apartments	0	-	1	54	D
Scattered Sites	0	-	1	54	D
Stone Arch Village Family	1	40	1	40	B
Stone Arch Village Senior	0	-	0	-	NONE
Report Totals:	**4**	**36**	**12**	**45**	C



Residential Property Non-Emergency Work Order Completion Days
February 2021

Community	Number of Work Orders	Avg Days to Complete	Monthly Grade	YTD Number of Work Orders	YTD Avg Days to Complete	YTD Grade
Ash Brook Apartments	5	0	A	13	1	A
Bennett Block	3	0	A	8	1	A
Brookbend East	8	1	A	10	1	A
Brookbend West	8	1	A	16	1	A
Central Square Terrace	29	1	A	64	1	A
Cottage Street	1	1	A	3	1	A
Emerald Street House	3	0	A	6	1	A
Evergreen Knoll LP	16	0	A	16	0	A
Forest View	22	1	A	29	1	A
Harper Acres	27	1	A	60	1	A
Keene Housing Main Office	2	2	A	4	1	A
Meadow Road	5	0	A	12	1	A
North and Gilsum	9	1	A	26	1	A
Riverbend Apartments	5	0	A	8	0	A
Scattered Sites	7	0	A	21	1	A
Stone Arch Village Family	5	1	A	13	1	A
Stone Arch Village Senior	17	0	A	34	0	A
Report Totals:	**172**	**1**	**A**	**343**	**1**	**A**



Residential Property Emergency Work Order Completion Days
February 2021

Community	Number of Work Orders	Average Days To Complete	Monthly Grade	YTD Number of Work Orders	YTD Average Days To Complete	YTD Grade
Ash Brook Apartments	2	0	P	3	0	P
Bennett Block	1	0	P	1	0	P
Brookbend East	1	0	P	1	0	P
Brookbend West	-	-	NONE	-	-	NONE
Central Square Terrace	3	0	P	7	0	P
Cottage Street	-	-	NONE	-	-	NONE
Emerald Street House	1	0	P	1	0	P
Evergreen Knoll LP	2	0	P	2	0	P
Forest View	2	0	P	5	0	P
Harper Acres	7	0	P	13	0	P
Keene Housing Main Office	-	-	NONE	-	-	NONE
Meadow Road	4	0	P	6	0	P
North and Gilsum	2	0	P	2	0	P
Riverbend Apartments	1	0	P	1	0	P
Scattered Sites	-	-	NONE	1	0	P
Stone Arch Village Family	-	-	NONE	-	-	NONE
Stone Arch Village Senior	-	-	NONE	2	0	P
Report Totals:	**26**	**0**	**P**	**45**	**0**	**P**

Housing and Services FY 2021 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	$329,501	79%	581	$567	104%	559	$734	$89,917
February	$419,418	$328,994	78%	581	$566	104%	559	$253	$90,424
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$838,836	$658,495	79%	1162	$567	104%	1,118	$988	$180,341

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	$323,911	77%	523	$619	94%	559	$734	$95,507
February	$419,418	$323,669	77%	523	$619	94%	559	$253	$95,749
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$838,836	$647,580	77%	1046	$619	94%	1,118	$987	$191,256

Affordable Housing Preservation Program (AHPP)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$15,540	$14,965	96%	17	$880	94%	18	$0	$575
February	$15,540	$15,228	98%	18	$846	100%	18	$0	$312
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$31,080	$30,193	97%	35	$863	97%	36	$0	$887

Non-Elderly Disabled (NED)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$60,728	$57,466	95%	100	$575	100%	100	$0	$3,262
February	$60,728	$57,022	94%	100	$570	100%	100	$44	$3,706
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$121,456	$114,488	94%	200	$572	100%	200	$44	$6,968

Mainstream (MS)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$27,140	$24,194	89%	44	$550	88%	50	$0	$2,946
February	$27,140	$24,281	89%	44	$552	88%	50	$0	$2,859
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$54,280	$48,475	89%	88	$551	88%	100	$0	$5,805

2017 Mainstream (MS)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$29,132	$12,900	44%	21	$614	42%	50	$0	$16,232
February	$29,131	$12,328	42%	21	$587	42%	50	$0	$16,803
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$58,263	$25,228	43%	42	$601	42%	100	$0	$33,035

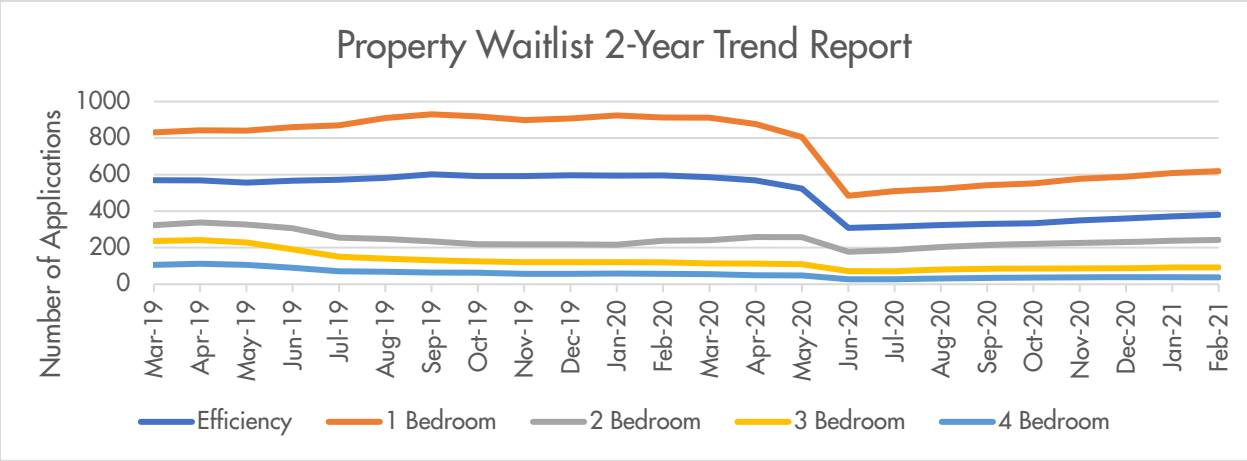
Foster Youth to Independence

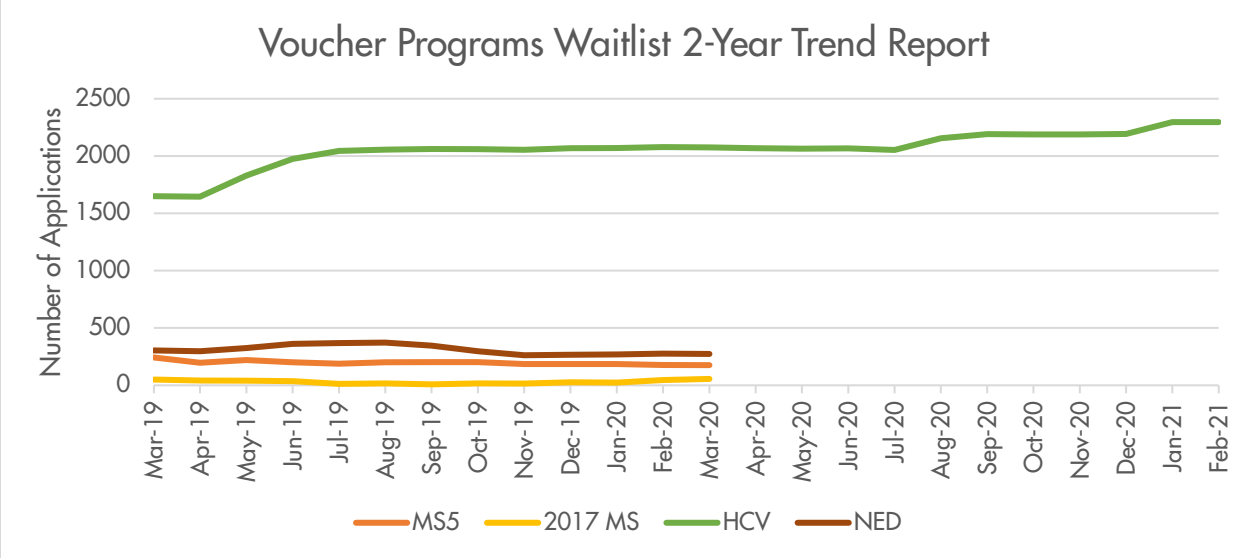
Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$2,126	$1,177	0%	2	$0	67%	3	$0	$949
February	$1,270	$1,177	0%	2	$0	67%	3	$0	$93
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Total	$4,252	$2,354	0%	4	$0	67%	6	$0	$1,042

FY21 utilization targets are 98% in NEDs, 98% in AHPP, 93% in MTW without THASP, 103% with THASP, MS5 98% and 2017 MS 98%.

2020 Summary			
Program	**UMA**	**UML**	**% UML**
MTW	6859	6807	101%
NED	1200	1188	99%
AHPP	216	214	99%
MS5	600	580	97%
2017 MS	270	258	97%

Waitlists Trend Report
February 2021





*Due to Mainstream Program requirements, Voucher Program waitlist was combined in March 2020

Keene Housing

FINANCE REPORT
FEBRUARY 2021

Keene Housing	KEENE HOUSING Consolidated			
	BALANCE SHEET - summary			
	Ending balance as of February 28, 2021	Ending balance as of December 31, 2020	$ Variance Incr / (Decr)	% Variance
ASSETS				
Total Current Assets	23,827,486	23,836,363	(8,877)	0%
Total Fixed Assets	54,458,267	54,738,694	(280,426)	-1%
Total Other Assets	1,537,748	1,536,659	1,089	0%
Total Assets	**$79,823,501**	**$80,111,716**	**-$288,214**	**0%**
LIABILITIES and EQUITY				
Total Current Liabilities	2,611,488	2,828,574	(217,086)	-8%
Total Long Term Liabilities	32,139,487	32,535,918	(396,431)	-1%
Total Liabilities	**$34,750,975**	**$35,364,492**	**-$613,517**	**-2%**
Total Equity	**$45,072,526**	**$44,747,224**	**$325,302**	**1%**
Total Liabilities & Equity	**$79,823,501**	**$80,111,716**	**-$288,214**	**0%**

KEENE HOUSING AND COMPONENT UNIT ENTITIES		
Debt Current Ratio	7.71%	7.47%

Debt Current Ratio shows how many times an entity can cover current debt with cash and cash equivalents.

	KEENE HOUSING AND COMPONENT UNIT ENTITIES				PARTNERSHIPS AND MANAGED ENTITIES			
	BALANCE SHEET - summary				BALANCE SHEET - summary			
	Ending balance as of February 28, 2021	Ending balance as of December 31, 2020	$ Variance Incr/(Decr)	% Variance	Ending balance as of February 28, 2021	Ending balance as of December 31, 2020	$ Variance Incr/(Decr)	% Variance
ASSETS								
Current Assets								
Cash and Cash Equivalents	7,046,134	6,509,383	536,750	8%	3,458,802	3,748,554	(289,753)	-8%
Accounts Receivables, Net	415,095	694,176	(279,081)	-67%	29,787	34,656	(4,869)	-16%
Loan Reveivables	12,768,969	12,768,969	-	0%	(45)	-	(45)	100%
Prepaid Expenses	62,825	55,644	7,181	11%	45,919	24,980	20,940	46%
Other Assets	-	-	-	0%	-	-	-	0%
Total Current Assets	$20,293,022	$20,028,172	$264,850	1%	$3,534,464	$3,808,190	($273,727)	-8%
Long-Term Assets								
Fixed Assets	34,460,511	34,400,642	59,869	0%	40,988,230	40,977,038	11,192	0%
Construction In Process	236,600	215,715	20,885	9%	22,718	0	22,718	-100%
Accumulated Depreciation	(12,042,799)	(11,850,841)	(191,958)	2%	(9,206,993)	(9,003,860)	(203,132)	2%
Total Fixed Assets	$22,654,312	$22,765,515	($111,204)	0%	$31,803,955	$31,973,178	($169,223)	-1%
Other Assets								
Deferred Fees	14,230	14,230	-	0%	581,327	580,238	1,089	0%
Investment LP - Riverbend	1,053,854	1,053,854	-	0%	-	-	-	0%
Invesetment - CST	-	-	-	0%	-	-	-	0%
Investment - Riverbend	26,306	26,306	-	0%	-	-	-	0%
CST Rehab	-	-	-	0%	-	-	-	0%
Amortization - Lease Comm	(2,072)	(2,072)	-	0%	(135,897)	(135,897)	-	0%
Total Other Assets	$1,092,318	$1,092,318	$0	0%	$445,430	$444,341	$1,089	0%
Total Assets	**$44,039,652**	**$43,886,006**	**$153,646**	**0%**	**$35,783,849**	**$36,225,710**	**($441,861)**	**-1%**
LIABILITIES								
Current Liabilities								
Accounts Payable	385,671	379,333	6,338	2%	33,578	329,331	(295,752)	-881%
Accrued Expenses	527,754	492,027	35,727	7%	1,664,485	1,627,884	36,601	2%
Total Current Liabilities	$913,425	$871,360	$42,065	5%	$1,698,063	$1,957,214	($259,151)	-15%
Long Term Liabilities			-	0%			-	0%
Notes Payable	17,687,751	17,735,574	(47,823)	0%	14,448,253	14,796,861	(348,608)	-2%
Other	3,483	3,483	-	0%	-	-	-	0%
Total Long Term Liabilities	$17,691,234	$17,739,057	($47,823)	0%	$14,448,253	$14,796,861	($348,608)	-2%
Total Liabilities	$18,604,659	$18,610,417	($5,758)	0%	$16,146,317	$16,754,075	($607,759)	-4%
EQUITY								
Capital Investments, Net of Distributions	17,350,691	17,350,691	-	0%	23,137,591	23,030,509	107,082	0%
Retained Earnings	7,924,898	7,618,264	306,634	4%	(3,558,874)	(3,504,396)	(54,479)	2%
Total Equity	$25,275,589	$24,968,955	$306,634	1%	$19,578,717	$19,526,113	$52,603	0%
Current Year's Net Income	$159,404	$306,634	($147,230)		$58,816	($54,479)	$113,295	
Total Liabilities & Owner's Equity	**$44,039,652**	**$43,886,006**	**$153,646**	**0%**	**$35,783,849**	**$36,225,710**	**($441,861)**	**-1%**

Keene Housing	KEENE HOUSING Consolidated			
	INCOME STATEMENT			
	Actual	Budget	Variance	
	YTD Activity as of February 28, 2021	YTD Activity as of February 28, 2021	$ Variance (under)/over	% Variance
Total Operating Revenue	2,685,544	2,849,689	(164,145)	-6%
Total Operating Expenses	2,147,554	2,400,174	(252,620)	-12%
NET OPERATING INCOME	**$537,990**	**$449,515**	**$88,475**	**16%**

*Excludes inter-agency transfers, partnership distributions and depreciation.

Non-Operating Expense	Actual	Budget	Variance	
Total Depreciation Expense	$333,863	$359,996	($26,133)	-8%

Keene Housing	KEENE HOUSING AND COMPONENT UNIT ENTITIES				PARTNERSHIPS AND MANAGED ENTITIES			
	INCOME STATEMENT- summary				INCOME STATEMENT- summary			
	Actual	Budget	Variance		Actual	Budget	Variance	
	YTD Activity as of February 28, 2021	YTD Activity as of February 28, 2021	$ Variance (under)/over	% Variance	YTD Activity as of February 28, 2021	YTD Activity as of February 28, 2021	$ Variance (under)/over	% Variance
REVENUE								
Tenant Rent Income	267,241	257,118	10,123	4%	224,551	244,858	(20,307)	-9%
HAP/Subsidy Income	1,282,899	1,348,332	(65,433)	-5%	445,398	430,334	15,064	3%
MTW Non-HAP Income	5,032	118,742	(113,710)	-2260%	-	-	-	0%
Commercial Rental Income	29,632	29,234	398	1%	10,323	8,410	1,913	19%
Vacancy Loss	(25,046)	(25,000)	(46)	0%	(15,112)	(10,161)	(4,951)	33%
Admin Fee Income	138,562	160,422	(21,860)	-16%	-	-	-	0%
Managment Fees	96,989	96,460	529	1%	-	-	-	0%
Interest Income	1,050	7,549	(6,499)	-619%	662	6,890	(6,228)	-940%
Partnership/Incentive Fees	213,208	35,334	177,874	83%	-	-	-	0%
Other Income	2,833	133,345	(130,512)	-4608%	(154)	1,764	(1,918)	1245%
Misc Tenant Income	1,406	1,564	(158)	-11%	6,071	4,494	1,577	26%
Total Operating Revenue	$2,013,805	$2,163,100	($149,295)	-7%	$671,739	$686,589	($14,850)	-2%
EXPENSES								
Administrative	77,048	95,259	(18,211)	-24%	55,789	51,663	4,126	7%
Operational	55,437	82,880	(27,443)	-50%	14,883	22,553	(7,670)	-52%
Payroll	343,604	359,926	(16,322)	-5%	112,895	119,025	(6,130)	-5%
Utilities	85,795	99,253	(13,458)	-16%	74,888	77,421	(2,533)	-3%
Maintenance	81,362	99,183	(17,821)	-22%	62,726	60,239	2,487	4%
Taxes & Insurance	56,683	66,608	(9,925)	-18%	96,083	104,256	(8,173)	-9%
Interest	40,148	44,556	(4,408)	-11%	71,403	79,702	(8,299)	-12%
Tenant Relocation Exp	-	-	-	0%	-	-	-	0%
Amortization of Finance Cost	-	1,768	(1,768)	0%	-	1,786	(1,786)	0%
Tenant Programs	38,767	30,952	7,815	20%	1,477	3,267	(1,789)	-121%
HAP	878,567	999,878	(121,311)	-14%	-	-	-	0%
Total Operating Expenses	$1,657,410	$1,880,263	($222,853)	-13%	$490,144	$519,911	($29,768)	-6%
NET OPERATING INCOME	**$356,394**	**$282,837**	**$73,557**	**21%**	**$181,595**	**$166,678**	**$14,918**	**8%**

*Excludes inter-agency transfers, partnership distributions and depreciation.

KEENE HOUSING Consolidated

INCOME STATEMENT - variances

Actuals compared to Budget

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 $538 a net increase of $89k budget of $450k

OPERATING REVENUES are $2.7m a net decrease of $.2m as compared to the budget of $2.8m.

OPERATING EXPENSES are $2.1m a net decrease of $.3m as compared to the budget of $2.4m.

REVENUE	VARIANCES for Revenue categories (Less) / Higher than Budget	
Tenant Rent Income	(7,873)	
HAP / Subsidy Income	(50,369)	The demand for subsidy was less than budget. The remaining balance can be held at HUD and used for Non-HAP expenses.
MTW Non-HAP Income	(113,710)	This budget is the portion of MTW funds that is internally allocated to fund the budget for capital improvements, resident services and youth services. KH postponed a number of capital improvments due to the COVID environment but the projects will start in the next couple months and reimbursement will be requested from HUD.
Vacancy Loss	(4,997)	The 2021 actuals are higher than the 2020 budget so this is a reduction to revenue.
Admin Fee Income	(21,860)	HUD Admin Fee are under budget =$21k (NEDs on budget and Mainstream =$4k and Section 8 under budget =$18k). The Section 8 admin fees are based on the actual admin expensed and expenses were under budget.
Interest Income	(12,727)	Timing
Partnership / Incentive Fees	177,874	Partnership fees and distributions, paid to Keene Housing from surplus cash for 2020 on LIHTC properties managed. The YTD budget is $35k, $203k has been received to date (BBE).
Management Fees	529	On budget
Other Income	(132,430)	Other Income is related to: development fees, grant income and misc income. Timing of the FSS grant income is in the arrears.
Misc Tenant Income	1,419	On budget
Total Operating Revenue	($164,145)	Lower than Budget

Keene Housing

KEENE HOUSING Consolidated

INCOME STATEMENT - variances

Actuals compared to Budget

EXPENSES	VARIANCES for Expense categories (Less) / Higher than Budget	
Administrative / Operational	(49,198)	Expenses are generally all under budget.
Payroll	(22,453)	Benefit Expenses are over budget =$17k, this is related to annual invoices paid in January for WC so timing is a factor. Salaries are under budget by $42k.
Utilities	(15,991)	Fuel Expense is over budget =$5k. Water & Sewer is on budget. Electric is under budget =$12k (KAHP).
Maintenance	(15,334)	
Taxes & Insurance	(18,098)	Property Taxes is under budget by $12k, timing.
Interest	(12,707)	
Tenant Relocation	-	Related to Bennett Block rehab project.
Amortization of Finance Cost	(3,554)	Timing
Tenant Programs	6,026	There are internet assistance payments being made to residents that are reimbursed by HUD funding, over budget by $12k. Other residential services are under budget, related to lack of activities: garden, resident BBQ, RSR grants to residents.
HAP	(121,311)	HAP disbursements are slightly under budget in MTW =$89k and over budget in MS =$37k and NEDs =$5k.
Total Operating Expenses	($252,620)	Lower than Budget
Variance for Net Income	**$88,475**	**Higher than Budget**

*based on calendar year, CST and BBE are 10/31 year ends but reports represent 2021 calendar year only.

*Excludes inter-agency transfers, partnership distributions and depreciation.

KEENE HOUSING

INCOME STATEMENT - SUMMARY BY ENTITY

	ACTUALS	BUDGET	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 AND COMPONENT UNIT ENTITIES					
Central Office (Locals)	192,417	27,527	166,361 Higher Revenue	1,471 Higher Expenses	
Monadnock Affordable (MAHC)	1,840	84,730	(85,881) Higher Revenue	(2,991) Lower Expenses	
Keene Affordable (KAHP)	49,351	23,007	(12,607) Lower Revenue	(38,950) Lower Expenses	
Meadow Road	13,918	9,813	(2,181) Higher Revenue	(6,286) Lower Expenses	
Ash Brook Apartment	19,449	10,062	1,235 Higher Revenue	(8,152) Higher Expense	
Section 8 Voucher Program (MTW)	10,775	118,916	(227,056) Lower Revenue	(118,915) Lower Expenses	
Mainstream Voucher Program	37,853	838	(2,481) Lower Revenue	(39,496) Lower Expenses	
Special Purpose Vouchers (NEDs, AHPP,FYIP)	9,778	(7,072)	16,894 Higher Revenue	44 Higher Expenses	
Riverbend (and LIHTC)	21,014	15,016	(3,580) Higher Revenue	(9,578) Lower Expenses	
TOTALS	$356,394	$282,837	($149,295) Lower Revenue	($222,853) Lower Expenses	
PARTNERSHIPS AND MANAGED ENTITIES					
Low Income Tax Credits Properties (LIHTC)					
Evergreen Knoll	19,601	15,458	(567) Higher Revenue	(4,710) Lower Expenses	
Brookbend West	40,824	32,386	(56) Lower Revenue	(8,495) Lower Expenses	
Stone Arch Family	20,062	14,278	60 Higher Revenue	(5,724) Lower Expenses	
Stone Arch Senior	16,323	11,850	(1,726) Lower Revenue	(6,198) Lower Expenses	
LIHTC with 10/31 year ends					
Brookbend East *	45,397	44,015	2,263 Lower Revenue	881 Lower Expenses	.
Central Square* (multifamily)	35,063	39,791	(12,079) Higher Revenue	(7,351) Lower Expenses	
Non-Owned/Managed Properties					
Cottage Street	947	2,166	(1,337) Higher Revenue	(118) Lower Expenses	
Emerald Street	4,120	5,758	(1,407) Lower Revenue	231 Lower Expenses	
Fairweather Lodge	(740)	976	- Higher Revenue	1,716 Higher Expenses	
TOTALS	$181,595	$166,678	($14,850) Higher Revenue	($29,768) Lower Expenses	

*Excludes inter-agency transfers, partnership distributions and depreciation.

Keene Housing-Active Contracts

Type of Services	Vendor	Original Contract Dates	Current Expiration Date	Renewal Options	2021 ANNUAL Contract Limits	2021 ANNUAL Contract Specific Amounts
Copier/Printer Leases	US Bank	3/17/2016-3/17/2021	3/17/2021	remaining renewal options: 0		$352
Voucher Management Software	Ken Claflin	04/1/2019- 03/31/21	3/31/2021	remaining renewal options: 0 (renewed annually)		$6,000
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	
Janitorial	Jan-Pro Cleaning Systems	06/26/17- 06/22/18	6/23/2021	remaining renewal options: 1 (2022)		$44,268
Propane Gas Heating Services	L&G Propane	07/01/17 - 06/30/19	6/30/2021	remaining renewal options: 1 (2022)		Fixed Pricing 1.2009/gal
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	PiF Technology	08/31/19 - 08/31/20	8/31/2021	remaining renewal options: 0 (renewed annually)		$6,875
Development Consulting	TAG Associates	09/01/1 6- 08/31/19	8/31/2021	remaining renewal options: 1 (2021)	<$50,000.00	
Document Management Software	De Lage Landen Financing	08/31/2017 - 08/31/2021	8/31/2021	remaining renewal options: 0		$7,500
Heating/AC/AH	Gary Jackson Heating	09/15/16 - 09/14/17	9/15/2021	remaining renewal options: 0	as needed	
Development Consulting	Evernorth (Formerly NNEHIF)	10/01/16 - 09/30/19	9/30/2021	remaining renewal options: 1 (2021)	<$50,000.00	
Printing/Binding	Silver Direct	11/1/17-10/31/19	10/31/2021	remaining renewal options: 1 (2022)	as needed	
Legal - Labor & Employment Law	Sheehan Phinney Bass & Green	11/01/17 - 10/31/20	10/31/2021	remaining renewal options: 1 (2022)	as needed	
Legal - RE & Landlord/Tenant Law	Bragdon, Dowd & Kossayda	11/01/17 - 10/31/20	10/31/2021	remaining renewal options: 1 (2022)	as needed	
Legal - RE Law & Federal Reg	Ballard Spahr	11/01/17 - 10/31/20	10/31/2021	remaining renewal options: 1 (2022)	as needed	

Keene Housing-Active Contracts

Type of Services	Vendor	Original Contract Dates	Current Expiration Date	Renewal Options	2021 ANNUAL Contract Limits	2021 ANNUAL Contract Specific Amounts
Legal - RE Law & Federal Reg	Reno Cavanaugh	11/01/17 - 10/31/20	10/31/2021	remaining renewal options: 1 (2022)	as needed	
Legal - RE Law & Federal Reg	Drummond Woodsum	11/01/17 - 10/31/20	10/31/2021	remaining renewal options: 1 (2022)	as needed	
Lawn Care	AGM Landscaping	01/01/18 -11/30/19	11/30/2021	remaining renewal options: 1 (2022)		$68,550
Lawn Care	AGM Landscaping	04/01/19 -11/30/20	11/30/2021	remaining renewal options: 2 (2022)		$72,800
Legal - RE Law & Federal Reg	Hawkins Delafield & Wood	12/01/17 - 11/30/20	11/30/2021	remaining renewal options: 2 (2022)	as needed	
Environmental Services	LE-Environmental	12/07/16 - 12/06/17	12/7/2021	remaining renewal options: 1 (2022)	<$50,000.00	
Admin Support from KH	Keene Housing Kids Collaborative	01/1/18 -12/31/20	12/31/2021	remaining renewal options: 2 (2022, 2023)		$5,300
Operating Support from KH/MTW	Keene Housing Kids Collaborative	01/1/18 -12/31/20	12/31/2021	remaining renewal options: 2 (2022, 2023)		$50,000
Technical Assistance	Edgemere Consulting	02/01/19 - 1/31/22	1/31/2022	remaining renewal options: 2 (2023, 2024)	<$50,000.00	
Energy Consulting Services	Nova Consulting Group	02/20/20 - 02/20/23	2/20/2022	remaining renewal options: 1(2022)	<$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
IT Support	True North Networks	4/30/2014 - no end	no end			

Community Connections Dashboard Report

September 1, 2020 ~ February 28, 2021

Dashboard Report Notes:

Karen Graveline, RSC, has primarily worked remotely from mid-March 2020 to date. Office hours at Central Square Terrace, Harper Acres and Stone Arch Senior resumed on July 20, 2020 but were suspended again in November. Office hours will resume in mid-March.

Community Rooms remain closed and no groups have been held since March 13, 2020, with exception of onsite COVID-19 Vaccine Clinics. Sixty-seven residents at CST received two doses of the vaccine. Two more residents have received the first dose and will receive the second on 3/19/2021. Twenty-eight residents at Stone Arch Village Senior have received both doses of the vaccine. Sixty-seven residents at Harper Acres received both doses of the vaccine. Nine more received the first dose and will receive the second dose on 3/19/2021.

Households Served by Property

The greatest number of households served this reporting period are from Central Square Terrace. Many residents needed assistance with Keene Housing recertification packets.

Number of Referrals by Referral Type

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

- Report shows the highest referral requests are for positive tenancy support (assistance with recertification paperwork for Keene Housing).
- Benefits assistance numbers are steady and high. Many residents have access to NH EASY, an online portal for Department of Health and Human Services, making helping with benefits applications and recertifications easy while working remotely.

Referrals by Source

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

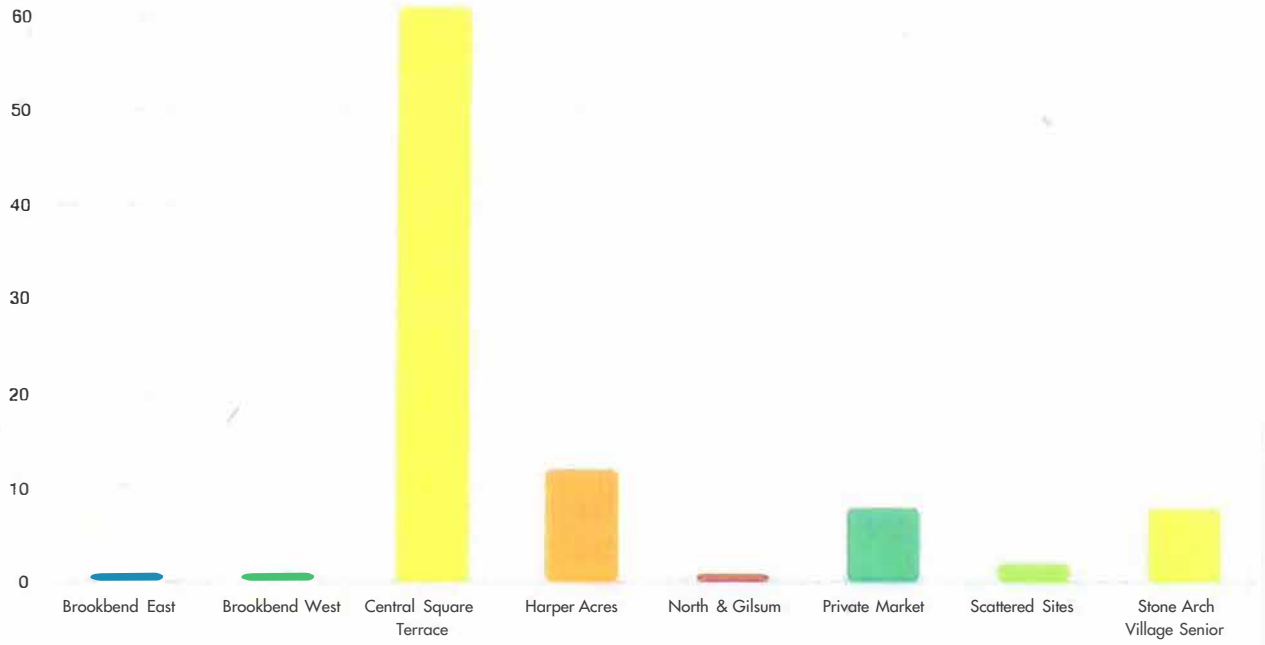
- Report shows highest number of referrals are self-referrals. Residents continue to reach out for assistance via telephone during suspended office hours.

Types and Numbers of Events by Property

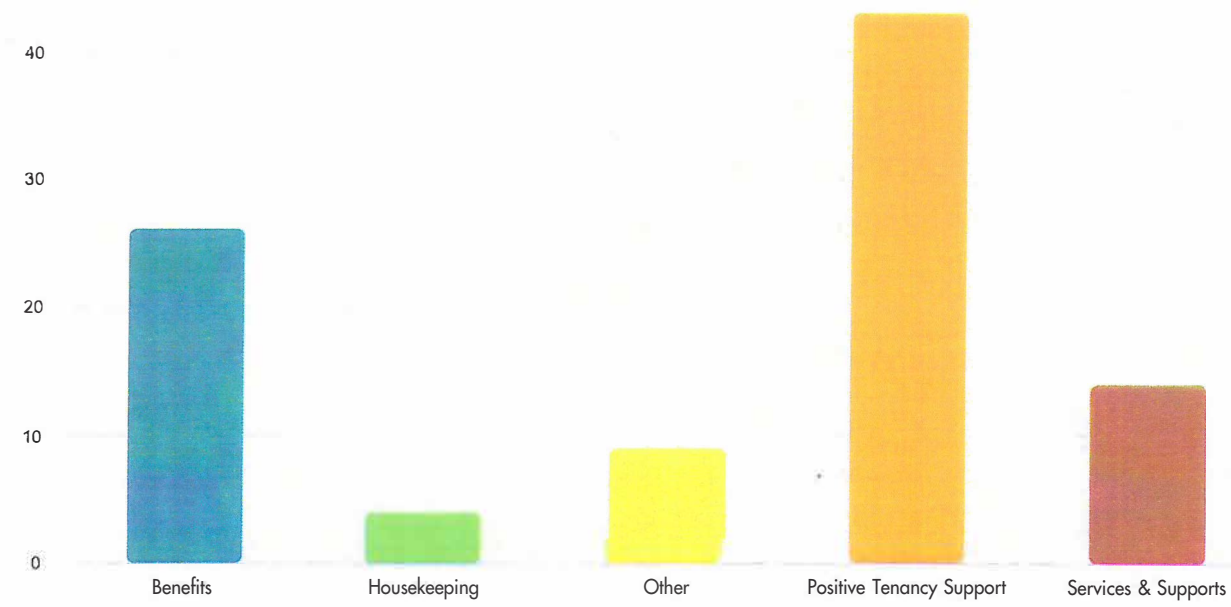
- There have been no groups held since March 13, 2020 due to COVID-19 except for COVID-19 Vaccine Clinics at Central Square Terrace, Harper Acres and Stone Arch Village Senior.
- All Community Rooms remain closed and groups suspended until further notice.
- Take home crafts, such as cards, coloring books/pens, cross-stitch, are available for residents to pick up or request to have dropped off at their apartments. Thirty residents have taken advantage of take-home craft projects.

Community Connections Biannual Dashboard Report
September 1, 2020 - February 28, 2021

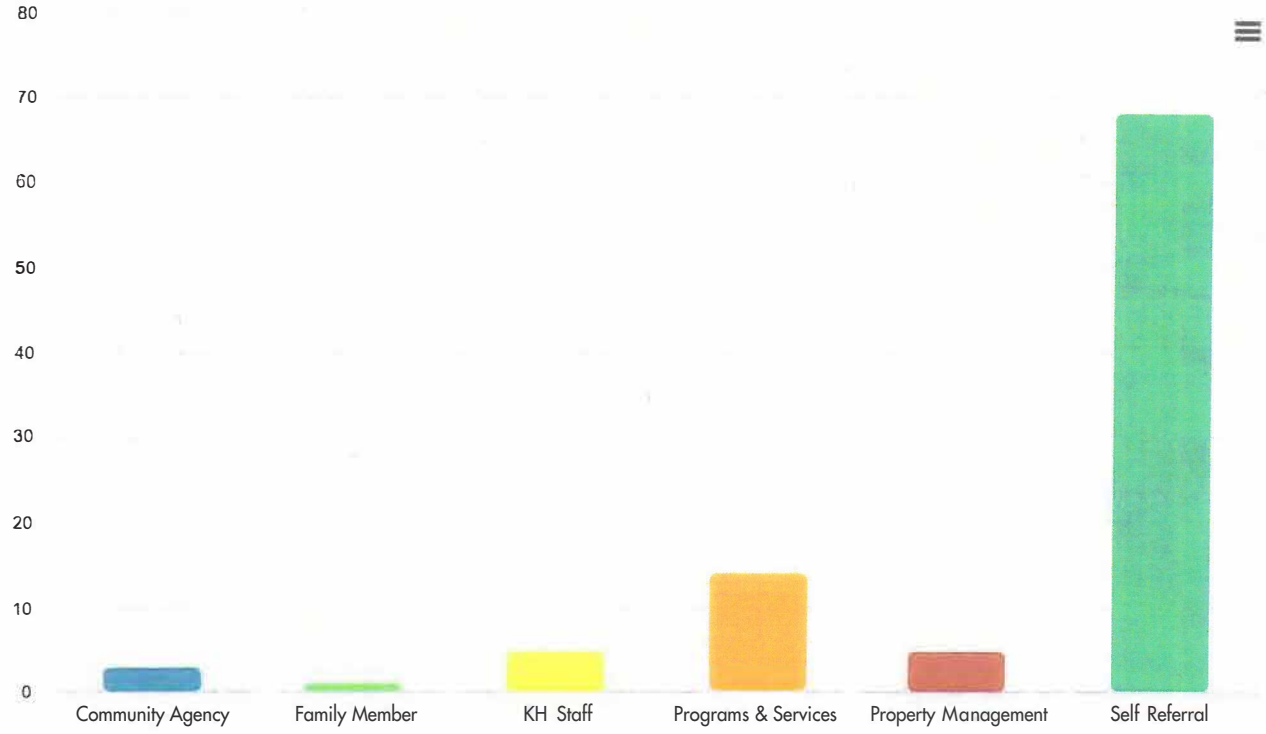
Number of Households Served by Property



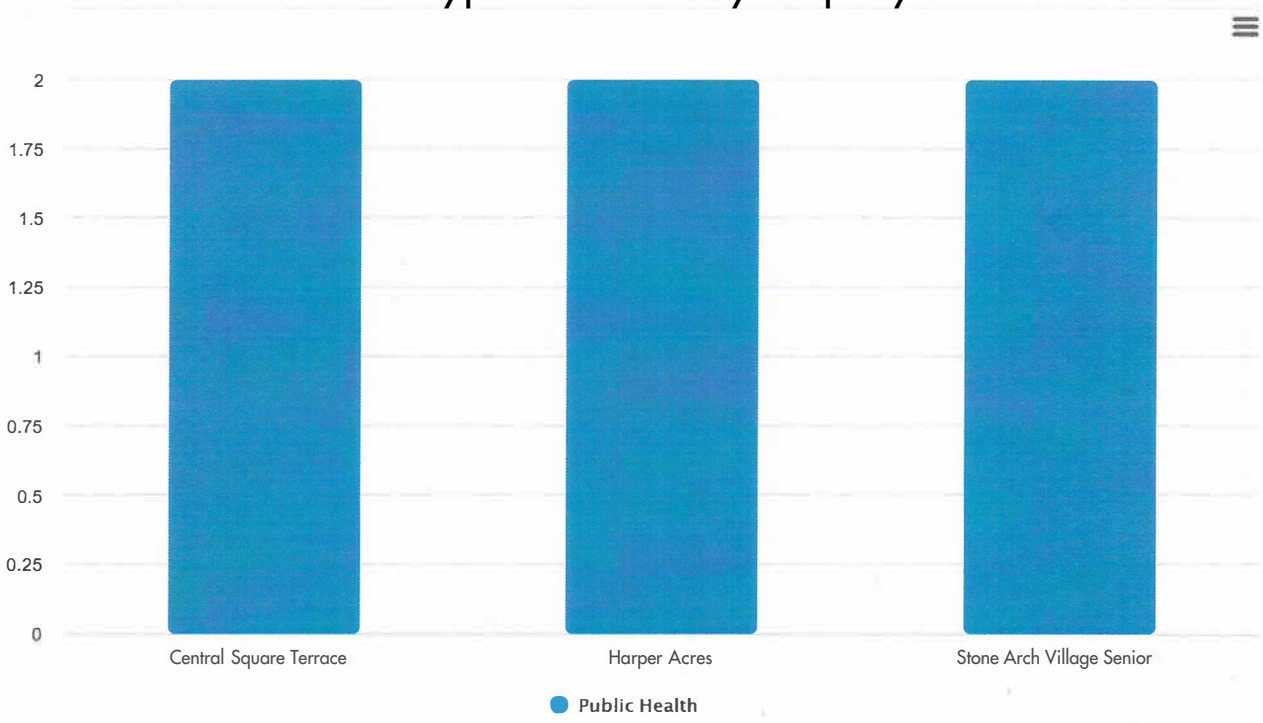
Number of Referral by Referral Type



Number of Referrals by Source



Number and Types of Events by Property



MARCH 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10 SAVS Community Garden Meet & Greet	11	12 CST Community Garden Meet & Greet	13 CST Onsite COVID-19 Vaccination Clinic
14	15	16	17	18 Board of Commissioners Meeting	19 Harper Acres Onsite COVID-19 Vaccination Clinic	20
21	22	23 NHHFA Management Review CST	24	25	26	27
28	29	30	31			

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

Keene Housing

April 2021

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	19	20	21	22 Board of Commissioners Meeting	23	24
25	26	27	28	29	30	

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

Keene Housing