Keene Housing

Keene Housing
Board of Commissioners Meeting
June 17, 2021

First Community Connections Group at Harper Acres Since 2020
Card Making Group

Online Access: www.zoom.us/join
Enter Meeting ID: 860 5313 2242 Password: 656489
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, June 17, 2021
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Keene Housing

BOARD OF COMMISSIONERS MEETING
THURSDAY, JUNE 17, 2021
12:00 P.M.
Online Access: www.zoom.us/join
Enter Meeting ID: 860 5313 2242 Password: 656489
To Access by Phone: 1-646-558-8656
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AGENDA

I. Call to Order

II. Roll Call

III. Approval of the May 20, 2021 Keene Housing Annual Board Meeting Minutes

IV. Executive Director's Report

V. Management Report

VI. Finance Report

VII. Old Business

VIII. New Business

a. Approval of Amendment to the Employee Handbook (Resolution No. 699)

b. Approval of Summer Slowdown (Resolution No. 700)

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

d. Informational Memo: Biannual Community Gardens Board Report

IX. Public Comment

X. Non-Public Session
Convene to Non-Public Session to discuss:
A personnel matter pursuant to RSA 91-A:3, II (a); and
The acquisition, sale, or lease of land pursuant to RSA 91-A:3, II (d).

XI. Adjournment

Minutes of the Keene Housing Annual Board of Commissioners Meeting
Zoom Meeting/Conference Call
Thursday, May 20, 2021

Chairperson Mack called the Keene Housing Annual Board of Commissioners meeting to order at 5:35 p.m. Roll was taken and Chairperson Mack declared a quorum present.

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

MINUTES:

Chairperson Mack called for approval of the April 22, 2021 Board of Commissioners meeting minutes. Commissioner Slack made a motion to approve the minutes. Commissioner Elliott seconded the motion, which upon being put to vote, the minutes passed unanimously.

EXECUTIVE DIRECTOR'S REPORT:

Secretary Meehan stated President Biden's Fiscal Year 2022 budget proposes a $5.4 billion increase in housing which includes 200,000 new vouchers nationally. The budget also includes an increase for resident services. Secretary Meehan will continue keeping the Board updated as the 2022 appropriations process begins moving forward.

Keene Housing was not awarded any Emergency Housing Vouchers to assist people affected by COVID-19.

Due to higher-than-expected 2021 appropriations, Keene Housing is receiving an additional $271,000 in Moving to Work funds above what was budgeted for Fiscal Year 2021. A portion of the additional funding will be applied to the Bennett Block rehabilitation project. As previously reported, the accepted bid for the Bennett Block project came in significantly lower than expected. Keene Housing received approval from Community Development Finance Authority (CDFA) to execute a separate contract with the general contractor for additional work.

Keene Housing is making progress in plans to use its Moving to Work (MTW) flexibility to provide housing assistance to Cheshire County Drug Court participants. The pilot program will be included in Keene Housing's Fiscal Year 2022 MTW Plan.

Keene Housing is awaiting a report from a structural engineering to determine the scope of damage from the fire at 105 Castle Street. The report will help inform whether Keene

Housing will rebuild from the damaged structure or tear down the building and start from scratch. Keene Housing withdrew its Community Development Block Grant (CDBG) application for the rehabilitation of 105 Castle Street and plans to reapply in January 2022.

The purchase of Emerald House continues to be delayed due to HUD requiring additional documentation and information.

Due to the overwhelming number of staff who were vaccinated at one of Keene Housing's on-site clinics, the Agency recently adopted a mask optional policy, with some exceptions, for staff in Central Office as well as for Facilities and Assets staff and others working on property. Staff must wear masks and practice social distancing when meeting at a Keene Housing property with members of the public. In addition, Facilities and Assets staff must wear face masks when performing work in occupied units. Secretary Meehan announced the Community Connections program resumed small group activities with capacity limited to 10 participants and face masks are required. The City of Keene Ordinance still requires face masks in shared common spaces. Commissioner Slack stated the City Council is meeting tonight and she expects the mask mandate will be lifted. Secretary Meehan stated the management team continues to meet to discuss office safety protocols and will issue guidance regarding face mask requirements within our buildings.

Secretary Meehan stated remaining CARES Act funds must be spent by December 31, 2021. Keene Housing plans to use funds to build an onsite property management office and maintenance shop at Riverbend and expand the Broadband Assistance Program to Resident Self Reliance (RSR) participants.

Secretary Meehan invited Sandy Clark to give a capital project update. Ms. Clark stated the Bennett Block rehabilitation project is going well and is estimated to continue through September 2021. Asphalt and concrete work is planned at North and Gillum, Forest View, 309 Water Street, Ash Brook and Roxbury Court. The kitchen rehabilitation is complete at Emerald House. Keene Housing is working with an architect to design a property management office and maintenance shop at Riverbend. Due to the price of lumber, they are also looking into alternative structure options. The Facilitates and Assets team is completing a lot of outside projects, landscaping, turnovers, and painting.

The Board of Commissioners agreed to meet virtually next month and discuss plans to return to in person meetings during the June meeting. Secretary Meehan would also like to schedule an in-person dinner this summer.

MANAGEMENT REPORT:

Ms. Pratt reviewed the management report and commented on the vacancies, rent collection and leasing days.

FINANCE REPORT:

Ms. Griffin reviewed the consolidated financial operations and variances to budget for

Keene Housing owned and managed properties.

NEW BUSINESS:

Resolution No. 696 – Approval to Adopt Slate of Officers

The Keene Housing Board of Commissioners adopts the slate of officers as presented, pursuant to the April 29, 2021 memorandum from Amy Wright, Director of Administration to Joshua R. 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. 697 – Approval of Occupancy Rules Handbook Revisions

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 May 3, 2021 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. 698 – Approval of 2021 Capital Budget Revision

The Keene Housing Board of Commissioners authorizes the adoption of the proposed revised consolidated Keene Housing 2021 Capital Budget as presented, and further authorizes the Director of Finance to make necessary line-item adjustments at the discretion of the Executive Director not to exceed the aggregate total by $50,000, pursuant to the May 13, 2021 memorandum from Linda Griffin, Finance Director to Joshua 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 Cheshire Housing Trust Transition

Secretary Meehan reviewed the status of the transfer of nine Cheshire Housing Trust (CHT) properties to Keene Housing as outlined in the Informational Memo dated May 13, 2021.

Informational Memo: Refinancing of the Brookbend East Property

Ms. Griffin reviewed the refinancing of the Brookbend East property as outlined in the Informational Memo dated May 12, 2021.

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 Shaw 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 6:25 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

6/1/2021
Date

Keene Housing

Resolution No. 699

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item:

   Approval of Amendment to the Employee Handbook

2. Date of Board Meeting: June 17, 2021

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners approve an amendment to the Employee Handbook updating the existing Telecommuting Policy, pursuant to the June 2, 2021 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: 6/2/2021

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: 6/8/2021

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration AW
Subject: Approval of Revision to the Employee Handbook – Telecommuting Policy
Date: June 2, 2021

This memorandum recommends the Board of Commissioners approve a revision to the Employee Handbook updating the existing Telecommuting Policy.

BACKGROUND

In response to the COVID-19 pandemic, Keene Housing quickly adjusted business operations to protect the health and safety of staff, residents, voucher holders and community members. Like many organizations across the world, Keene Housing closed its Central Office and the majority of office staff began working remotely.

As the coronavirus pandemic eases, organizations are making plans for returning employees to their worksites. A common theme amongst organizations is a combination of flexible in-office and remote work. About 60 percent of HR leaders surveyed by Gartner, a global research and advisory firm, said they are planning for a hybrid work future, and only 1 percent said they expect all workers to return to work full time in the office.

According to the Society for Human Resource Management (SHRM), even before the coronavirus pandemic struck, early studies suggested that remote working can enhance productivity. A recent Boston Consulting Group (BCG) report shows that more than half of managers believe their teams are even more productive working remotely.

Studies have shown that the flexibility of a hybrid work model can:

- Improve staff loyalty by helping employees feel empowered by management to complete their work on their own terms.
- Support a healthier work/life balance, flexible work schedule.
- Increase retention and lower turnover costs.
- Increase employee productivity and morale.
- Reduce organizational expenses.
- Help keep employees safe by reducing the number of people in the office, creating more personal space, and promoting social distancing. (Health experts warn that social distancing measures will remain in place for some time).

During the past year, Keene Housing's remote staff performed work tasks, met goals and objectives. Staff exceled with greater flexibility, increased engagement due to reduced absenteeism and a new level of trust between management and staff. Conducting business by phone or Zoom proved to be more convenient for residents and voucher holders with transportation, or childcare issues.

In February 2021, Keene Housing created a Compressed Workweek Taskforce to look for

ways to improve our customer service and to make sure we are available at times that are convenient for residents, voucher holders and applicants while simultaneously permitting staff greater flexibility. A compressed work schedule allows employees to work a full 40-hour week in fewer days than a five-day schedule. The Taskforce included at least one staff member from each department.

The Taskforce conducted a resident survey, and of the 270 respondents, more than half preferred conducting business with Keene Housing staff by phone, mail, email or virtually. In addition, survey results showed residents would like Facilities and Assets department hours to expand from 7:00 a.m. – 3:00 p.m. to 7:00 a.m. – 5:00 p.m. After internal deliberations and considering the survey results, the Taskforce recommended making KH's COVID-19 telecommuting policy permanent rather than implementing a compressed workweek for office staff and Property Managers. The Taskforce did recommend, however, that the Facilities and Assets Department implement a compressed workweek that would allow the Department to expand its hours, as requested by survey respondents.

CONCLUSION

Based on our research, the Taskforce's recommendations and our own experience over the past year and a half, Keene Housing believes that our current remote work policy should be expanded and made a permanent option for some, but not all, staff. In preparing for the recommended revisions to the Employee Handbook, Department Directors reviewed each position's job responsibilities and determined whether a position could be done remotely fulltime, part-time, or at all. After concluding this position-by-position analysis it was determined that Facilities and Assets staff and Property Managers will be able to work remotely for online training but will otherwise be on-property and available to residents during normal business hours.

Additionally, Keene Housing is adopting the Taskforce's recommendation that the Facilities and Assets Department adopt a compressed schedule and expand its hours of operations to 7:00 a.m. – 5:00 p.m., except during winter months (October through May) when the demands and unpredictability of snow removal would make managing compressed workweek schedules logistically impossible.

Keene Housing prides itself on being a forward-thinking employer, always striving to find new ways of attracting and retaining a happy, high-performing workforce. Based on our research and experience working remotely during the pandemic, we are confident that expanding our remote work policy will contribute significantly to this goal.

RECOMMENDATION

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

Resolution: That the Keene Housing Board of Commissioners approve an amendment to the Employee Handbook updating the existing Telecommuting Policy, pursuant to the June 2, 2021 memorandum from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director.

Telecommuting Policy

Telecommuting is a flexible work arrangement that allows eligible staff to work at home or a remote location for all or part of their workweek. Keene Housing considers telecommuting a viable, flexible work option when both the employee and the job are suited to it. Telecommuting may be appropriate for some employees and jobs but not for others.

In the event of an emergency such as inclement weather or pandemic, Keene Housing may allow or require office staff to temporarily work from home to ensure business continuity. Employees should not assume any specified period of time for emergency telework arrangements, and Keene Housing may require employees to return to regular, in-office work at any time.

Keene Housing also considers telecommuting to be a viable alternative work arrangement in cases where, from time-to-time, telecommuting may help office staff be more productive than they would were they to work from their office at Keene Housing. Telecommuting is not an entitlement, it is not a company-wide benefit, and it in no way changes the terms and conditions of employment with Keene Housing.

Procedures

Either an employee or a Department Director can suggest telecommuting as a possible work arrangement. Office staff interested in a telecommuting arrangement must submit a written request to their Department Director. Keene Housing's Executive Director must submit a written request to the Board of Commissioners. All requests must include a work plan, the number of days per week the employee would like to work remotely and any changes to the regular work schedule necessary for the arrangement. If the request to telecommute is approved, the employee agrees to be accessible by phone or email during the agreed-on work schedule. If the request to work remotely is denied, the employee is expected to arrive at work at her/his regularly scheduled time.

There may be times when it is deemed necessary for a telecommuting employee to report to the office during a scheduled remote workday. Examples include but are not limited to regular department meetings, quarterly staff trainings or as required by the department director.

Any telecommuting arrangement made will be on a trial basis for the first three months and may be discontinued at any time at the request of either the telecommuter or Keene Housing. Every effort will be made to provide thirty days' notice of such change to accommodate commuting, childcare and other issues that may arise from the termination of a telecommuting arrangement. There may be instances, however, when no notice is possible.

The employee's compensation, benefits, work status, work responsibilities and the amount of time the employee is expected to work per day or per pay period will not change due to any telecommuting arrangements.

Eligibility

Employees requesting formal telecommuting arrangements must be employed by Keene Housing for a minimum of six months and must have a satisfactory performance record. Facilities and Assets staff are not eligible for telecommuting work schedules. The only exception is to attend work-related trainings remotely which must be pre-approved by the Director of the Facilities and Assets Department. In addition, Property Managers and Facilities and Assets staff are required to have a regular, physical presence on the properties that they manage. All staff, regardless of whether they are telecommuting, in Central Office or at a property are expected to be available during their established work hours.

Before entering into any telecommuting agreement, the employee and Department Director will evaluate the suitability of such an arrangement, reviewing the following:

- Employee suitability - The Department Director will confirm the employee's satisfactory work performance.
- Job responsibilities - The employee and Department Director will discuss the job responsibilities and determine if the job is appropriate for a telecommuting arrangement.
- Equipment needs, workspace design considerations and scheduling issues - The employee and Department Director will discuss the physical workspace needs including an appropriate, distraction-free location for telework, schedule and hours.

Evaluation of telecommuter's performance during the trial period will include regular interaction by phone, Zoom (or another virtual meeting platform) and e-mail between the employee and the Department Director. At the end of the trial period, the employee and Department Director will review the arrangement and make recommendations for continuance or modifications. After conclusion of the trial period, the Department Director and telecommuter will communicate at a level consistent with employees working at the office or in a manner and frequency that is appropriate for the job and the individuals involved.

Equipment

On a case-by-case basis, Keene Housing will determine, with information supplied by the employee and the Department Director, the appropriate equipment needs (including hardware, software, phone and data lines and other office equipment) for each telecommuting arrangement. Equipment supplied by Keene Housing remains company property and will be maintained by Keene Housing or Keene Housing's IT Consultant. Keene Housing accepts no responsibility for damage or repairs to employee-owned equipment. Equipment supplied by Keene Housing is to be used for business purposes only. The telecommuter must sign an inventory of all Keene Housing property received and agree to take appropriate action to protect the items from damage or theft. Upon termination of employment, all company property must be returned to Keene Housing, unless other arrangements have been made in writing.

The employee will establish an appropriate work environment within their home for work purposes. Keene Housing is not responsible for costs associated with the setup of the

employee's home office, such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space.

Security

Consistent with the Keene Housing's policies covering information security, telecommuting employees are expected to ensure the protection of confidential information and proprietary company information accessible from their home office. Steps include the use of locked file cabinets and desks, regular password maintenance, and any other measures appropriate for the job and the environment.

Safety

Employees are expected to maintain their home workspaces in a safe manner, free from safety hazards. Injuries sustained by the employee in a home office location and in conjunction with their regular work duties are normally covered by Keene Housing's workers' compensation policy. Keene Housing assumes no responsibility for injuries occurring in the employee's at-home workspace outside the agreed-upon work hours. Telecommuting employees are responsible for notifying the Director of Administration of such injuries as soon as practicable. The employee is liable for any injuries sustained by visitors to his or her home worksite.

Telecommuting is not designed to be a replacement for appropriate childcare. Although an individual employee's schedule may be modified to accommodate childcare needs, the focus of the arrangement must remain on job performance and meeting business demands. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering a trial period.

Time Worked

Non-exempt, telecommuting employees are required to accurately record all hours worked using Keene Housing's time-keeping system. Keene Housing prohibits working more than 40 hours in a given workweek without advance authorization from the Department Director. Keene Housing prohibits working off the clock and under-reporting or over-reporting hours worked. Failure to comply with this requirement may result in disciplinary action and the immediate termination of the telecommuting agreement.

Ad Hoc Arrangements

Temporary telecommuting arrangements may be approved for circumstances such as inclement weather, special projects or business travel. In the event of an emergency such as inclement weather or pandemic, Keene Housing may allow or require office staff to temporarily work from home to ensure business continuity. Employees should not assume any specified period of time for emergency telework arrangements, and Keene Housing may require employees to return to regular, in-office work at any time.

Other informal, short-term arrangements may be made for employees on family or medical leave to the extent practical for the employee and the organization and with the

consent of the employee's health care provider, if appropriate.

All informal telecommuting arrangements are made on a case-by-case basis, focusing first on the business needs of the organization.

Keene Housing

Resolution No. 670

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item:

   Approval of Summer Slowdown

2. Date of Board Meeting: June 17, 2021

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners approves Summer Slowdown, pursuant to the June 9, 2021 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: 6/9/2021

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: 6/9/2021

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration
Subject: Approval of Summer Slowdown
Date: June 9, 2021

This memorandum recommends the Board of Commissioners approve a Summer Slowdown by extending three additional paid days off to staff.

BACKGROUND

This past year has presented many challenges including the COVID-19 pandemic, the high-profile killing of George Floyd, the Black Lives Matter movement, Stop Asian Hate, the Capital riot and political tension resulting from the election. Seventy percent of people in the global workforce say this has been the most stressful 12 months of their lives, with 78 percent saying their mental health has been affected, according to a study by Oracle Corp., an Austin, Texas-based software company, and Workplace Intelligence, a Boston-based consulting firm. More than 80 percent of U.S. workers claim that they're stressed.

Keene Housing recognizes this has been a difficult time for staff and family members. Throughout the year, the Agency encouraged staff to take time off to manage stress and focus on work/life balance, reminded staff about benefits available to not only them but to family members under the Employee Assistance Program and provided information about wellness and mental health services available under KH's group health plan, Harvard Pilgrim. The Department Directors and the Director of Administration regularly checked in with staff to check on their well-being and the Wellness Committee shared resources about stress management and mental health and well-being.

While the end of the pandemic is getting closer, the return to normalcy is still unknown and people are still struggling. In a recent article titled "It's Time for a Summer Slowdown" published by Galaxy Brain, a creative studio, small press, and Risograph printing company: "We are emerging from the darkest days of the pandemic with a good deal of unprocessed trauma and a bone deep fatigue. It's been described as burnout or hitting the pandemic wall. "

What are employers doing to help staff manage stress and recover after hitting the pandemic wall or experiencing COVID Fatigue? According to multiple surveys and publications, the overwhelming response is paid time off. Research consistently shows paid time off lowers stress and improves an employee's mental and physical health and well-being. Once employees return to work, they are relaxed, engaged, focused and more productive.

As a result, I recommend Keene Housing extend the Independence Day holiday weekend by an additional day to include Tuesday, July 6th and extend the Labor Day holiday one additional day to include Friday, September 3rd. In addition, I recommend Keene Housing give all regular full-time and regular part-time staff working over 20 hours per week, a paid Summer Slowdown Day to be used during July 1st and August 31st.

Keene Housing values staff and encourages and supports healthy behavior. This has been a challenging year and the addition of three Summer Slowdown days will allow staff to take a break this summer and return to work with a greater sense of focus and purpose to achieve the many initiatives and goals planned in the very near future.

RECOMMENDATION

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

Resolution: That the Keene Housing Board of Commissioners approves Summer Slowdown, pursuant to the June 9, 2021 memorandum from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director.

Keene Housing

INFORMATIONAL MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration
Subject: Updated Office Safety Protocols in Response to COVID-19
Date: June 11, 2021

This informational memorandum updates the safety measures implemented by Keene Housing to ensure the health and safety of staff, residents, applicants and the broader Keene community.

Keene Housing has been very thoughtful in making decisions based on data and science since the start of the pandemic. We have carefully followed recommendations by the Governor's Economic Reopening Taskforce, Centers for Disease Control and Prevention (CDC), and the NH Department of Health. New Hampshire's state of emergency that has been in effect since March 2020 is ending at midnight on Friday, June 11, 2021. While it is still important that staff remain vigilant because we are still in a pandemic, the Agency is relaxing many office safety protocols due to recommendations at local, state and federal agencies.

Face Masks

New Hampshire's statewide face mask mandate expired on April 16, 2021 and the City of Keene's face mask ordinance expired on June 1, 2021. Effective Monday, June 14, 2021 Keene Housing is adopting a mask optional policy when meeting with members of the public and when performing work in occupied units. When the Admin team accepts a work order, they will ask if they prefer KH staff wear a mask when inside an occupied unit. If a mask is requested, this will be recorded on the work order. Similarly, when members of the public visit the office, the Admin team will ask whether they'd like the staff member with whom they're meeting to wear a face mask. In all cases, staff are required to wear a mask whenever requested to do so by a member of the public. We will continue encouraging residents to wear masks when they are not able to socially distance.

Revised Safety Protocols – Effective June 14, 2021

In addition to the face mask change outlined above, Keene Housing is implementing the following changes to our safety protocols:

- Staff are no longer required to ask health screening questions when meeting with the public, when accepting work orders over the phone or prior to entering occupied units.
- There is no limit on the number of residents who can participate in Community Connections activities and residents are not required to wear masks during activities.
- All community spaces are open including sunrooms, sitting areas and meeting spaces.

Remaining Safety Protocols

The following safety protocols remain unchanged:

- Keene Housing's Central Office remains closed to the public without appointment.
- Staff who can work from home are encouraged to continue doing so.
- Face-to-face meetings with the public can be held in the Spectrum Room, the conference room next to Amy Wright's office, and Stone Arch Senior **by appointment only**.
- Staff are encouraged to 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.
- Wearing a face mask is optional when entering or inside of Central Office.
- Members of the public can pick up paperwork at the Central Office during regular business hours using the intercom system.

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 international or cruise ship travel 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 travel on a cruise ship or internationally. Failure to do so, may result in disciplinary action.

Quarantine Policy

The following individuals do not need to quarantine after international or cruise ship travel 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 (a person must be at least 14 days beyond receipt of the second dose of either the Pfizer-BioNTech or Moderna COVID-19 vaccine, or at least 14 days beyond receipt of the single-dose Janssen (Jonson & Johnson) COVID-19 vaccine).

- 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 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 sick leave under FFCRA expired on December 31, 2020 and the Consolidated Appropriations Act 2021 (CAA) allowed Keene Housing to voluntarily extend this leave through March 31, 2021. The American Rescue Plan Act signed into law on March 11, 2021 allows employers to voluntarily extend leave through September 30, 2021 and Keene Housing has opted to extend this benefit. 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.

Returning 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

INFORMATIONAL MEMORANDUM

To: Josh Meehan, Executive Director
From: Lea Kablik, Community Garden Coordinator
Subject: Biannual Community Gardens Board Report
Date: June 7, 2021

I started working for Keene Housing on March 1st at 25 hours per week in order to finish up classes at Antioch University. Once classes were done, I started working fulltime on May 1st. Below is a summation of what the gardeners and I have accomplished over the past few months.

CENTRAL SQUARE TERRACE

(Two raised beds, benches, flowerpots at business, butterfly/bird garden, 3 potato planters in garage)

- Weekly garden meeting Thursday mornings at 9:30AM.
- Garden bags in the parking garage are sprouting. (Potatoes)
- Flowerpots and boxes on Roxbury St. are planted and blooming.
- Benches at the entrance are planted and blooming.
- Two raised beds are planted. (Vegetables)
- Butterfly/bird garden ¾ planted. Few more to plant and mulch this week.

STONE ARCH VILLAGE SENIOR

(8 raised beds, fruit trees, flower gardens, 3 strawberry towers)

- Weekly Garden meeting – Tuesdays at 1:00PM.
- Strawberry Towers built and will be planted this week.
- Garden beds assigned and planted. Residents are maintaining own beds and helping each other as needed.
- Fruit trees are budding.

EVERGREEN

(10 beds)

- 5 gardeners have assigned beds. Few more residents have expressed interest.
- Gardens were planted last week, still have one more bed to plant (was going to be a community bed, however one gardener recently asked to use it).
- Meeting with Lea as needed/ at least once a month going forward.

RIVERBEND

(6 beds + 1 raised bed behind one unit for disabled resident use)

- 2 new garden beds were installed in April, 2021.

- All beds are assigned and are planted.
- Meeting with Lea as needed/at least once a month going forward.

ASHBROOK

(3 beds)

- Beds assigned or shared.
- Successfully solicited Home Depot and they donated hand tools, stakes, tomato cages and storage box.
- Some beds planted; others being planted this week.
- Meeting Lea weekly/as needed.

BROOKBEND(S) & MEADOW ROAD

(8 beds)

- Beds assigned and planted.
- Meeting weekly with Lea.
- Plan in place for planting perennials in bed at entrance to Meadow Rd this week.

COTTAGE STREET

(1 bed behind unit for resident use)

- Lea meeting as needed with resident. Bed is planted and we are troubleshooting together.

WATER STREET

(1bed)

- New garden bed to be planted this week.
- Meeting with Lea as needed.
- Resident friends with neighbor and uses his water source.
- Composting started.

FOREST VIEW

(3 beds behind FAC, 1 bed in front of FAC, 2 beds at entrance)

- Outreach and meetings held. No residents attended.
- Plan in place for planting and maintaining of beds in front of FAC and at entrance.

NORTH & GILSUM

(6 beds along North St. 1 bed behind FAC)

- 4 residents gardening. Planting this week.

- Meeting Lea as needed going forward.

DAMON COURT

(6 beds)

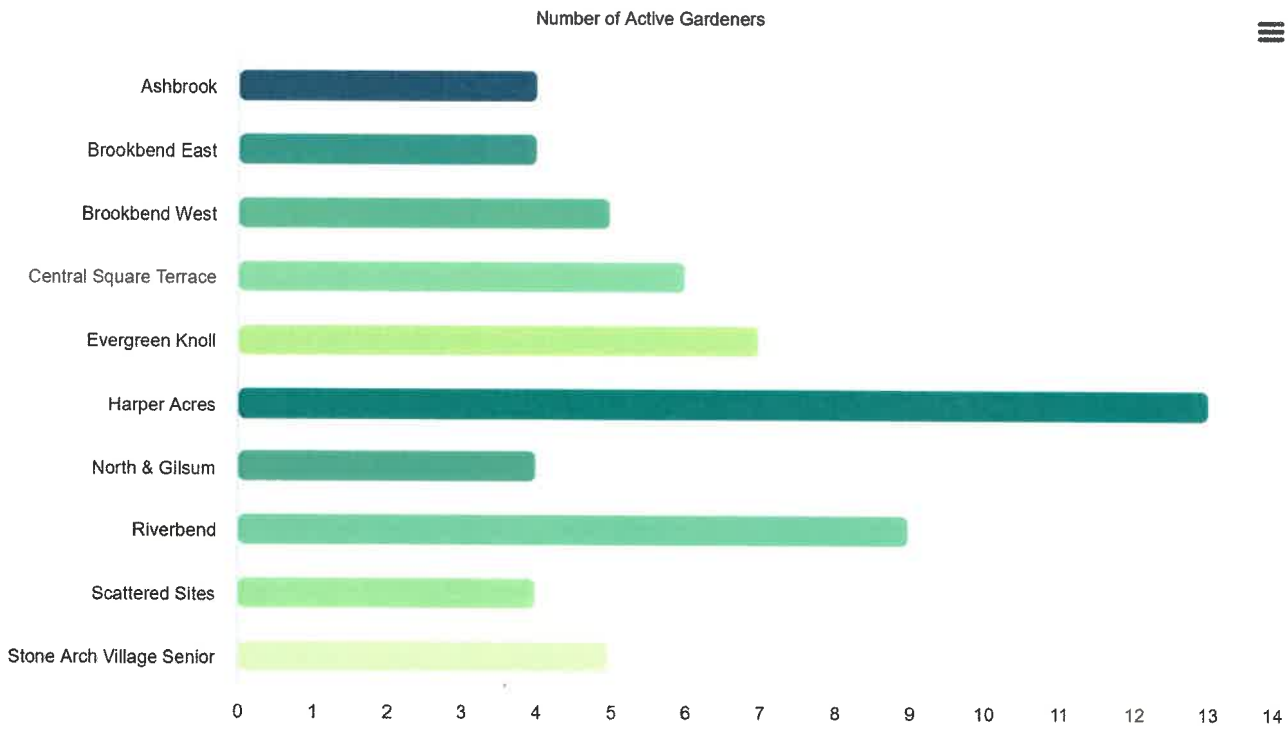
- 2 residents gardening all the beds.
- Getting lists to Lea and planting next week.

HARPER ACRES

(16 beds)

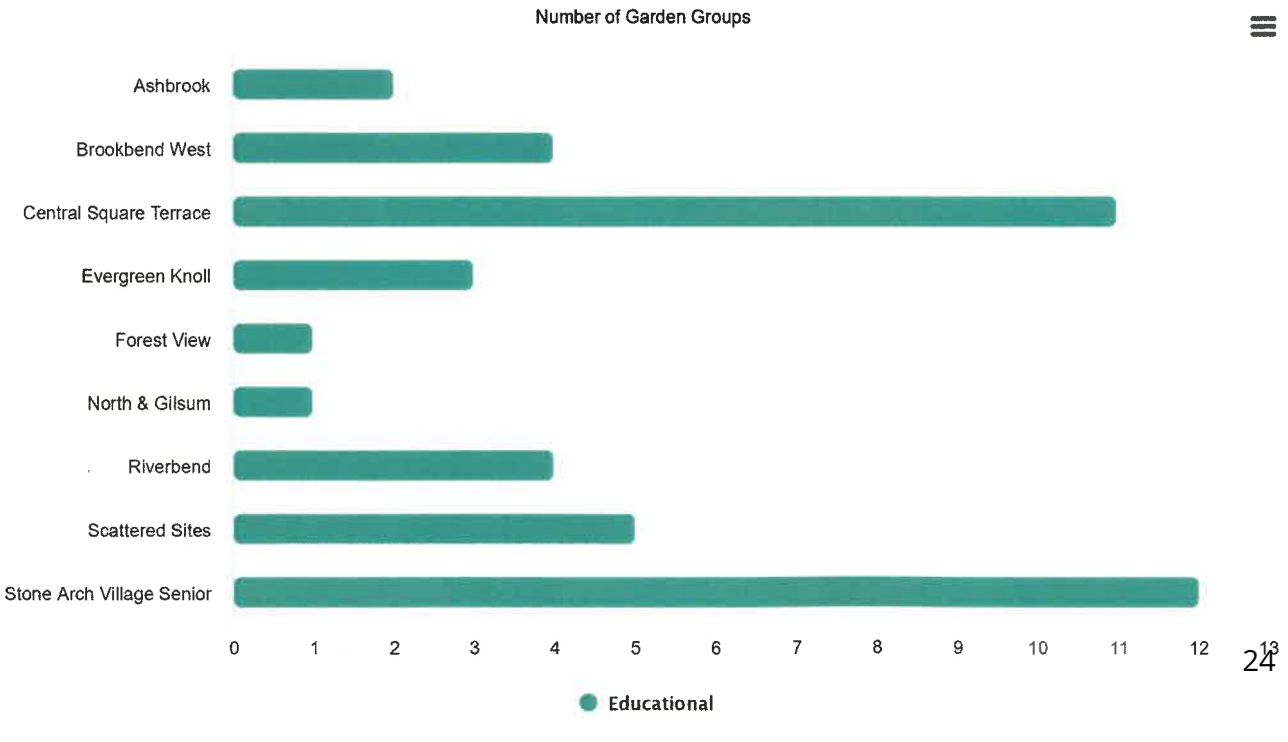
- Carol Jue meeting with residents regularly.
- Beds planted.
- Lea meeting as needed.
- 10-year anniversary this year for the HA gardens!

Number of Active Gardeners



Number of Garden Groups

Community Gardens Board Report https://apricot.socialsolutions.com/report/print/report_id/243



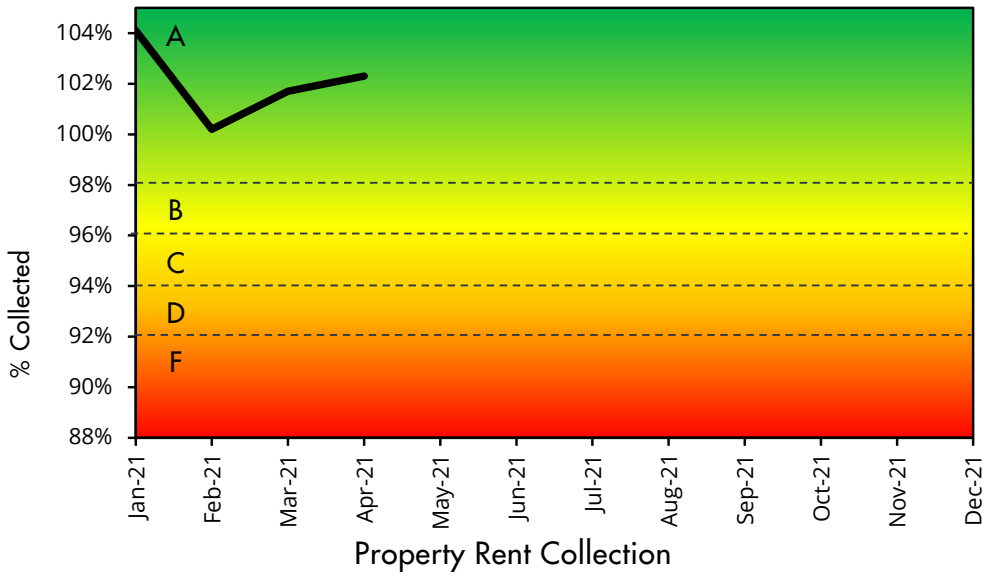
Keene Housing

MANAGEMENT REPORT
MAY 2021

Residential Property Rent Collection Report
May 2021

Community	Month Billed	Month Collected	% Collected	Monthly Grade	YTD Billed	YTD Collected	% YTD Collected	YTD Grade
Ash Brook Apartments	$10,404	$10,537	101.3%	**A**	$51,911	$52,056	100.3%	**A**
Bennett Block	$676	$676	100.0%	**A**	$3,380	$3,380	100.0%	**A**
Brookbend East	$18,721	$18,689	99.8%	**A**	$89,604	$98,794	110.3%	**A**
Brookbend West	$15,150	$15,307	101.0%	**A**	$71,230	$72,147	101.3%	**A**
Central Square Terrace	$28,822	$29,139	101.1%	**A**	$143,337	$143,550	100.1%	**A**
Cottage Street	$1,441	$1,552	107.7%	**A**	$7,153	$7,106	99.3%	**A**
Evergreen Knoll LP	$12,740	$12,671	99.5%	**A**	$59,990	$60,216	100.4%	**A**
Forest View	$18,830	$18,580	98.7%	**A**	$90,566	$96,710	106.8%	**A**
Harper Acres	$43,524	$43,102	99.0%	**A**	$215,456	$214,659	99.6%	**A**
Meadow Road Apartments	$6,144	$6,010	97.8%	**B**	$29,975	$30,058	100.3%	**A**
North and Gilsum	$20,375	$19,222	94.3%	**C**	$96,700	$97,196	100.5%	**A**
Riverbend Apartments	$12,507	$12,417	99.3%	**A**	$61,934	$62,860	101.5%	**A**
Scattered Sites	$9,007	$8,439	93.7%	**D**	$45,509	$44,992	98.9%	**A**
Stone Arch Village Family	$12,132	$10,967	90.4%	**D**	$60,708	$59,794	98.5%	**A**
Stone Arch Village Senior	$11,991	$11,991	100.0%	**A**	$59,832	$59,902	100.1%	**A**
Totals	$222,464	$219,299	98.58%	A	$1,087,285	$1,103,419	101.5%	A

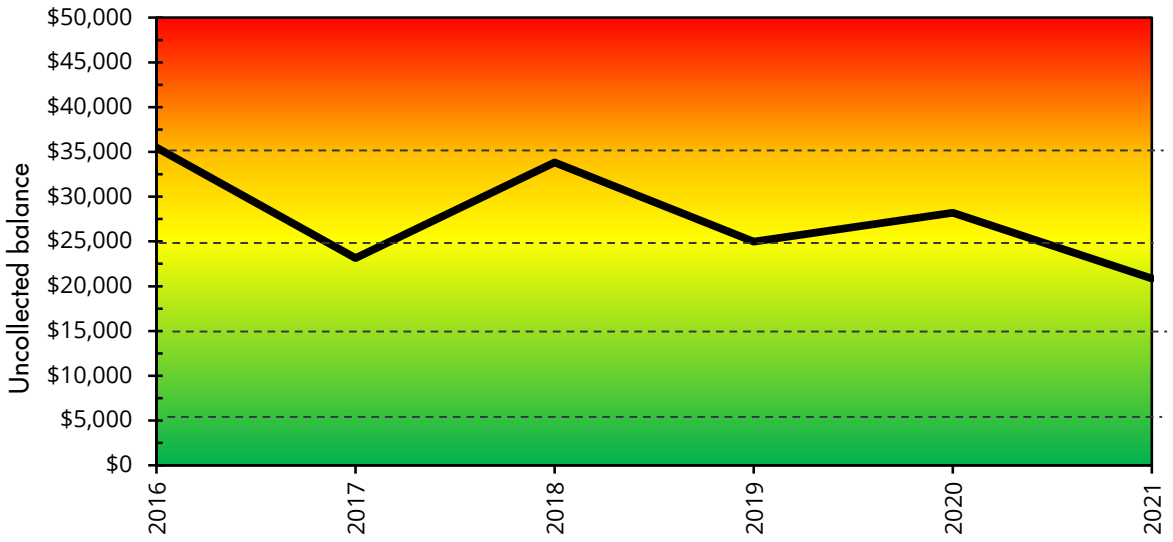
Active Households Only



Residential Property Uncollected Accounts - Inactive Tenants - Report
May 2021

Community	# of Households	Current	30 days	60 days	90 days	120 days and over	total
Ash Brook Apartments	0	$0	$0	$0	$0	$0	$0
Bennett Block	2	$0	$0	$0	$0	$2,632	$2,632
Brookbend East	1	$0	$0	$0	$0	$925	$925
Brookbend West	1	$0	$0	$0	$0	$299	$299
Central Square Terrace	0	$0	$0	$0	$0	$0	$0
Cottage Street	0	$0	$0	$0	$0	$0	$0
Evergreen Knoll LP	3	$735	$236	$6,438	$4,414	$1,547	$13,371
Forest View	1	$0	$0	$0	$0	$222	$222
Harper Acres	1	$790	$469	$0	$164	$41	$1,464
Meadow Road Apartments	1	$1,368	$0	$0	$0	$64	$1,432
North and Gilsum	4	($268)	$0	$0	$0	$720	$452
Riverbend Apartments	0	$0	$0	$0	$0	$0	$0
Scattered Sites	1	$0	$0	$0	$0	$69	$69
Stone Arch Village Family	0	$0	$0	$0	$0	$0	$0
Stone Arch Village Senior	0	$0	$0	$0	$0	$0	$0
Totals	15	$2,625	$705	$6,438	$4,578	$6,520	$20,866

Inactive Households Only

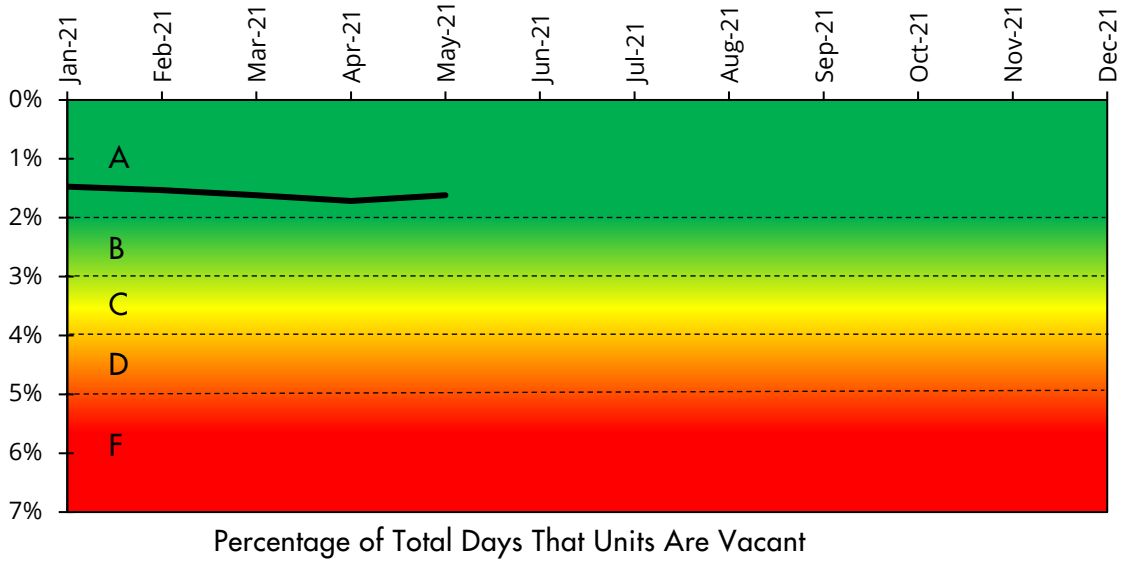


End of Year - Bad Debt write off

Monthly Vacancy Report

May 2021

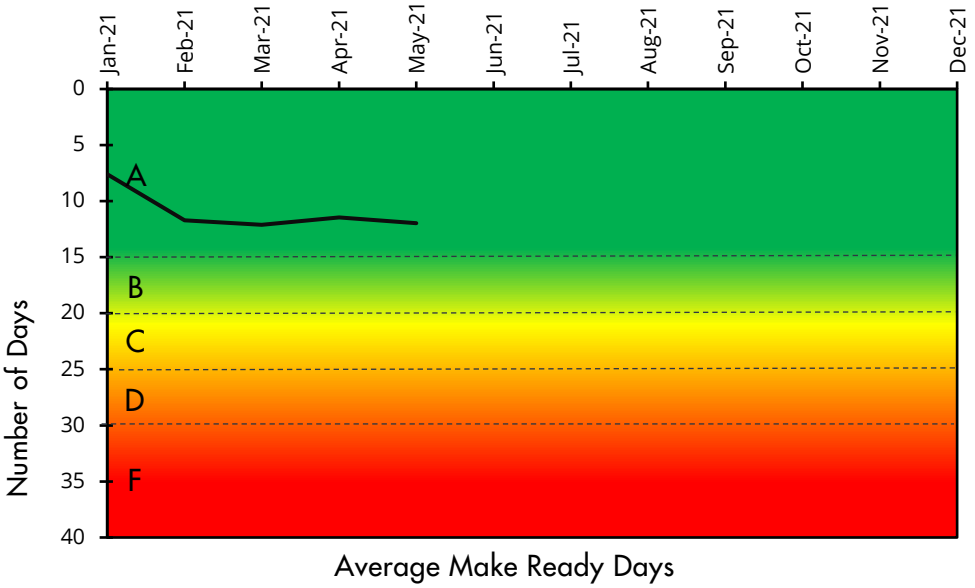
Community	Units Available	Available Days	Vacant Days	Monthly Vacancy Percentage	Monthly Grade	YTD Vacancy Percentage	YTD Grade
Ash Brook Apartments	24	744	5	0.7%	**A**	1.8%	**A**
Bennett Block	14	0	0	N/A	**NONE**	N/A	**NONE**
Brookbend East	40	1240	27	2.2%	**B**	1.5%	**A**
Brookbend West	35	1085	0	0.0%	**A**	3.0%	**B**
Central Square Terrace	90	2790	68	2.4%	**B**	2.2%	**B**
Evergreen Knoll LP	32	992	0	0.0%	**A**	2.3%	**B**
Forest View	38	1178	31	2.6%	**B**	2.3%	**B**
Harper Acres	112	3472	62	1.8%	**A**	1.4%	**A**
Meadow Road Apartments	18	558	0	0.0%	**A**	1.0%	**A**
North and Gilsum	29	899	8	0.9%	**A**	1.2%	**A**
Riverbend Apartments	24	744	0	0.0%	**A**	0.6%	**A**
Scattered Sites	18	558	0	0.0%	**A**	1.0%	**A**
Stone Arch Village Family	24	744	0	0.0%	**A**	1.2%	**A**
Stone Arch Village Senior	33	1023	0	0.0%	**A**	0.0%	**A**
Report Totals:	531	16,027	201	1.3%	A	1.6%	A



Percentage of Total Days That Units Are Vacant

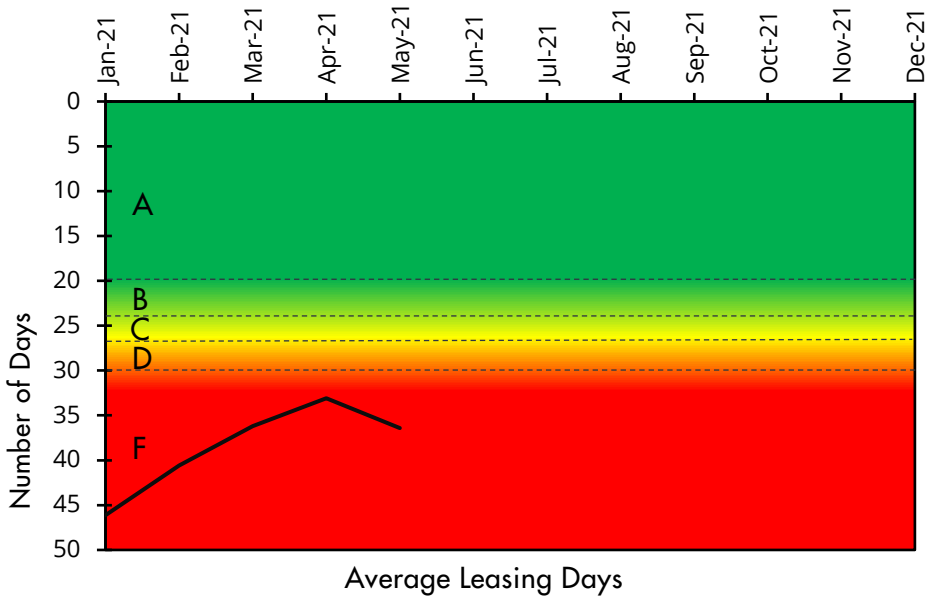
Unit Make Ready Days
May 2021

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	-	1	14	**A**
Bennett Block	0	-	0	-	**NONE**
Brookbend East	0	-	1	11	**A**
Brookbend West	0	-	2	20	**B**
Central Square Terrace	0	-	4	3	**A**
Evergreen Knoll LP	0	-	3	9	**A**
Forest View	1	16	4	20	**B**
Harper Acres	1	19	7	11	**A**
Meadow Road Apartments	0	-	0	-	**NONE**
North and Gilsum	0	-	1	18	**B**
Riverbend Apartments	0	-	0	-	**NONE**
Scattered Sites	0	-	0	-	**NONE**
Stone Arch Village Family	0	-	1	10	**A**
Stone Arch Village Senior	0	-	0	-	**NONE**
Report Totals:	2	18	24	12	A



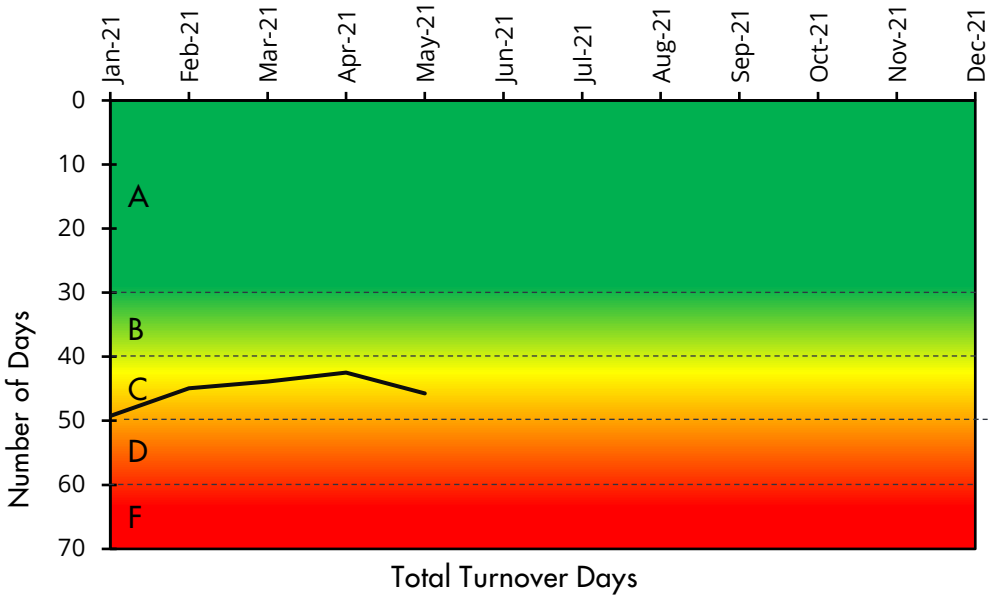
Leasing Days
May 2021

Community	Number of Units Leased	Average Leasing Days	YTD Number of Units Leased	YTD Avg Leasing Days	YTD Grade
Ash Brook Apartments	1	53	1	53	**F**
Bennett Block	0	-	0	-	**NONE**
Brookbend East	1	79	1	79	**F**
Brookbend West	0	-	3	54	**F**
Central Square Terrace	1	54	4	44	**F**
Evergreen Knoll LP	0	-	3	29	**D**
Forest View	0	-	3	12	**A**
Harper Acres	0	-	6	23	**B**
Meadow Road Apartments	0	-	1	58	**F**
North and Gilsum	0	-	1	26	**C**
Riverbend Apartments	0	-	1	51	**F**
Scattered Sites	0	-	1	52	**F**
Stone Arch Village Family	0	-	1	31	**F**
Stone Arch Village Senior	0	-	0	-	**NONE**
Report Totals:	3	62	26	36	F



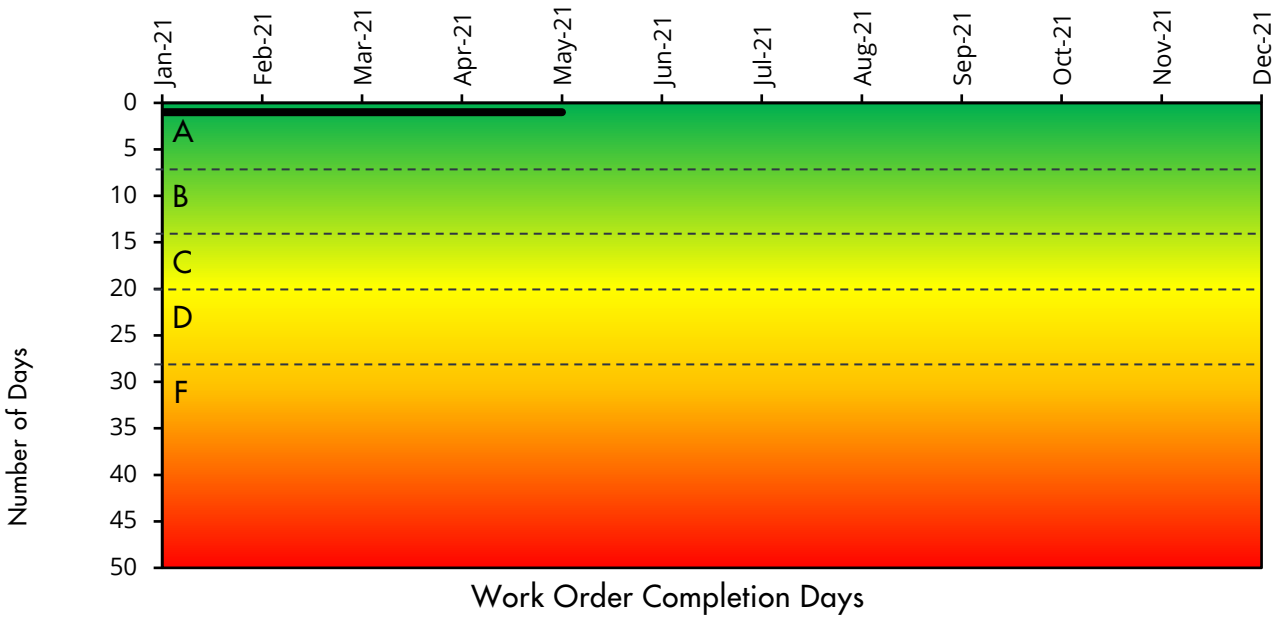
Unit Turnover
May 2021

Community	Number of Units Turned in Month	Average Turnover Days	YTD Number of Units Turned	YTD Avg Turnover Days	YTD Grade
Ash Brook Apartments	1	66	1	66	**F**
Bennett Block	0	-	0	-	**NONE**
Brookbend East	1	89	1	89	**F**
Brookbend West	0	-	3	68	**F**
Central Square Terrace	1	57	4	46	**C**
Evergreen Knoll LP	0	-	3	37	**B**
Forest View	0	-	3	32	**B**
Harper Acres	0	-	6	32	**B**
Meadow Road Apartments	0	-	1	59	**D**
North and Gilsum	0	-	1	43	**C**
Riverbend Apartments	0	-	1	54	**D**
Scattered Sites	0	-	1	54	**D**
Stone Arch Village Family	0	-	1	40	**B**
Stone Arch Village Senior	0	-	0	-	**NONE**
Report Totals:	3	71	26	46	C



Residential Property Non-Emergency Work Order Completion Days
May 2021

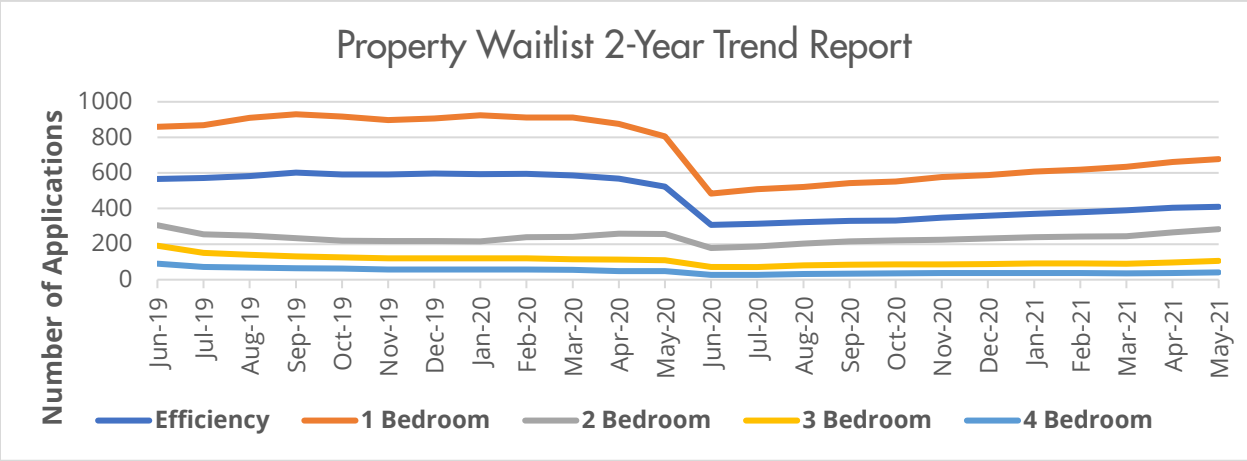
Community	Number of Work Orders	Avg Days to Complete	Monthly Grade	YTD Number of Work Orders	YTD Avg Days to Complete	YTD Grade
Ash Brook Apartments	12	1	A	58	1	A
Bennett Block	-	-	NONE	12	1	A
Brookbend East	8	0	A	44	1	A
Brookbend West	8	0	A	51	1	A
Central Square Terrace	28	0	A	167	1	A
Cottage Street	2	0	A	16	1	A
Emerald Street House	5	0	A	22	1	A
Evergreen Knoll LP	7	0	A	41	1	A
Forest View	39	1	A	107	1	A
Harper Acres	92	1	A	220	1	A
Keene Housing Main Office	3	1	A	17	1	A
Meadow Road	3	4	A	27	1	A
North and Gilsum	18	0	A	68	1	A
Riverbend Apartments	5	0	A	22	1	A
Scattered Sites	17	0	A	59	1	A
Stone Arch Village Family	16	1	A	42	1	A
Stone Arch Village Senior	49	1	A	113	1	A
Report Totals:	312	1	A	1,086	1	A



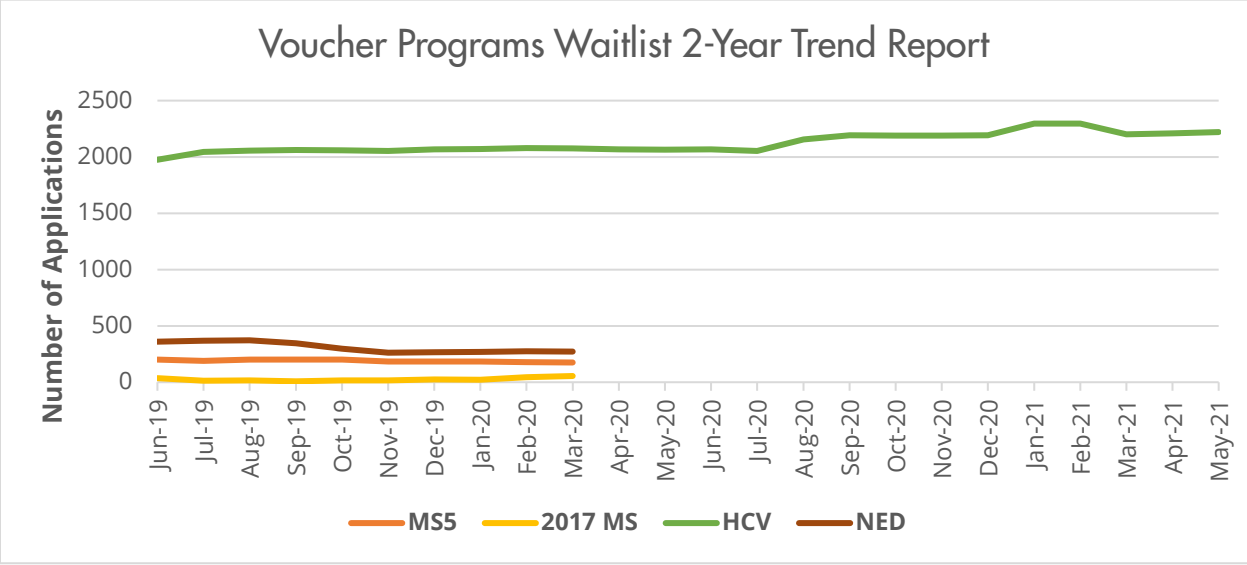
Residential Property Emergency Work Order Completion Days
May 2021

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	6	0	P
Bennett Block	-	-	NONE	1	0	P
Brookbend East	2	-	F	5	0	P
Brookbend West	2	-	F	4	0	P
Central Square Terrace	3	0	P	16	0	P
Cottage Street	-	-	NONE	1	0	P
Emerald Street House	-	0	NONE	4	0	P
Evergreen Knoll LP	2	-	F	5	0	P
Forest View	7	0	P	18	0	P
Harper Acres	4	0	P	29	0	P
Keene Housing Main Office	-	-	NONE	-	-	NONE
Meadow Road	-	0	NONE	8	0	P
North and Gilsum	2	0	P	7	0	P
Riverbend Apartments	1	0	P	3	0	P
Scattered Sites	1	0	P	3	0	P
Stone Arch Village Family	-	0	NONE	2	0	P
Stone Arch Village Senior	2	0	P	8	0	P
Report Totals:	28	0	P	120	0	P

Waitlists Trend Report
May 2021



*Waitlist purge completed in June 2020



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

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	99%	587	$734	$89,917
February	$419,418	$328,994	78%	583	$564	99%	587	$253	$90,424
March	$528,490	$325,882	62%	572	$570	97%	587	$730	$202,608
April	$452,108	$320,099	71%	580	$552	99%	587	$747	$132,009
May	$452,108	$320,774	71%	558	$575	95%	587	$750	$131,334
June									
July									
August									
September									
October									
November									
December									
Total	$2,271,542	$1,625,250	72%	2874	$566	98%	2,935	$3,216	$646,292

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	89%	587	$734	$95,507
February	$419,418	$323,669	77%	523	$619	89%	587	$253	$95,749
March	$528,490	$320,347	61%	522	$614	89%	587	$730	$208,143
April	$452,108	$315,009	70%	519	$607	88%	587	$747	$137,099
May	$452,108	$315,979	70%	509	$621	87%	587	$750	$136,129
June									
July									
August									
September									
October									
November									
December									
Total	$2,271,542	$1,598,915	71%	2596	$616	88%	2,935	$3,216	$672,627

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	$16,095	$15,228	95%	18	$846	100%	18	$0	$867
April	$16,095	$15,228	95%	18	$846	100%	18	$0	$867
May	$15,264	$13,894	91%	17	$817	94%	18	$0	$1,370
June									
July									
August									
September									
October									
November									
December									
Total	$78,534	$74,543	95%	88	$847	98%	90	$0	$3,991

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	$59,832	$56,893	95%	100	$569	100%	100	$108	$2,939
April	$59,832	$56,505	94%	99	$571	99%	100	$44	$3,327
May	$59,816	$56,360	94%	96	$587	96%	100	$0	$3,456
June									
July									
August									
September									
October									
November									
December									
Total	$300,936	$284,246	94%	495	$574	99%	500	$196	$16,690

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	$25,694	$24,928	97%	45	$554	90%	50	$0	$766
April	$24,678	$25,529	103%	46	$555	92%	50	$0	($851)
May	$24,678	$25,709	104%	46	$559	92%	50	$136	($1,031)
June									
July									
August									
September									
October									
November									
December									
Total	$129,330	$124,641	97%	225	$554	90%	250	$136	$4,689

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	$28,069	$12,246	44%	21	$583	42%	50	$0	$15,823
April	$13,158	$12,246	93%	21	$583	42%	50	$0	$912
May	$13,158	$12,246	93%	20	$612	42%	50	$507	$912
June									
July									
August									
September									
October									
November									
December									
Total	$112,648	$61,966	63%	104	$596	42%	250	$507	$50,682

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	55%	2	$589	67%	3	$0	$949
February	$1,270	$1,177	93%	2	$589	67%	3	$0	$93
March	$855	$1,177	138%	2	$589	67%	3	$0	($322)
April	$855	$1,177	138%	2	$589	67%	3	$0	($322)
May	$855	$1,175	137%	2	$588	67%	3	$0	($320)
June									
July									
August									
September									
October									
November									
December									
Total	$9,385	$5,883	112%	10	$588	67%	15	$0	$78

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%

Keene Housing

FINANCE REPORT
MAY 2021

Keene Housing	KEENE HOUSING Consolidated			
	BALANCE SHEET - summary			
	Ending balance as of May 31, 2021	Ending balance as of December 31, 2020	$ Variance Incr / (Decr)	% Variance
ASSETS				
Total Current Assets	24,695,404	23,983,998	711,407	3%
Total Fixed Assets	54,255,483	54,737,924	(482,441)	-1%
Total Other Assets	1,537,748	1,536,659	1,089	0%
Total Assets	**$80,488,635**	**$80,258,580**	**$230,055**	**0%**
LIABILITIES and EQUITY				
Total Current Liabilities	2,684,856	2,822,175	(137,319)	-5%
Total Long Term Liabilities	32,377,214	32,533,901	(156,687)	0%
Total Liabilities	**$35,062,070**	**$35,356,076**	**-$294,007**	**-1%**
Total Equity	**$45,426,565**	**$44,902,504**	**$524,061**	**1%**
Total Liabilities & Equity	**$80,488,635**	**$80,258,580**	**$230,055**	**0%**

KEENE HOUSING AND COMPONENT UNIT ENTITIES			
Debt Current Ratio	8.68%	7.54%	

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

Keene Housing	KEENE HOUSING AND COMPONENT UNIT ENTITIES				PARTNERSHIPS AND MANAGED ENTITIES			
	BALANCE SHEET - summary				BALANCE SHEET - summary			
	Ending balance as of May 31, 2021	Ending balance as of December 31, 2020	$ Variance Incr/(Decr)	% Variance	Ending balance as of May 31, 2021	Ending balance as of December 31, 2020	$ Variance Incr/(Decr)	% Variance
ASSETS								
Current Assets								
Cash and Cash Equivalents	8,074,966	6,509,383	1,565,583	19%	3,325,274	3,748,554	(423,281)	-13%
Accounts Receivables, Net	404,626	805,888	(401,262)	-99%	62,703	34,656	28,047	45%
Loan Reveivables	12,680,395	12,804,892	(124,497)	-1%	-	-	-	0%
Prepaid Expenses	85,764	55,644	30,119	35%	61,677	24,980	36,697	59%
Other Assets	-	-	-	0%	-	-	-	0%
Total Current Assets	$21,245,750	$20,175,807	$1,069,943	5%	$3,449,654	$3,808,190	($358,536)	-10%
Long-Term Assets								
Fixed Assets	34,495,715	34,400,642	95,073	0%	41,010,687	40,977,038	33,648	0%
Construction In Process	399,678	215,715	183,963	46%	22,718	0	22,718	-100%
Accumulated Depreciation	(12,341,586)	(11,851,546)	(490,039)	4%	(9,331,728)	(9,003,925)	(327,803)	4%
Total Fixed Assets	$22,553,807	$22,764,810	($211,004)	-1%	$31,701,676	$31,973,113	($271,437)	-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	**$44,891,875**	**$44,032,936**	**$858,939**	**2%**	**$35,596,760**	**$36,225,645**	**($628,885)**	**-2%**
LIABILITIES								
Current Liabilities								
Accounts Payable	449,576	367,288	82,288	18%	31,384	329,331	(297,947)	-949%
Accrued Expenses	480,584	495,715	(15,131)	-3%	1,723,312	1,629,842	93,471	5%
Total Current Liabilities	$930,160	$863,003	$67,157	7%	$1,754,696	$1,959,172	($204,476)	-12%
Long Term Liabilities			-	0%			-	0%
Notes Payable	17,967,647	17,735,574	232,073	1%	14,408,100	14,796,861	(388,761)	-3%
Other	1,466	1,466	-	0%	-	-	-	0%
Total Long Term Liabilities	$17,969,113	$17,737,040	$232,073	1%	$14,408,100	$14,796,861	($388,761)	-3%
Total Liabilities	**$18,899,273**	**$18,600,043**	**$299,230**	**2%**	**$16,162,796**	**$16,756,033**	**($593,237)**	**-4%**
EQUITY								
Capital Investments, Net of Distributions	17,350,691	17,350,691	-	0%	23,021,655	23,030,509	(8,854)	0%
Retained Earnings	8,082,202	7,617,280	464,922	6%	(3,560,897)	(3,504,397)	(56,501)	2%
Total Equity	**$25,432,893**	**$24,967,971**	**$464,922**	**2%**	**$19,460,758**	**$19,526,112**	**($65,355)**	**0%**
Current Year's Net Income	$559,709	$464,922	$94,787		($26,794)	($56,501)	$29,707	
Total Liabilities & Owner's Equity	**$44,891,875**	**$44,032,936**	**$858,939**	**2%**	**$35,596,760**	**$36,225,645**	**($628,885)**	**-2%**

Keene Housing	KEENE HOUSING Consolidated			
	INCOME STATEMENT			
	Actual	Budget	Variance	
	YTD Activity as of May 31, 2021	YTD Activity as of May 31, 2021	$ Variance (under)/over	% Variance
Total Operating Revenue	6,976,037	7,123,551	(147,514)	-2%
Total Operating Expenses	5,441,092	6,001,543	(560,451)	-10%
NET OPERATING INCOME	**$1,534,945**	**$1,122,008**	**$412,937**	**27%**

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

Non-Operating Expense	Actual	Budget	Variance	
Total Depreciation Expense	$844,264	$899,989	($55,725)	-7%

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 May 31, 2021	YTD Activity as of May 31, 2021	$ Variance (under)/over	% Variance	YTD Activity as of May 31, 2021	YTD Activity as of May 31, 2021	$ Variance (under)/over	% Variance
REVENUE								
Tenant Rent Income	673,434	642,795	30,639	5%	556,391	608,320	(51,929)	-9%
HAP/Subsidy Income	3,135,552	3,370,830	(235,278)	-8%	1,125,902	1,076,240	49,662	4%
MTW Non-HAP Income	35,763	296,855	(261,092)	-730%	-	-	-	0%
Commercial Rental Income	71,766	73,085	(1,319)	-2%	26,082	21,025	5,057	19%
Vacancy Loss	(67,242)	(62,500)	(4,742)	7%	(32,242)	(25,777)	(6,465)	20%
Admin Fee Income	370,167	401,055	(30,888)	-8%	-	-	-	0%
Managment Fees	245,810	241,150	4,660	2%	-	-	-	0%
Interest Income	2,695	18,873	(16,178)	-600%	1,481	19,347	(17,866)	-1206%
Partnership/Incentive Fees	304,523	88,335	216,188	71%	-	-	-	0%
Other Income	498,712	333,363	165,349	33%	6,715	4,410	2,305	34%
Misc Tenant Income	3,826	3,910	(84)	-2%	16,702	12,236	4,466	27%
Total Operating Revenue	$5,275,006	$5,407,750	($132,744)	-3%	$1,701,031	$1,715,801	($14,770)	-1%
EXPENSES								
Administrative	210,199	238,147	(27,948)	-13%	128,177	129,156	(979)	-1%
Operational	177,914	207,199	(29,285)	-16%	43,551	57,930	(14,380)	-33%
Payroll	784,141	899,816	(115,675)	-15%	248,668	297,562	(48,894)	-20%
Utilities	273,784	248,132	25,652	9%	187,490	193,953	(6,463)	-3%
Maintenance	261,186	249,358	11,828	5%	180,710	146,847	33,863	19%
Taxes & Insurance	145,937	166,520	(20,584)	-14%	240,883	260,640	(19,757)	-8%
Interest	98,330	111,390	(13,060)	-13%	195,366	199,255	(3,890)	-2%
Tenant Relocation Exp	-	-	-	0%	-	-	-	0%
Amortization of Finance Cost	-	4,420	(4,420)	0%	-	5,727	(5,727)	0%
Tenant Programs	92,550	77,628	14,922	16%	4,246	8,167	(3,920)	-92%
HAP	2,167,961	2,499,695	(331,734)	-15%	-	-	-	0%
Total Operating Expenses	$4,212,002	$4,702,306	($490,304)	-12%	$1,229,090	$1,299,237	($70,147)	-6%
NET OPERATING INCOME	**$1,063,004**	**$705,444**	**$357,560**	**34%**	**$471,941**	**$416,564**	**$55,377**	**12%**

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

Keene Housing

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 $1.5k and is over budget by $413k.

OPERATING REVENUES are $7.0m a net decrease of $.1m as compared to the budget of $7.1m.

OPERATING EXPENSES are $5.4m a net decrease of $.6m as compared to the budget of $6.0m.

REVENUE	VARIANCES for Revenue categories (Less) / Higher than Budget	
Tenant Rent Income	(17,553)	
HAP / Subsidy Income	(185,616)	The demand for subsidy was less than budget. The remaining balance can be held at HUD and / or used for Non-HAP expenses.
MTW Non-HAP Income	(261,092)	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. KH has requested to date $51k.
Vacancy Loss	(11,207)	The 2021 actuals are higher than the budget so this is a reduction to revenue.
Admin Fee Income	(30,888)	HUD Admin Fee are under budget. The Section 8 admin fees are based on the actual admin expensed, timing.
Interest Income	(34,043)	Timing
Partnership / Incentive Fees	216,188	Partnership fees and distributions, paid to Keene Housing from surplus cash for 2020 on LIHTC properties managed. The YTD budget is $88k, $304k has been received to date (BBE, BBW, SAVF, SAVS).
Management Fees	4,660	On budget
Other Income	167,654	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	4,382	Higher than budget
Total Operating Revenue	(147,514)	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	(72,592)	Expenses are generally all under budget.
Payroll	(164,569)	Benefit Expenses are under budget by $64k, Salaries are under budget by $100k, 3 position not filled.
Utilities	19,189	Fuel Expense is under budget by $5k. Water & Sewer is under budget by $3k. Electric is over budget by $27k, timing.
Maintenance	45,691	Maint items over budget: Repairs $32k, flooring $14k, Security $18k. Items under budget: Grounds $15k.
Taxes & Insurance	(40,341)	Property Taxes is under budget by $29k, timing. Insurance is under budget by $11k, timing.
Interest	(16,949)	Timing
Tenant Relocation	-	Related to Bennett Block rehab project.
Amortization of Finance Cost	(10,147)	Timing
Tenant Programs	11,002	There are internet assistance payments being made to residents that are reimbursed by HUD funding $32k. Other residential services are under budget, related to lack of activities: garden, resident BBQ, RSR grants to residents.
HAP	(331,734)	HAP disbursements are under budget in MTW by $250k and MS by $91k. NEDs expenses are over budget by =$9k.
Total Operating Expenses	($560,451)	Lower than Budget
Net Variance for Net Income	**$412,937**	**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	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)	281,060	68,569	217,634 Higher Revenue	5,143 Higher Expenses	
Monadnock Affordable (MAHC)	417,570	211,825	220,870 Higher Revenue	15,124 Higher Expenses	
Keene Affordable (KAHP)	48,387	57,518	(26,980) Lower Revenue	(17,848) Lower Expenses	
Meadow Road	32,523	23,132	(5,516) Lower Revenue	(14,907) Lower Expenses	
Ash Brook Apartment	46,065	25,155	1,378 Higher Revenue	(19,532) Lower Expenses	
Section 8 Voucher Program (MTW)	103,295	297,290	(526,463) Lower Revenue	(332,468) Lower Expenses	
Mainstream Voucher Program	56,045	2,095	(45,455) Lower Revenue	(99,405) Lower Expenses	
Special Purpose Vouchers (NEDs, AHPP,FYIP)	27,223	(17,680)	40,475 Higher Revenue	(4,428) Lower Expenses	
Riverbend (and LIHTC)	50,837	37,540	(8,686) Lower Revenue	(21,984) Lower Expenses	
TOTALS	$1,063,004	$705,444	($132,744) Lower Revenue	($490,304) Lower Expenses	
PARTNERSHIPS AND MANAGED ENTITIES					
Low Income Tax Credits Properties (LIHTC)					
Evergreen Knoll	41,797	38,645	(805) Lower Revenue	(3,957) Lower Expenses	
Brookbend West	113,071	80,965	5,244 Higher Revenue	(26,863) Lower Expenses	
Stone Arch Family	48,155	35,695	779 Higher Revenue	(11,681) Lower Expenses	
Stone Arch Senior	42,351	29,625	(2,078) Lower Revenue	(14,805) Lower Expenses	
LIHTC with 10/31 year ends					
Brookbend East *	134,390	109,904	9,863 Higher Revenue	(14,623) Lower Expenses	.
Central Square* (multifamily)	81,245	99,480	(24,016) Lower Revenue	(5,781) Lower Expenses	
Non-Owned/Managed Properties					
Cottage Street	657	5,415	(3,278) Lower Revenue	1,479 Higher Expenses	
Emerald Street	10,716	14,395	(479) Lower Revenue	3,200 Higher Expenses	
Fairweather Lodge	(443)	2,440	- Lower Revenue	2,883 Higher Expenses	
TOTALS	$471,941	$416,564	($14,770) Lower Revenue	($70,147) 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
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	
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	

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
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	
Interpert Support	DT Interperting	3/10/21-3/10/26	3/10/2022	remaining renewal options: 2 (2022, 2023, 2024, 2025, 2026)		
Trash Removal	Waste Management	05/01/17 - 04/30/19	4/30/2022	remaining renewal options: 0		$105,000
Snow Removal	AGM Landscaping	10/01/17- 05/01/19	5/1/2022	remaining renewal options: 0		$61,025
Electrical Services	Elm City Electric	05/15/1 7- 05/14/19	5/14/2022	remaining renewal options: 0	as needed	
Janitorial	Jan-Pro Cleaning Systems	06/26/17- 06/22/18	6/23/2022	remaining renewal options: 0		$44,268
Propane Gas Heating Services	L&G Propane	07/01/17 - 06/30/19	6/30/2022	remaining renewal options: 0		Fixed Pricing 1.2009/gal
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)		$352
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			

JUNE 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 SAVS Community Garden Meeting	2 Quarterly Staff Training - Part 1 Brookbend Garden Meeting	3 Quarterly Staff Training - Part 2 CST Community Garden Meeting	4	5
6	7 Harper Acres Coloring Group SAVS Bingo	8 SAVS Community Garden Meeting	9 SAVS Craft Group Brookbend and N & G Garden Meetings	10 CST and Ash Brook Community Garden Meetings	11 Damon Court Community Garden Meetings	12
13	14 Harper Acres Group Activities Planning Meeting SAVS Bingo	15 SAVS Community Garden Meeting CST Group Activities Planning Meeting	16 SAVS Group Activities Planning Meeting	17 Board of Commissioners Annual Meeting	18 CST Glass Art Classes at Wicked Glass Art	19
20	21 SAVS Bingo	22 SAVS Community Garden Meeting	23 Brookbend Garden Meeting	24 CST Community Garden Meeting	25	26
27	28 SAVS Bingo	29 SAVS Community Garden Meeting	30 Brookbend Garden Meeting			

Keene Housing

JULY 2021

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

Keene Housing