Keene Housing

Keene Housing
Board of Commissioners Meeting
September 23, 2021

Community Gardens Canning Workshop at Central Square Terrace

Meeting Location:
North and Gilsum Family Activity Center
36 North Street
Keene, NH

Keene Housing

Board of Commissioners Meeting
Thursday, September 23, 2021
Table of Contents

Agenda……...1

August 19, 2021 Keene Housing Board Meeting Minutes…..……2

Approval of 2021 Operating Budget Revision……..4

Approval of Fiscal Year 2022 Moving to Work Annual Plan……6

Updated Office Safety Protocols in Response to COVID-19……...10

Housing Management Report……..14

Finance Report……..……..……..……..……..……27

Active Contract List……..……..……35

Community Connections Dashboard Report……..……..……..37

Keene Housing Calendar of Events……..……..……..……41

Keene Housing

BOARD OF COMMISSIONERS MEETING
THURSDAY, SEPTEMBER 23, 2021
12:00 P.M.
NORTH AND GILSUM FAMILY ACTIVITY CENTER
36 NORTH STREET, KEENE, NH

AGENDA

I. Call to Order

II. Roll Call

III. Approval of the August 19, 2021 Keene Housing Board Meeting Minutes

IV. Executive Director's Report

V. Management Report

VI. Finance Report

VII. Old Business

VIII. New Business

a. Presentation of Keene Housing's audited financials by Otis Atwell

b. Approval of 2021 Operating Budget Revision (Resolution No. 703)

c. Approval of Fiscal Year 2022 Moving to Work Annual Plan (Resolution No. 704)

d. Updated Office Safety Protocols in Response to COVID-19

IX. Public Comment

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

XI. Adjournment

Minutes of the Keene Housing Board of Commissioners Meeting
Thursday, August 19, 2021

Commissioner Slack called the Keene Housing Board of Commissioners meeting to order at 12:01 p.m. Roll was taken and Commissioner Slack declared a quorum present.

Commissioners in attendance:
- Bob Elliott, Commissioner
- Pam Slack, Commissioner
- Susan Shaw, Commissioner

Absent:
- J.B. Mack, Chairperson
- Chris Coates, Vice Chairperson
- Joshua Meehan, Secretary

Also in attendance:
- Linda Griffin, Director of Finance
- Denise Pratt, Director of Housing and Services
- Amy Wright, Director of Administration

MINUTES:

Commissioner Slack called for approval of the July 22, 2021 Board of Commissioners meeting minutes. Commissioner Elliott 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:

In the absence of Secretary Meehan, Ms. Griffin gave the Executive Director's report.

Ms. Griffin stated the Bennett Block rehabilitation project is going well and is on schedule. Cement and asphalt work is underway at Roxbury Court and 309 Water Street. The skylights in the common areas at Harper Acres are being removed to mitigate water damage and the roofs are being repaired. Ms. Griffin stated the future plans of 105 Castle Street are still pending. Keene Housing is waiting for information from Warren Street Architects.

Keene Housing received several bids for the installation of security cameras throughout Keene Housing's property portfolio. A RFP (Request for Proposals) was released for Keene Housing's Annual Financial Audit and Tax Services.

Ms. Griffin announced Otis Atwell is giving a presentation of Keene Housing's audited financials at the September Board of Commissioners meeting.

The acquisition of Cheshire Housing Trust (CHT) is moving forward with an estimated purchase date of September 1, 2021. As a result of the acquisition, Keene Housing will gain two new staff members including a Property Manager and Resident Housing Manager.

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:

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

Ms. Wright reviewed the Updated Office Safety Protocols in Response to COVID-19 as outlined in the Informational Memo dated July 22, 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 Elliott 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, Commissioner Slack adjourned the Board meeting at 12:31 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

8/22/21
Date

Keene Housing

Resolution No. 703

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item: 2021 Operating Budget Revision

2. Date of Board Meeting: September 23, 2021

3. Proposed Board Resolution:

That the Keene Housing Board of Commissioners, authorizes the adoption of the proposed revised consolidated Keene Housing 2021 Operating Budget as presented, pursuant to the September 10, 2021 memorandum from Linda Griffin, Finance Director to Joshua Meehan, Executive Director.

4. All Backup Attached?

Yes X No ☐

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

5. Department Head Approval Signature _____ Date: _____

6. Statement of availability of funds by Finance Manager

Funds Budgeted and Available Yes XX No __ Source _____

Account #_____

Finance Manager Approval Signature _____ Date: 9/9/2021

7. Executive Director Approval Signature _____ Date: 9/9/21

Keene Housing

INFORMATIONAL MEMORANDUM

To: Joshua R. Meehan, Executive Director
From: Linda Griffin, Finance Director
Subject: 2021 Operating Budget Revision
Date: September 9, 2021

This memorandum proposes a 2021 operating budget revision to the previously approved Keene Housing (KH) consolidated operating budget approved by the Board of Commissioners at the December 17, 2020 Commissioners' meeting.

FUNDING SUMMARY:
Monadnock Affordable Housing Corp (MAHC) purchased the Cheshire Housing Trust portfolio of 49 units on September 8, 2021. An operating budget has been established and the net effect on the KH consolidated operating income is an increase of $152k and an increase in expenses by $147k.

OPERATING BUDGET PROPOSED REVISION:

1. KH is adding 30 scattered site units to the current entity MAHC/KAHP, the budget for income would increase by $111k and expense by $111k.
2. KH is adding this property as a new entity as Hampshire House with 19 units, the budget for income is $41k and budget for expenses is $36k.

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

> **Resolution:** That the Keene Housing Board of Commissioners, authorizes the adoption of the proposed revised consolidated Keene Housing 2021 Operating Budget as presented, pursuant to the September 10, 2021 memorandum from Linda Griffin, Finance Director to Joshua Meehan, Executive Director

Keene Housing

Resolution No. 704

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item:

   Approval of Fiscal Year 2022 Moving to Work Annual Plan

2. Date of Board Meeting: September 23, 2021

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners approves and adopts Keene Housing's Fiscal Year 2022 Annual Moving to Work Plan, and further authorizes the Executive Director to make any technical corrections necessary pursuant to the memorandum dated September 16, 2021 from Denise Pratt, Director of Housing and Services, 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 Denise Pratt Date: 9-16-21

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: 9/16/21

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Denise Pratt, Director of Housing and Services
Subject: FY2022 Annual MTW Plan Approval
Date: September 16, 2021

This memorandum recommends that the Board of Commissioners resolve to adopt the Fiscal Year 2022 Annual Moving to Work (MTW) Plan.

BACKGROUND

As part of our MTW Agreement with the Department of Housing and Urban Development (HUD) Keene Housing is required to draft and adopt an annual plan that describes new and ongoing activities that utilize authority granted to KH under the MTW Agreement. These plans outline how the agency utilizes the flexibilities provided by participation in the MTW program and outlines all new and proposed changes to existing activities in the coming year.

MTW INITIATIVES AND ACTIVITIES

We are proposing three (3) new MTW activities in our FY2022 MTW Plan: Broadband Utility Allowance, Owner Recruitment and Retention Program and Cheshire County Drug Court House Assistance Program.

The Broadband Utility Allowance (page 11) will provide an allowance for Resident Self Reliance (RSR) participants to offset the cost of high-speed internet access. The allowance will help these families afford high-speed internet, which is essential for bridging the digital divide that often prevents low-income workers from accessing educational and employment resources readily available to more affluent households.

During the COVID-19 pandemic KH used CARES Act funds to subsidize internet access for families with children attending remote schooling and working households. The CARES Act funds expire at the end of the calendar year. KH will use MTW funds for this activity. Unfortunately, the cost of the allowance is too great for KH to provide it to all working families or all those with children, but we will have sufficient funds to provide this allowance to all RSR households. KH staff will periodically verify that households receiving the allowance are paying for high speed internet access and policies will be developed to address any incidents of households receiving the allowance but not purchasing high speed internet access.

The U.S. Department of Housing and Urban Development (HUD) is exploring the possibility of creating a broadband utility for public housing and several MTW agencies plan to introduce a broadband utility allowance in the coming Plan year. We hope that lessons

learned through this activity will contribute to national discussions of the public's role in ensuring universal broadband access for low-income Americans.

The Owner Recruitment and Retention Program (page 12) will provide financial incentives for property owners to participate in KH's voucher programs. The region is experiencing an extremely tight housing market, forcing applicants with mobile vouchers to search, in most cases, months for suitable housing. Providing landlords with financial incentives is intended to help voucher holders better compete in this extremely difficult market. This program launched in September with non-MTW funding. MTW funds will be used beginning the first of the year.

The Cheshire County Drug Court (CCDC) Program is a proposed partnership between KH and the CCDC. The target population of the drug court program is felony level offenders who have a chronic and progressive legal history that directly or indirectly involves their negative relationship to chemical substances and/or a substance abuse-related violation of probation. For each participant of the drug court program an individual treatment plan is developed unique to the needs of that participant, to be completed in five phases over a minimum of 12 months in the program. Each participant is required to partake in all phases of treatment and is held accountable to standardized expectations for each phase. CCDC staff believes that a lack of stable, affordable housing contributes to some participants' failure to complete the program.

By providing CCDC participants stable housing during their time in the program, this activity is intended to improve CCDC participants' success rates. Successful CCDC participants are those who move from substance abuse and potential incarceration to steady employment, stable housing, and a trajectory towards relative economic self-sufficiency.

Timeline

Public Comment Period Opened: Sunday, August 1st

Public Hearings: Wednesday, August 18th at noon and 5:30pm. There were no members of the public present at either hearing.

Comment Period Closed: Tuesday, August 31st. No public comments were received during the public comment period

Final FY2022 MTW Plan to Board for Approval: September 23rd

Final FY2022 MTW Plan to HUD: October 17th

HUD Response to FY2022 MTW Annual Plan to Keene Housing: no later than December 31, 2021

Plan goes into effect January 1, 2022

RECOMMENDATION

Accordingly, I recommend that the Board of Commissioners consider this resolution, which states: That the Keene Housing Board of Commissioners approves and adopts Keene Housing's Fiscal Year 2022 Annual Moving to work Plan, and further authorizes the Executive Director to make any technical corrections necessary pursuant to the memorandum dated September 16, 2021 from Denise Pratt, Director of Housing and Services, to Joshua 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: September 17, 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 continues to make decisions based on data and science, and carefully follows recommendations by the Governor's Economic Reopening Taskforce, Centers for Disease Control and Prevention (CDC), and the NH Department of Health and Human Services (NH DHHS). Cheshire County is at Substantial Community Transmission Level, the highly contagious Delta variant continues to spread and the number of breakthrough COVID-19 cases is increasing for those who have been vaccinated. We ask that all staff remain vigilant and follow the office safety protocols outlined below.

Safety Protocols

The following safety protocols are in effect until further notice:

- Keene Housing's Central Office remains closed to the public without appointment.
- The CDC recommends everyone in areas of substantial or high transmission to wear a mask in public indoor places, even if they are fully vaccinated. Thanks to the overwhelming number of staff who are vaccinated, we are continuing to adhere to a face mask optional policy, with some exceptions:
    - Unvaccinated staff are required to wear a face mask when they are not able to socially distance.
    - Face-to-face meetings with the public can be held in the Spectrum Room, the conference rooms next to and across from Amy Wright's office, and Stone Arch Senior **by appointment only**. Face masks are required for all meeting attendees regardless of vaccination status, including KH staff.
    - Facilities and Assets staff must wear face masks when performing work in occupied units. Face masks are optional when performing work in unoccupied units or driving in company vehicles with other staff members.
- When the Admin team accepts a work order, they will ask if any household member has tested positive for COVID-19 or displayed COVID-19 symptoms within the last 10 days.
    - If the response is yes for a non-emergency work order, the work order will be delayed for 10 days and not be completed until the household is symptom free.
    - Only emergency work orders will be completed for COVID-19 positive households. The household members must be quarantined in a closed door room while the F & A staff member is in the unit and F & A staff must wear Personal Protective Equipment (latex gloves and facemasks).

- 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.
- Members of the public can pick up paperwork at the Central Office during regular business hours using the intercom system.
- Community Connections activities are limited to Keene Housing residents only and no more than 12 attendees and attendees must wear face masks, regardless of vaccination status.

COVID Vaccination Clinics

We are happy to announce that CVS Health/Omnicare, through a partnership with the CDC, is bringing another round of onsite COVID-19 vaccination clinics to Harper Acres, Central Square Terrace and Stone Arch Senior. In addition to these properties' residents, all KH staff can get vaccinated at the clinics as well. Vaccinations include the Influenza vaccine, COVID-19 vaccine and COVID-19 boosters for those who are deemed eligible under the CDC guidelines at the time of the clinics. The clinic schedule below:

- Harper Acres: 1:00 p.m. – 4:00 p.m. on Monday, October 18, 2021
- Central Square Terrace: 1:00 p.m. – 4:00 p.m. on Tuesday, October 19, 2021
- Stone Arch Village Senior: 1:00 p.m. – 3:00 p.m. on Wednesday, October 20, 2021

On August 23rd, the U.S. Food and Drug Administration (FDA) approved the Pfizer-BioNTech COVID-19 vaccine which means it meets the high standards for safety, effectiveness, and manufacturing quality. Keene Housing strongly encourages all staff to get vaccinated (including the booster) to minimize the risk of COVID-19 in our workplace and to better protect the health and safety of our residents, voucher holders and our community.

To schedule an appointment or for more information, please contact the Director of Administration.

Travel Policy

Based on the Governor's Economic Reopening Taskforce Universal Guidelines, NH 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 CDC and NH DHHS have differing opinions related to quarantine recommendations. As a result, Keene Housing is following the CDC's guidelines which is the stricter of the two.

Employees with new or unexplained symptoms of COVID-19 must stay home and be evaluated for COVID-19. This includes employees who have been vaccinated against COVID-19 or who previously received a positive COVID-19 diagnosis. Symptoms include:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

Please do not come to the office if you experience COVID-19 symptoms and contact your health care provider.

Employees must quarantine if they have been in close contact (within 6 feet of someone for a cumulative total of 15 minutes or more over a 24-hour period) with someone who has COVID-19, unless the employee has been fully vaccinated. Employees who are fully vaccinated do NOT need to quarantine after close contact with someone who had COVID-19 unless they have symptoms. However, fully vaccinated people should get tested 3-5 days after their exposure, even if they don't have symptoms and wear a mask indoors in public for 14 days following exposure or until their test result is negative.

The following individuals do not need to quarantine after international or cruise ship travel or after close contact to a household member diagnosed with COVID-19:

- Persons who are 14 days beyond the second dose of their COVID19 vaccine. This means a person must be at least 14 days beyond receipt of the second dose of either the Pfizer-BioNTech, Moderna, World Health Organization (WHO) approved 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).

Household Contact is defined as any individual who lives and sleeps in the same indoor shared space as another person diagnosed with COVID-19 (either a temporary or permanent living arrangement), leading to close contact and potential repeated exposure to the person with COVID-19. This includes situations where there may be temporary but prolonged exposure such as occurs as sleep-over events, shared camp cabins, vacation rentals, etc. 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.

If quarantine applies, employees who can perform work remotely can and should do so. An employee who needs to be out of work for COVID-related reasons who has exhausted 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:

- At least 10 days have passed since symptoms first appeared AND
- At least 24 hours have passed since fever went away without the use of fever-reducing medications and improvement in other symptoms

If the employee did NOT have symptoms but has a positive COVID-19 diagnostic test, the employee can return to work after 10 days have passed since the date of the positive COVID-19 diagnostic test and they do not have any COVID-19 symptom.

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.

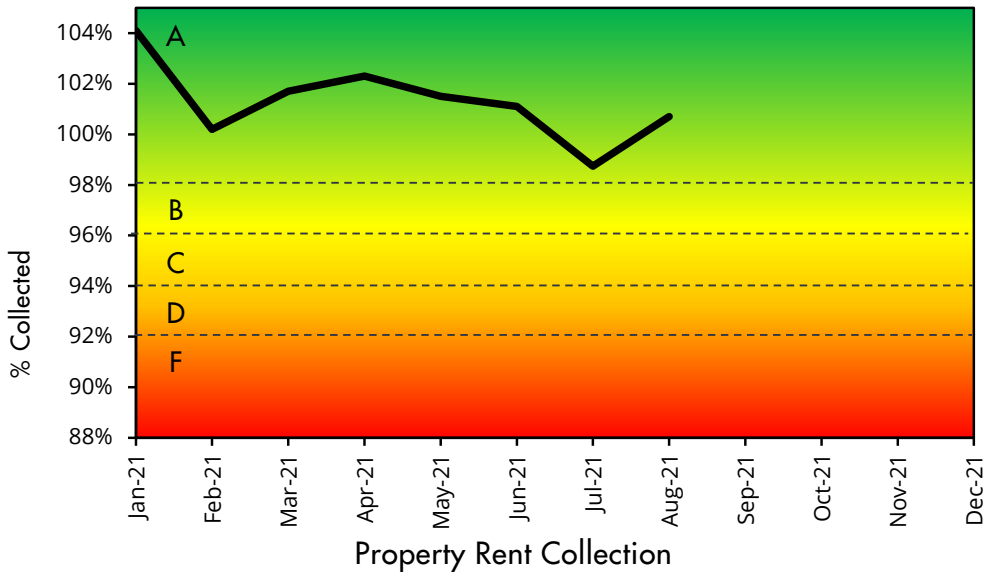
Keene Housing

MANAGEMENT REPORT
AUGUST 2021

Residential Property Rent Collection Report
August 2021

Community	Month Billed	Month Collected	% Collected	Monthly Grade	YTD Billed	YTD Collected	% YTD Collected	YTD Grade
Ash Brook Apartments	$9,688	$9,563	98.7%	**A**	$74,624	$74,620	100.0%	**A**
Bennett Block	$676	$676	100.0%	**A**	$5,408	$5,408	100.0%	**A**
Brookbend East	$17,900	$18,182	101.6%	**A**	$144,651	$154,848	107.0%	**A**
Brookbend West	$15,584	$14,327	91.9%	**D**	$115,562	$113,542	98.3%	**A**
Central Square Terrace	$29,255	$29,435	100.6%	**A**	$227,755	$226,992	99.7%	**A**
Cottage Street	$1,441	$1,501	104.2%	**A**	$11,476	$11,690	101.9%	**A**
Evergreen Knoll LP	$14,282	$14,152	99.1%	**A**	$99,931	$99,631	99.7%	**A**
Forest View	$20,632	$20,305	98.4%	**A**	$147,628	$153,409	103.9%	**A**
Harper Acres	$43,781	$43,529	99.4%	**A**	$338,268	$339,306	100.3%	**A**
Meadow Road Apartments	$10,014	$8,712	87.0%	**F**	$55,758	$54,559	97.8%	**B**
North and Gilsum	$18,466	$19,036	103.1%	**A**	$142,139	$140,094	98.6%	**A**
Riverbend Apartments	$13,111	$13,129	100.1%	**A**	$99,450	$100,564	101.1%	**A**
Scattered Sites	$8,719	$8,281	95.0%	**C**	$68,355	$67,993	99.5%	**A**
Stone Arch Village Family	$12,255	$11,857	96.8%	**B**	$89,919	$90,353	100.5%	**A**
Stone Arch Village Senior	$12,029	$11,890	98.8%	**A**	$95,901	$95,832	99.9%	**A**
Totals	$227,833	$224,575	98.57%	A	$1,716,825	$1,728,841	100.7%	A

Active Households Only

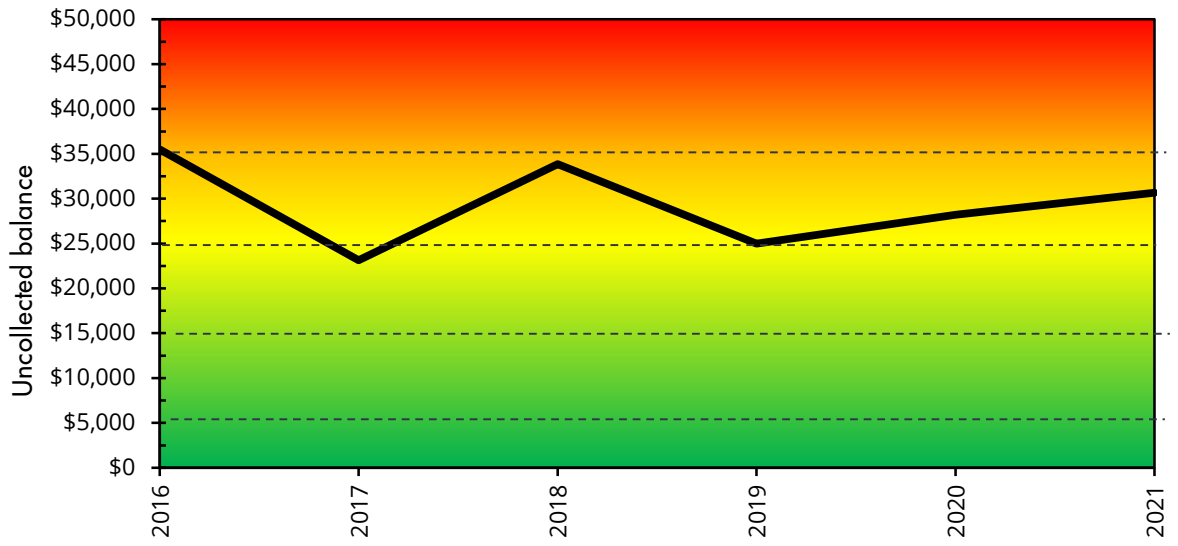


This report compares current tenant's rent billed to rent collected. The percent collected can exceed 100% when back rent is collected. Our goal is to collect at least 98% of rent billed.

Residential Property Uncollected Accounts - Inactive Tenants - Report
August 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	1	$0	$0	$0	$0	$155	$155
Brookbend East	2	$975	$0	$0	$0	$925	$1,900
Brookbend West	2	$1,067	$15	$1,135	$1,286	$841	$4,344
Central Square Terrace	1	$0	$0	$1,388	$0	$0	$1,388
Cottage Street	0	$0	$0	$0	$0	$0	$0
Evergreen Knoll LP	3	$0	$0	$0	$735	$12,636	$13,371
Forest View	3	$54	$141	$0	$0	$222	$417
Harper Acres	2	$382	$0	$367	$790	$674	$2,213
Meadow Road Apartments	1	$0	$0	$830	$0	$1,025	$1,855
North and Gilsum	4	($25)	($0)	$0	$0	$670	$645
Riverbend Apartments	2	$356	$66	$42	$15	$15	$494
Scattered Sites	3	$73	$0	$0	$0	$69	$142
Stone Arch Village Family	2	$352	$15	$1,136	$433	$1,812	$3,748
Stone Arch Village Senior	0	$0	$0	$0	$0	$0	$0
Totals	26	$3,234	$237	$4,898	$3,259	$19,045	$30,673

Inactive Households Only

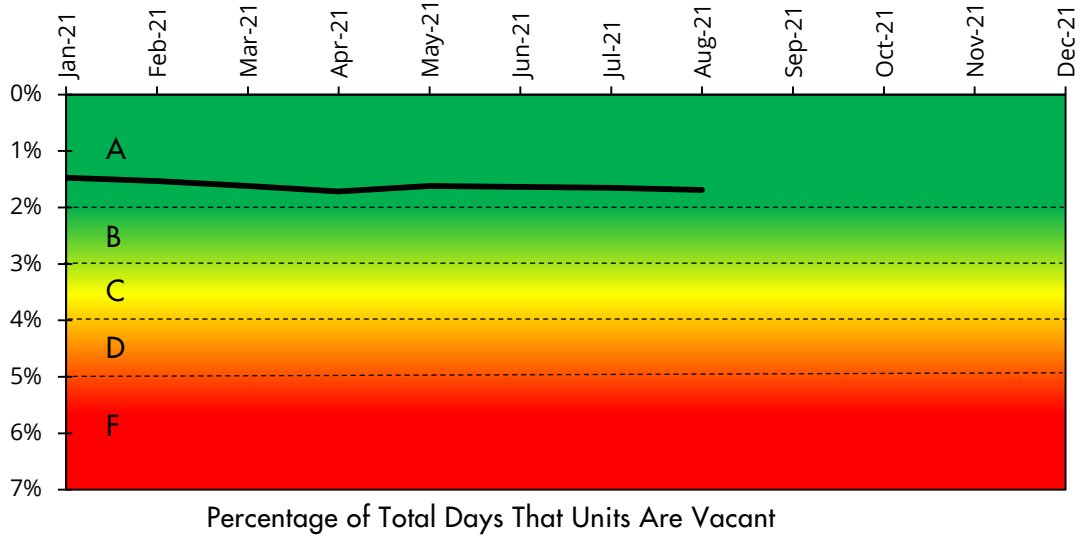


End of Year - Bad Debt write off

Monthly Vacancy Report

August 2021

Community	Units Available	Available Days	Vacant Days	Monthly Vacancy Percentage	Monthly Grade	YTD Vacancy Percentage	YTD Grade
Ash Brook Apartments	24	744	0	0.0%	**A**	1.6%	**A**
Bennett Block	14	0	0	N/A	**NONE**	N/A	**NONE**
Brookbend East	40	1240	31	2.5%	**B**	1.2%	**A**
Brookbend West	35	1085	48	4.4%	**D**	2.5%	**B**
Central Square Terrace	90	2790	5	0.2%	**A**	1.9%	**A**
Evergreen Knoll LP	32	992	0	0.0%	**A**	1.4%	**A**
Forest View	38	1178	26	2.2%	**B**	2.2%	**B**
Harper Acres	112	3472	93	2.7%	**B**	1.8%	**A**
Meadow Road Apartments	18	558	0	0.0%	**A**	2.0%	**A**
North and Gilsum	29	899	56	6.2%	**F**	2.0%	**B**
Riverbend Apartments	24	744	20	2.7%	**B**	0.8%	**A**
Scattered Sites	18	558	31	5.6%	**F**	1.3%	**A**
Stone Arch Village Family	24	744	6	0.8%	**A**	2.3%	**B**
Stone Arch Village Senior	33	1023	0	0.0%	**A**	0.0%	**A**
Report Totals:	531	16,027	316	2.0%	A	1.7%	A

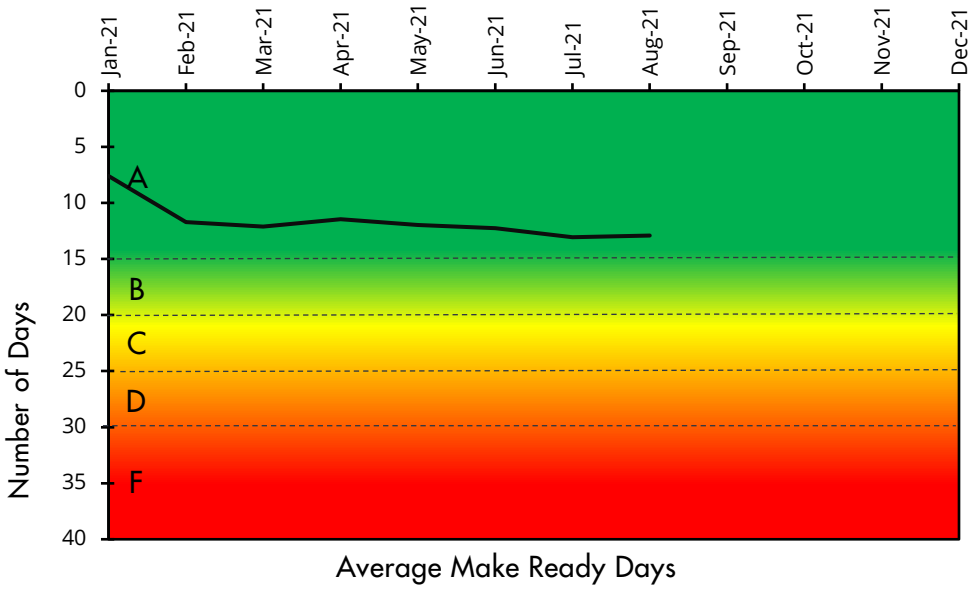


Percentage of Total Days That Units Are Vacant

This report measures vacancies across the portfolio; tracking when the unit became vacant until the resident moves in. The Report Totals are weighted to account for property sizes. Units offline for modernization are temporarily removed from the calculations. Our goal is to keep vacancies at or below 2%.

Unit Make Ready Days
August 2021

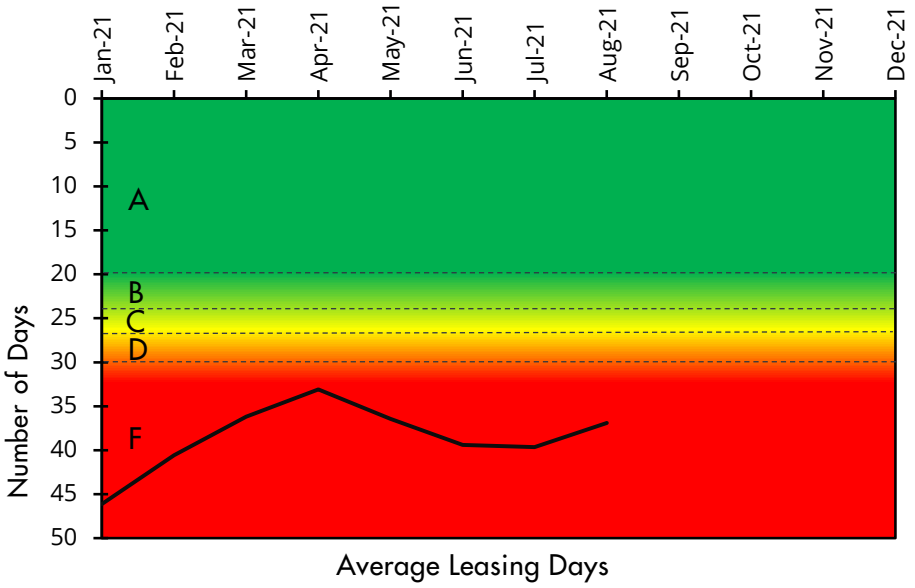
Community	Number of Units Made Ready	Avg. Make Ready Days	YTD Number of Units Made Ready	YTD Avg. Make Ready Days	YTD Grade
Ash Brook Apartments	0	-	2	19	**B**
Bennett Block	0	-	0	-	**NONE**
Brookbend East	1	9	2	10	**A**
Brookbend West	2	7	4	13	**A**
Central Square Terrace	0	-	5	2	**A**
Evergreen Knoll LP	0	-	3	9	**A**
Forest View	0	-	5	22	**C**
Harper Acres	1	10	11	11	**A**
Meadow Road Apartments	0	-	1	28	**D**
North and Gilsum	2	29	4	26	**D**
Riverbend Apartments	2	5	2	5	**A**
Scattered Sites	1	10	1	10	**A**
Stone Arch Village Family	0	-	3	7	**A**
Stone Arch Village Senior	0	-	0	-	**NONE**
Report Totals:	9	12	43	13	A



This report tracks the number of days Facilities & Assets (F&A) takes to prepare a newly vacated unit for the next tenancy; it measures the F&A start and end dates. Our goal is to make a unit ready in 15 days or less.

Leasing Days
August 2021

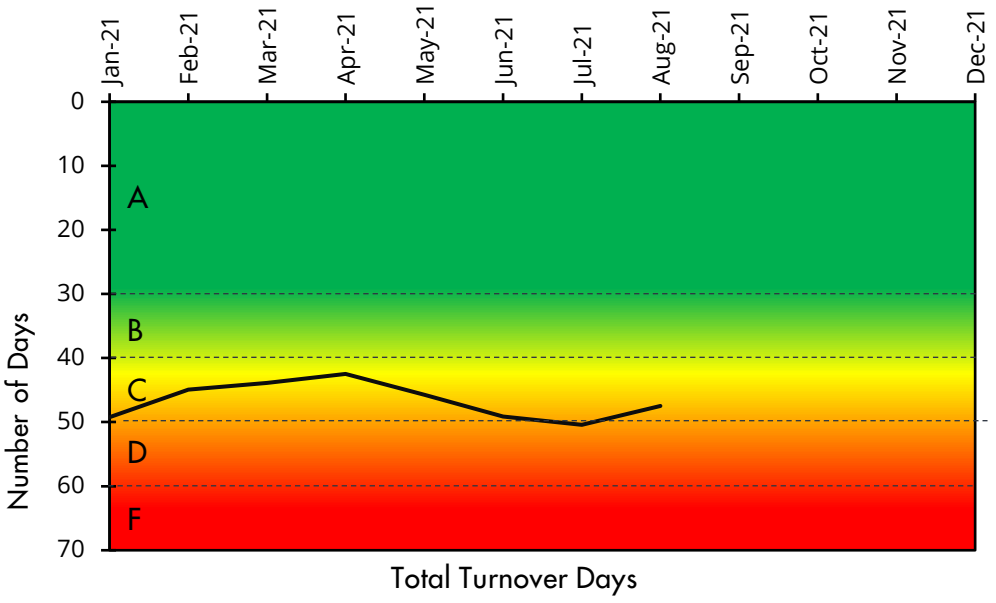
Community	Number of Units Leased	Average Leasing Days	YTD Number of Units Leased	YTD Avg Leasing Days	YTD Grade
Ash Brook Apartments	0	-	2	31	**F**
Bennett Block	0	-	0	-	**NONE**
Brookbend East	0	-	1	79	**F**
Brookbend West	1	14	4	44	**F**
Central Square Terrace	1	57	7	68	**F**
Evergreen Knoll LP	0	-	3	29	**D**
Forest View	0	-	5	13	**A**
Harper Acres	0	-	9	34	**F**
Meadow Road Apartments	0	-	2	45	**F**
North and Gilsum	1	3	3	11	**A**
Riverbend Apartments	1	3	2	27	**C**
Scattered Sites	1	3	2	28	**D**
Stone Arch Village Family	0	-	3	36	**F**
Stone Arch Village Senior	0	-	0	-	**NONE**
Report Totals:	5	16	43	37	F



This report tracks the number of days Housing & Services (H&S) takes to lease a vacant unit. The lease-up process begins as soon as the F&A team finishes prep of the unit and ends once the Property Manager completes resident move in. Our goal is to complete lease-ups in 20 days or less.

Unit Turnover
August 2021

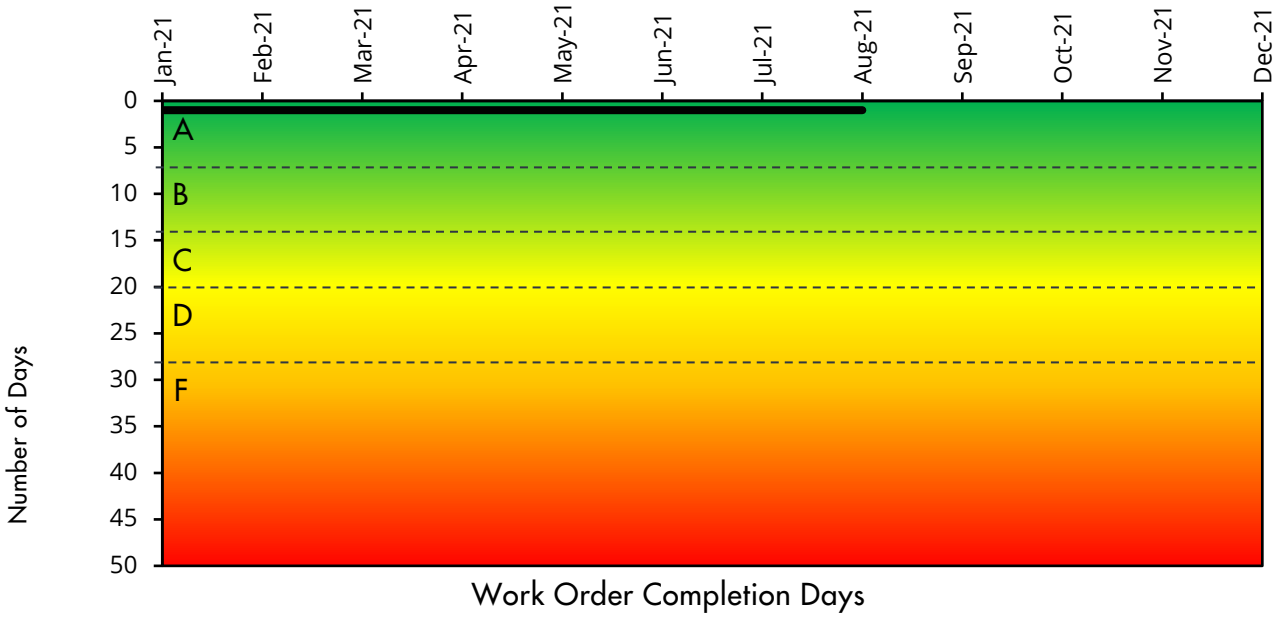
Community	Number of Units Turned in Month	Average Turnover Days	YTD Number of Units Turned	YTD Avg Turnover Days	YTD Grade
Ash Brook Apartments	0	-	2	48	**C**
Bennett Block	0	-	0	-	**NONE**
Brookbend East	0	-	1	89	**F**
Brookbend West	1	17	4	55	**D**
Central Square Terrace	1	58	7	70	**F**
Evergreen Knoll LP	0	-	3	37	**B**
Forest View	0	-	5	33	**B**
Harper Acres	0	-	9	44	**C**
Meadow Road Apartments	0	-	2	59	**D**
North and Gilsum	1	27	3	34	**B**
Riverbend Apartments	1	11	2	33	**B**
Scattered Sites	1	12	2	33	**B**
Stone Arch Village Family	0	-	3	43	**C**
Stone Arch Village Senior	0	-	0	-	**NONE**
Report Totals:	5	25	43	47	C



This report tracks the number of days it takes to refill a vacant unit, including F&A making the unit ready and H&S leasing it to an eligible household. The faster we turn units over, the lower the vacancy rate. Our goal is to complete turnovers in 30 days or less.

Residential Property Non-Emergency Work Order Completion Days
August 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	21	1	A	105	1	A
Bennett Block	1	0	A	14	1	A
Brookbend East	12	0	A	80	1	A
Brookbend West	12	1	A	87	1	A
Central Square Terrace	28	0	A	280	1	A
Cottage Street	3	0	A	22	1	A
Emerald Street House	7	1	A	48	1	A
Evergreen Knoll LP	4	1	A	59	1	A
Forest View	19	1	A	164	1	A
Harper Acres	30	0	A	316	1	A
Keene Housing Main Office	9	1	A	37	1	A
Meadow Road	4	1	A	50	1	A
North and Gilsum	11	1	A	97	1	A
Riverbend Apartments	7	0	A	43	1	A
Scattered Sites	18	0	A	111	1	A
Stone Arch Village Family	10	1	A	80	1	A
Stone Arch Village Senior	13	0	A	177	1	A
Report Totals:	209	1	A	1,770	1	A



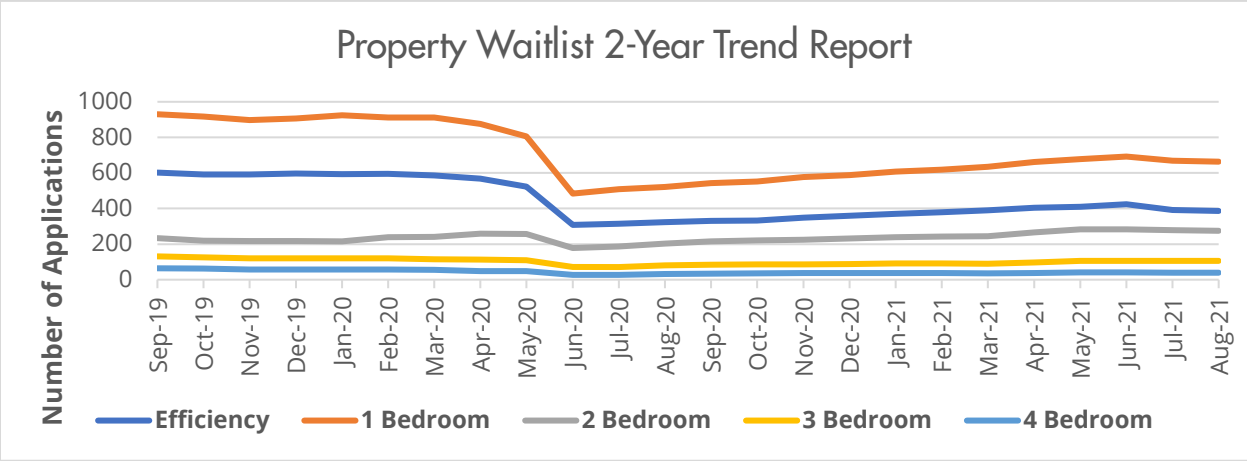
This report tracks the number of days it takes the Facilities and Assets team to complete non-emergency work orders. Our goal is to complete non-emergency work orders in 5 days or less.

Residential Property Emergency Work Order Completion Days
August 2021

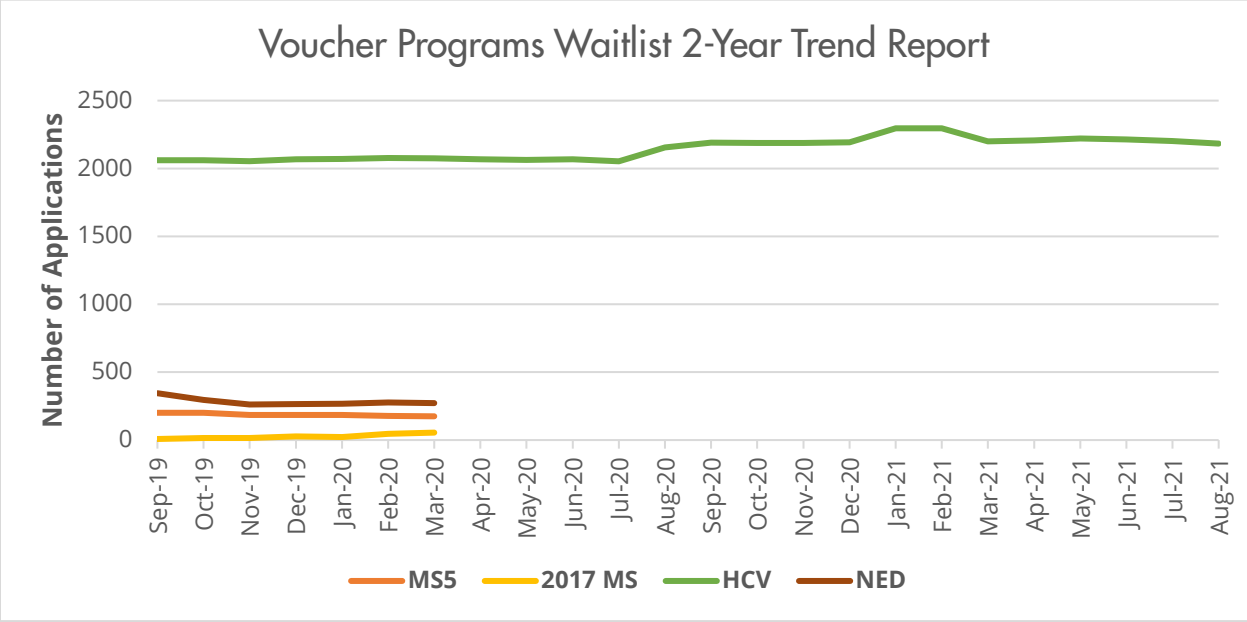
Community	Number of Work Orders	Average Days To Complete	Monthly Grade	YTD Number of Work Orders	YTD Average Days To Complete	YTD Grade
Ash Brook Apartments	2	0	P	8	0	P
Bennett Block	-	-	NONE	1	0	P
Brookbend East	-	-	NONE	7	0	P
Brookbend West	-	-	NONE	5	0	P
Central Square Terrace	3	0	P	26	0	P
Cottage Street	-	-	NONE	1	0	P
Emerald Street House	-	-	NONE	5	0	P
Evergreen Knoll LP	-	-	NONE	5	0	P
Forest View	-	-	NONE	21	0	P
Harper Acres	8	0	P	46	0	P
Keene Housing Main Office	-	-	NONE	-	-	NONE
Meadow Road	-	-	NONE	11	0	P
North and Gilsum	-	-	NONE	7	0	P
Riverbend Apartments	-	-	NONE	4	0	P
Scattered Sites	1	0	P	5	0	P
Stone Arch Village Family	-	-	NONE	6	0	P
Stone Arch Village Senior	-	-	NONE	11	0	P
Report Totals:	14	0	P	169	0	P

This report tracks whether emergency work orders are completed within 24 hours. Emergency work orders are those which, if left unattended, would lead to significant KH and/or tenant property loss.

Waitlists Trend Report
August 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	$452,108	$319,525	71%	566	$565	96%	587	$440	$132,583
July	$452,108	$311,377	69%	568	$548	97%	587	$357	$140,731
August	$452,108	$336,748	74%	582	$579	99%	587	$384	$115,360
September									
October									
November									
December									
Total	$3,627,866	$2,592,900	72%	4590	$565	98%	4,696	$4,399	$1,034,966

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	$452,108	$314,730	70%	508	$620	87%	587	$440	$137,378
July	$452,108	$306,722	68%	507	$605	86%	587	$357	$145,386
August	$452,108	$323,908	72%	514	$630	88%	587	$384	$128,200
September									
October									
November									
December									
Total	$3,627,866	$2,544,275	70%	4125	$617	88%	4,696	$4,399	$1,083,591

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%	18	$772	100%	18	$0	$1,370
June	$15,264	$12,364	81%	17	$727	94%	18	$0	$2,900
July	$15,533	$11,613	75%	17	$683	94%	18	$0	$3,920
August	$15,533	$11,519	74%	18	$640	100%	18	$0	$4,014
September									
October									
November									
December									
Total	$124,864	$110,039	88%	141	$780	98%	144	$0	$14,825

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	$59,816	$55,847	93%	97	$576	97%	100	$44	$3,969
July	$59,231	$57,811	98%	97	$596	97%	100	$219	$1,420
August	$59,231	$60,161	102%	96	$627	96%	100	$0	($930)
September									
October									
November									
December									
Total	$479,214	$458,065	96%	785	$584	98%	800	$459	$21,149

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	$0	($1,031)
June	$7,673	$24,882	324%	46	$541	92%	50	$0	($17,209)
July	$25,426	$22,782	90%	46	$495	92%	50	$0	$2,644
August	$25,426	$23,544	93%	43	$548	86%	50	$0	$1,882
September									
October									
November									
December									
Total	$187,855	$195,849	124%	360	$544	90%	400	$0	($7,994)

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	$553	$15,823
April	$13,158	$12,246	93%	21	$583	42%	50	$45	$912
May	$13,158	$12,146	92%	20	$607	40%	50	$46	$1,012
June	$3,896	$12,138	312%	21	$578	42%	50	$46	($8,242)
July	$12,491	$10,616	85%	20	$531	40%	50	$46	$1,875
August	$12,491	$13,114	105%	21	$624	42%	50	$46	($623)
September									
October									
November									
December									
Total	$141,526	$97,734	102%	166	$589	42%	400	$780	$43,792

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	$1	$1,175	117500%	2	$588	67%	3	$0	($1,174)
July	$1	$1,175	117500%	2	$588	67%	3	$0	($1,174)
August	$1	$1,216	121600%	2	$608	67%	3	$0	($1,215)
September									
October									
November									
December									
Total	$9,388	$9,449	44645%	16	$591	67%	24	$0	($3,485)

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
AUGUST 2021

Keene Housing	KEENE HOUSING Consolidated			
	BALANCE SHEET - summary			
	Ending balance as of August 31, 2021	Ending balance as of December 31, 2020	$ Variance Incr / (Decr)	% Variance
ASSETS				
Total Current Assets	25,289,754	24,843,858	445,895	2%
Total Fixed Assets	54,377,593	54,450,097	(72,504)	0%
Total Other Assets	1,510,612	1,509,523	1,089	0%
Total Assets	**$81,177,959**	**$80,803,478**	**$374,480**	**0%**
LIABILITIES and EQUITY				
Total Current Liabilities	2,839,867	2,770,849	69,019	2%
Total Long Term Liabilities	32,336,528	32,436,938	(100,411)	0%
Total Liabilities	**$35,176,395**	**$35,207,787**	**($31,392)**	**0%**
Total Equity	**$46,001,564**	**$45,595,691**	**$405,873**	**1%**
Total Liabilities & Equity	**$81,177,959**	**$80,803,478**	**$374,480**	**0%**

KEENE HOUSING AND COMPONENT UNIT ENTITIES			
Debt Current Ratio	6.69%	7.90%	

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 August 31, 2021	Ending balance as of December 31, 2020	$ Variance Incr/(Decr)	% Variance	Ending balance as of August 31, 2021	Ending balance as of December 31, 2020	$ Variance Incr/(Decr)	% Variance
ASSETS								
Current Assets								
Cash and Cash Equivalents	7,617,093	6,509,383	1,107,709	15%	3,226,077	3,649,011	(422,934)	-13%
Accounts Receivables, Net	1,551,556	1,750,591	(199,035)	-13%	-	-	-	0%
Loan Reveivables	12,822,357	12,858,246	(35,889)	0%	-	-	-	0%
Prepaid Expenses	39,110	55,644	(16,534)	-42%	33,561	20,983	12,578	37%
Other Assets	-	-	-	0%	-	-	-	0%
Total Current Assets	$22,030,116	$21,173,864	$856,251	4%	$3,259,638	$3,669,994	($410,356)	-13%
Long-Term Assets								
Fixed Assets	34,453,851	34,349,690	104,161	0%	40,896,436	40,343,203	553,232	1%
Construction In Process	1,099,047	215,715	883,332	80%	22,718	0	22,718	-100%
Accumulated Depreciation	(12,734,218)	(11,924,605)	(809,612)	6%	(9,360,241)	(8,533,906)	(826,335)	9%
Total Fixed Assets	$22,818,681	$22,640,799	$177,881	1%	$31,558,912	$31,809,297	($250,385)	-1%
Other Assets								
Deferred Fees	14,230	14,230	-	0%	581,327	580,238	1,089	0%
Investment LP - Riverbend	1,032,302	1,032,302	-	0%	-	-	-	0%
Invesetment - CST	-	-	-	0%	-	-	-	0%
Investment - Riverbend	21,433	21,433	-	0%	-	-	-	0%
CST Rehab	-	-	-	0%	-	-	-	0%
Amortization - Lease Comm	(2,783)	(2,783)	-	0%	(135,897)	(135,897)	-	0%
Total Other Assets	$1,065,182	$1,065,182	$0	0%	$445,430	$444,341	$1,089	0%
Total Assets	**$45,913,978**	**$44,879,846**	**$1,034,132**	**2%**	**$35,263,981**	**$35,923,633**	**($659,652)**	**-2%**
LIABILITIES								
Current Liabilities								
Accounts Payable	590,626	328,569	262,058	44%	49,033	323,132	(274,099)	-559%
Accrued Expenses	548,372	495,715	52,656	10%	1,651,836	1,623,433	28,403	2%
Total Current Liabilities	$1,138,998	$824,284	$314,714	28%	$1,700,869	$1,946,565	($245,696)	-14%
Long Term Liabilities			-	0%			-	0%
Notes Payable	18,049,529	17,735,574	313,955	2%	14,285,533	14,699,898	(414,365)	-3%
Other	1,466	1,466	-	0%	-	-	-	0%
Total Long Term Liabilities	$18,050,995	$17,737,040	$313,955	2%	$14,285,533	$14,699,898	($414,365)	-3%
Total Liabilities	**$19,189,993**	**$18,561,324**	**$628,669**	**3%**	**$15,986,402**	**$16,646,463**	**($660,061)**	**-4%**
EQUITY								
Capital Investments, Net of Distributions	17,332,301	17,350,691	(18,390)	0%	23,021,655	23,030,509	(8,854)	0%
Retained Earnings	8,967,831	7,654,109	1,313,722	15%	(3,603,841)	(3,633,893)	30,052	-1%
Total Equity	**$26,300,132**	**$25,004,800**	**$1,295,332**	**5%**	**$19,417,813**	**$19,396,616**	**$21,198**	**0%**
Current Year's Net Income	$423,854	$1,313,722	($889,868)		($140,235)	($119,446)	($20,789)	
Total Liabilities & Owner's Equity	**$45,913,978**	**$44,879,846**	**$1,034,132**	**2%**	**$35,263,981**	**$35,923,633**	**($659,652)**	**-2%**

Keene Housing	KEENE HOUSING Consolidated			
	INCOME STATEMENT			
	Actual	Budget	Variance	
	YTD Activity as of August 31, 2021	YTD Activity as of August 31, 2021	$ Variance (under)/over	% Variance
Total Operating Revenue	10,749,825	11,327,425	(577,600)	-5%
Total Operating Expenses	8,777,406	9,553,954	(776,548)	-9%
NET OPERATING INCOME	**$1,972,419**	**$1,773,471**	**$198,948**	**10%**

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

Non-Operating Expense	Actual	Budget	Variance	
Total Depreciation Expense	$1,368,116	$1,432,185	($64,069)	-5%

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 August 31, 2021	YTD Activity as of August 31, 2021	$ Variance (under)/over	% Variance	YTD Activity as of August 31, 2021	YTD Activity as of August 31, 2021	$ Variance (under)/over	% Variance
REVENUE								
Tenant Rent Income	1,093,539	1,036,358	57,181	5%	860,828	919,030	(58,202)	-7%
HAP/Subsidy Income	4,551,080	5,402,920	(851,840)	-19%	1,760,291	1,683,777	76,514	4%
MTW Non-HAP Income	436,364	474,968	(38,604)	-9%	-	-	-	0%
Commercial Rental Income	115,398	116,936	(1,538)	-1%	41,841	33,641	8,200	20%
Vacancy Loss	(104,426)	(101,334)	(3,092)	3%	(42,758)	(36,058)	(6,700)	16%
Admin Fee Income	559,889	641,688	(81,799)	-15%	-	-	-	0%
Managment Fees	392,225	385,840	$6,385	2%	-	-	-	0%
Interest Income	4,864	30,196	(25,332)	-521%	23,734	31,804	(8,070)	-34%
Partnership/Incentive Fees	413,094	141,336	271,758	66%	-	-	-	0%
Other Income	601,791	533,450	68,341	11%	8,769	6,776	1,993	23%
Misc Tenant Income	6,713	6,302	411	6%	26,590	19,795	6,794	26%
Total Operating Revenue	$8,070,531	$8,668,660	($598,129)	-7%	$2,679,294	$2,658,765	$20,529	1%
EXPENSES								
Administrative	345,050	382,568	(37,518)	-11%	200,192	195,696	4,495	2%
Operational	317,330	332,617	(15,287)	-5%	67,154	87,780	(20,626)	-31%
Payroll	1,293,663	1,441,568	(147,905)	-11%	457,642	468,651	(11,009)	-2%
Utilities	415,903	399,611	16,292	4%	273,134	291,533	(18,399)	-7%
Maintenance	419,998	399,245	20,753	5%	271,377	230,415	40,963	15%
Taxes & Insurance	251,838	268,251	(16,413)	-7%	373,017	406,552	(33,536)	-9%
Interest	159,460	178,704	(19,244)	-12%	334,235	316,889	17,346	5%
Tenant Relocation Exp	-	-	-	0%	-	-	-	0%
Amortization of Finance Cost	-	7,072	(7,072)	0%	-	9,669	(9,669)	0%
Tenant Programs	142,504	124,556	17,948	13%	7,881	13,067	(5,185)	-66%
HAP	3,447,028	3,999,512	(552,484)	-16%	-	-	-	0%
Total Operating Expenses	$6,792,774	$7,533,703	($740,929)	-11%	$1,984,632	$2,020,251	($35,619)	-2%
NET OPERATING INCOME	**$1,277,757**	**$1,134,957**	**$142,800**	**11%**	**$694,663**	**$638,515**	**$56,148**	**8%**

*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 $1.8m and is over budget by $.7m.

OPERATING REVENUES are $11.3m a net decrease of $.6m as compared to the budget of $10.7m.

OPERATING EXPENSES are $8.3m a net decrease of $1.3m as compared to the budget of $9.6m.

REVENUE	VARIANCES for Revenue categories (Less) / Higher than Budget	
Tenant Rent Income	5,641	
HAP / Subsidy Income	(775,326)	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	(38,604)	The actuals are less than budget. 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 $436k.
Vacancy Loss	(9,792)	The Vacancy Loss is a reduction to revenue and the 2021 actuals are higher than the budget so this is a larger reduction to revenue.
Admin Fee Income	(81,799)	HUD Admin Fee are under budget. The Section 8 admin fees are under budget by $75k but actuals are based on the actual admin expensed, timing. MS in under budget at $15k and related to new vouchers awarded but not leased at this time, timing. SPV are over budget by $8k. The additional CARES funds admin fees are utilized are over budget by $21k.
Interest Income	(33,402)	Timing, related to Evergreen Knoll.
Partnership / Incentive Fees	271,758	Partnership fees and distributions, paid to Keene Housing from surplus cash for 2020 on LIHTC properties managed. The YTD budget is $124k, $413k has been received to date.
Management Fees	6,385	On budget
Other Income	70,333	Other Income is higher than budget. Development fees earned is higher than expected. Other items under budget are grant income, misc income and the FSS grant income, timing.
Misc Tenant Income	7,206	Higher than budget
Total Operating Revenue	(577,600)	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	(68,935)	Expenses are generally all under budget.
Payroll	(158,914)	Benefit Expenses are under budget by $105k. This variance is expected to remain for the year and possibly continue to increase slightly. Salaries are under budget by $112k, all vacant positions were filled, therefore the variance for payroll will begin to decrease each month.
Utilities	(2,106)	
Maintenance	61,716	Maint items over budget: Repairs $40k, flooring $24k, Security $18k. Items under budget: Misc Contract $12k, Snow Removal $9k, Electrical $11k.
Taxes & Insurance	(49,948)	Property Taxes is under budget by $31k, there was a change in calculation on the Ash Brook property which resulted in an increase of property tax and was reflected in the budget, the city has not adjusted their bill. All other properties are small adjustments in actuals bills compared to budget. Insurance is under budget by $20k, There have been less increases than expected. Another factor is the consolidated policies for the purchased properties.
Interest	(1,898)	Timing
Tenant Relocation	-	Related to Bennett Block rehab project.
Amortization of Finance Cost	(16,741)	Timing
Tenant Programs	12,763	Tenant program are over budget and related to the internet assistance payments being made to residents and are reimbursed by HUD CARES Act funding = $40k. Other residential services are under budget, related to lack of activities: garden, resident BBQ, RSR grants to residents.
HAP	(552,484)	HAP disbursements are under budget in MTW by $410k and MS by $150k. NEDs expenses are over budget by =$9k.
Total Operating Expenses	(776,548)	Lower than Budget
Net Variance for Net Income	**$198,948**	**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)	354,050	109,359	262,311 Higher Revenue	17,620 Higher Expenses	
Monadnock Affordable (MAHC)	408,863	338,920	91,400 Higher Revenue	21,458 Higher Expenses	
Keene Affordable (KAHP)	110,933	92,029	(45,411) Lower Revenue	(64,315) Lower Expenses	
Meadow Road	42,490	37,851	(7,481) Lower Revenue	(12,120) Lower Expenses	
Ash Brook Apartment	53,331	40,248	3,091 Higher Revenue	(9,992) Lower Expenses	
Emerald Street	(376)	5,758	(6,247) Lower Revenue	(113) Lower Expenses	
Section 8 Voucher Program (MTW)	143,523	$475,664	(825,716) Lower Revenue	(493,575) Lower Expenses	
Mainstream Voucher Program	29,550	3,352	(130,348) Lower Revenue	(156,546) Lower Expenses	
Special Purpose Vouchers (NEDs, AHPP,FYIP)	36,123	(28,288)	60,675 Higher Revenue	(3,736) Lower Expenses	
Riverbend (and LIHTC)	98,895	60,064	9,610 Higher Revenue	(29,221) Lower Expenses	
TOTALS	$1,277,380	$1,134,957	($588,116) Lower Revenue	($730,540) Lower Expenses	
PARTNERSHIPS AND MANAGED ENTITIES					
Low Income Tax Credits Properties (LIHTC)					
Evergreen Knoll	66,337	61,832	15,672 Higher Revenue	11,168 Higher Expenses	
Brookbend West	191,680	129,544	12,231 Higher Revenue	(49,905) Lower Expenses	
Stone Arch Family	69,070	57,112	2,626 Higher Revenue	(9,332) Lower Expenses	
Stone Arch Senior	50,376	47,400	(4,825) Lower Revenue	(7,801) Lower Expenses	
LIHTC with 10/31 year ends					
Brookbend East	212,019	174,793	17,266 Higher Revenue	(19,961) Lower Expenses	
Central Square (multifamily)	103,366	159,170	(27,416) Lower Revenue	28,388 Higher Expenses	
Non-Owned/Managed Properties					
Cottage Street	2,191	8,664	(5,038) Lower Revenue	1,434 Higher Expenses	
TOTALS	695,039	$638,515	$10,516 Higher Revenue	($46,008) 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
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	
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

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	Warrenstreet Architects	07/01/19-06/30/22	6/30/2022	remaining renewal options: 2 (2023, 2024)	as needed	
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
Document Management Software	PiF Technology	08/31/19 - 08/31/20	8/31/2022	remaining renewal options: 0 (renewed annually)		$6,875
Document Management Software	De Lage Landen Financing	08/31/2017 - 08/31/2021	8/31/2022	remaining renewal options: 0		$7,500
Capital Needs Assessment	GDS Associates	12/18/19- 12/17/22	12/17/2022	remaining renewal options: 2 (2021, 2022)		
Development Consulting	TAG Associates	09/01/21- 08/31/23	8/31/2023	remaining renewal options: 3 (2022,2023, 2024)	<$50,000.00	
Development Consulting	Evernorth (Formerly NNEHIF)	10/01/16 - 09/30/19	8/31/2023	remaining renewal options: 0	<$50,000.00	
Elevator Service	Pine State Elevator	09/01/21- 08/31/23	9/11/2023	remaining renewal options: 2 (,2024, 2025)	monthly	
Heating/AC/AH	Gary Jackson Heating	09/16/21 - 09/15/23	9/15/2023	remaining renewal options: 3 (2024, 2025 2026)	as needed	
Graphic Design	Silver Direct	02/01/19 - 1/31/24	1/31/2024	remaining renewal options: 4 (2021, 2022, 2023, 2024)	< $15,000.00	
Architect/Engineering Services	Stevens & Associates	07/01/19-06/30/22	6/30/2024	remaining renewal options: 0	as needed	
Copier/Printer Leases	US Bank	10/25/2019-10/25/2024	10/25/2024	remaining renewal options: 0		$1,101
Copier/Printer Leases	US Bank	10/25/2019-10/25/2024	10/25/2024	remaining renewal options: 0		$352
Copier/Printer Leases	US Bank	10/25/2019-10/25/2024	10/25/2024	remaining renewal options: 30		$12,063
Copier/Printer Leases	US Bank	10/25/2019-10/25/2024	10/25/2024	remaining renewal options: 0		$121
IT Support	True North Networks	4/30/2014 - no end	no end			

Community Connections Dashboard Report

March 1, 2021 ~ August 31, 2021

Dashboard Report Notes:

Karen Graveline, RSC, resumed regular office hours at Central Square Terrace, Harper Acres and Stone Arch Village Senior in mid-March. Residents seeking services during office hours is sporadic at Harper Acres and Stone Arch Senior and increasingly busy at Central Square Terrace.

Community Connections began holding group activities planning meetings at these properties in May 2021 and small group activities began thereafter. Group attendance numbers were small at each property at the beginning and saw slight increases when the mask mandate was ended. Central Square Terrace is the most attended and active in group activities. Effective August 25, 2021, groups have moved back to wearing masks if unable to social distance.

In partnership with CVS-Omnicare, vaccine clinics have been scheduled for October 18 ~ 20, 2021 for residents at Central Square Terrace, Harper Acres and Stone Arch Village Senior. Vaccines will include Flu, COVID-19, and COVID-19 booster shots. The COVID-19 booster will be available for those residents who fall under the CDC guidelines for recommended boosters at the time and date of the clinic.

Households Served by Property

The greatest number of households served this reporting period are residents at Central Square Terrace.

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.

- The largest number of referral requests are for help with benefits. Specifically, many residents seek help with recertification for their DHHS benefits (such as SNAP).

- A high number of residents seek tenancy support. This number has been especially high at Central Square Terrace due to the lack of an on-site Property Manager. Number expected to decrease with new Property Manager on site four days a week.
- Residents seeking Community Services and Supports is also high. These requests include services such as food resources, mental health, and dental resources.

Referrals by Source

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

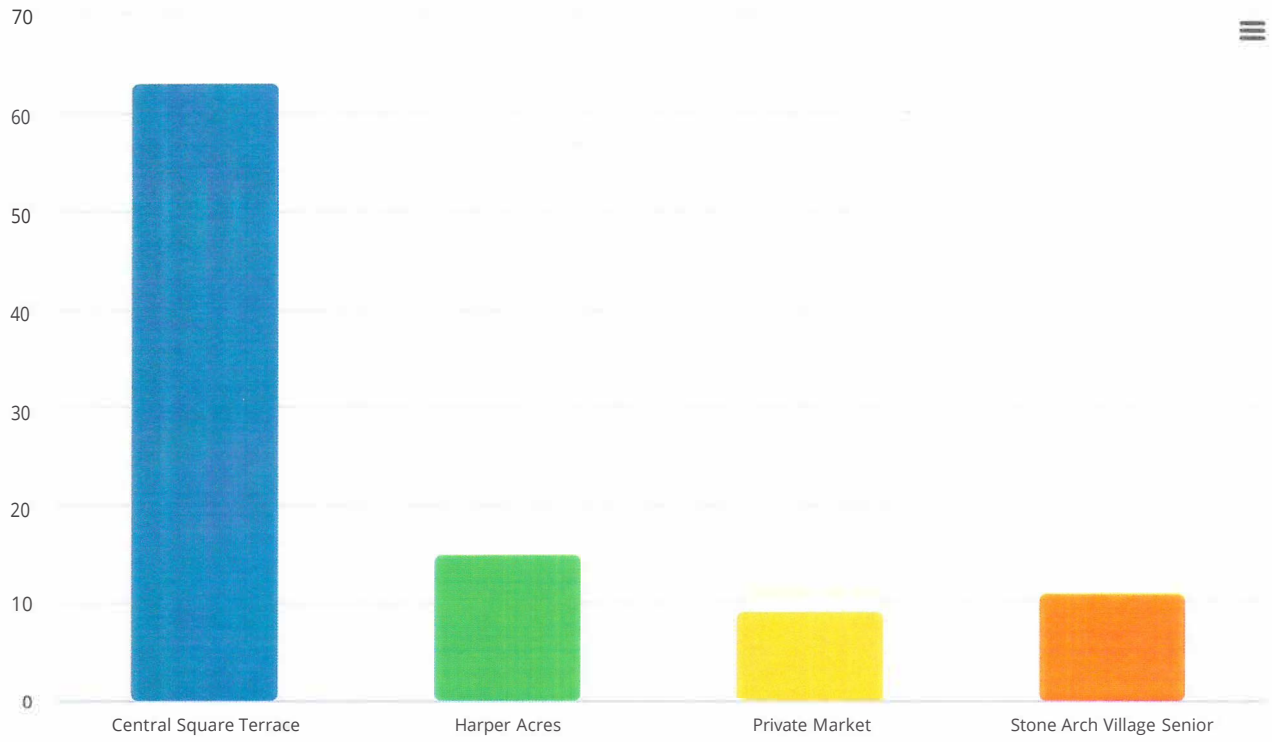
- The highest number of referrals are self-referrals. Most referrals are walk-ins during office hours.

Types and Numbers of Events by Property

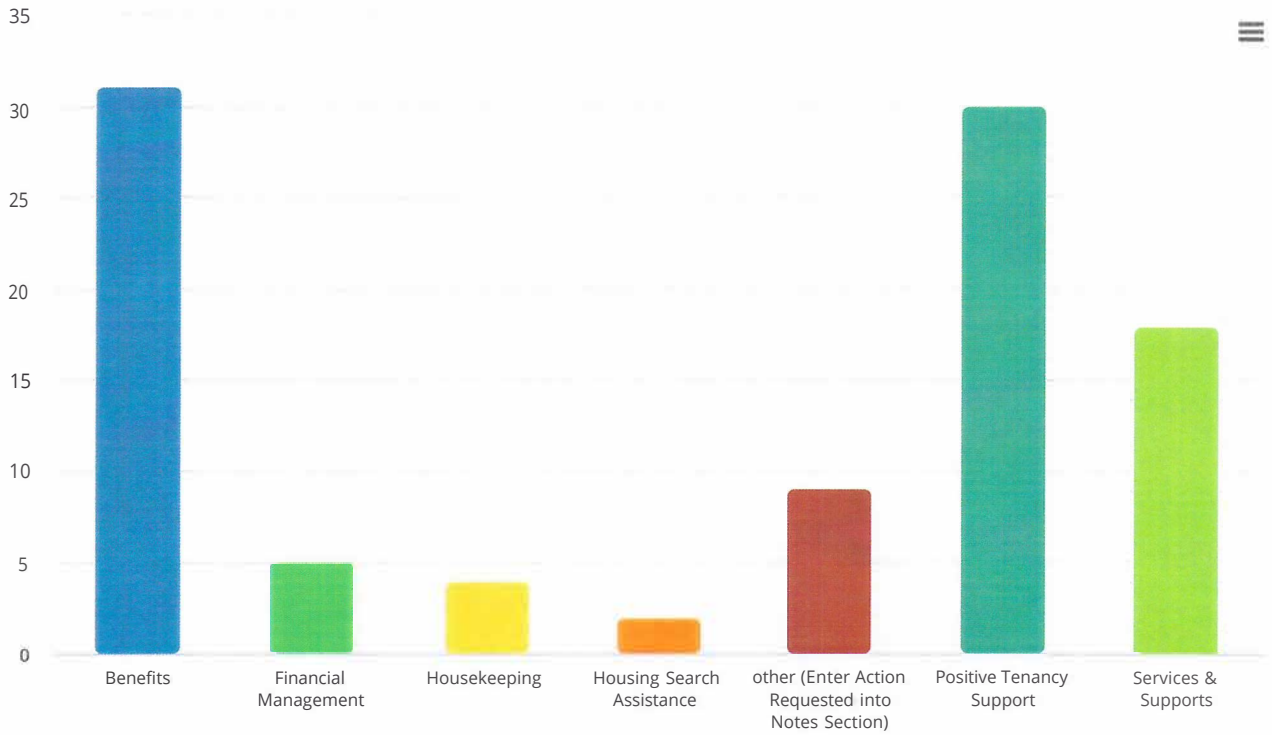
- Since groups resumed in May 2021, Central Square Terrace has held the most groups and are the most active and attended groups.
- Take home supplies continue to be available for crafts for anyone who can not attend group in person.
- Stone Arch Village Senior has had push back from residents in attending groups since implementing masks if not able to social distance.

Community Connections Dashboard Report
March 1, 2021 ~ August 31, 2021

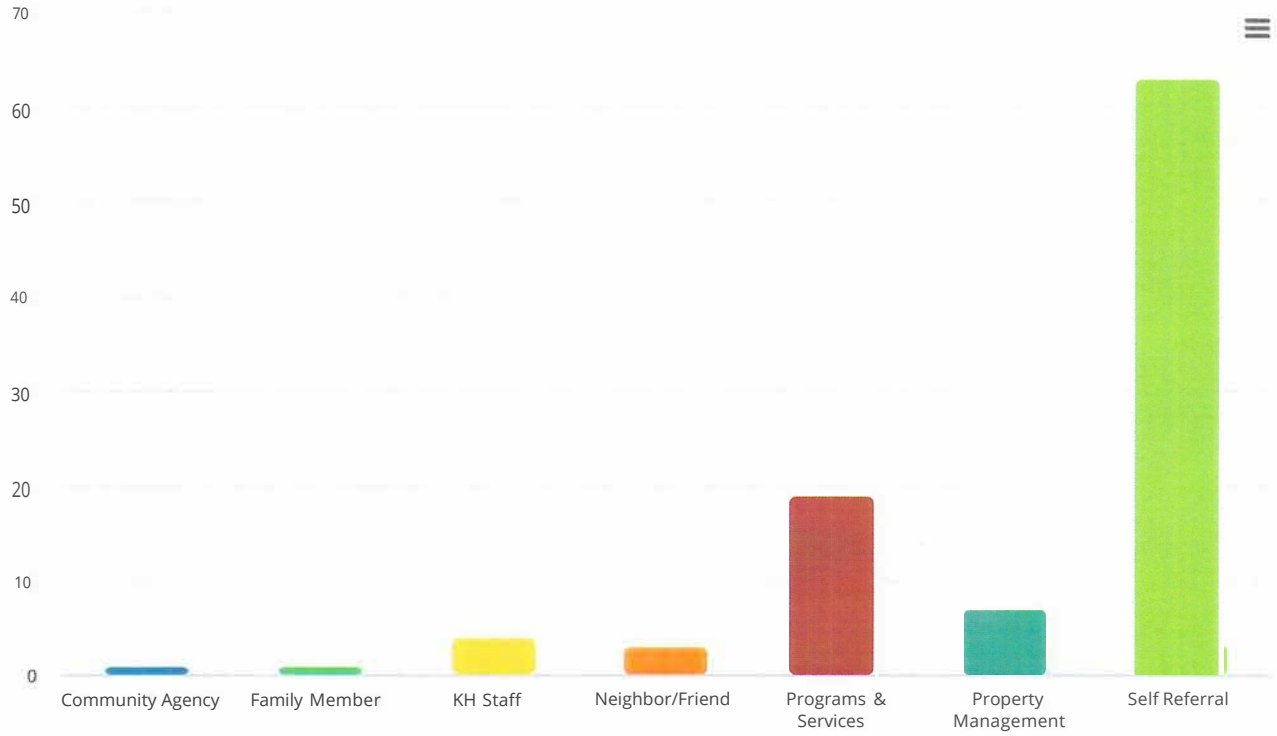
Number of Households Served by Property



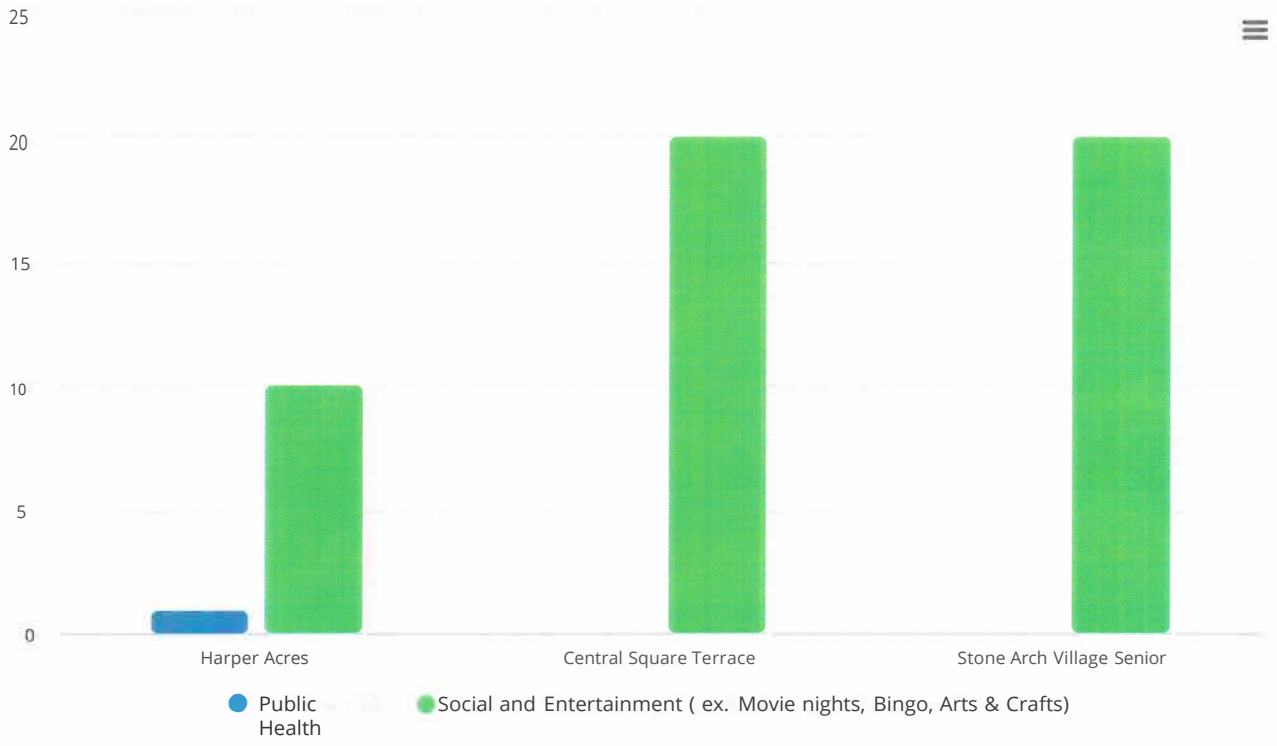
Number of Referrals by Referral Type



Number of Referrals by Source



Number and Types of Events by Property



SEPTEMBER 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 Brookbend East/West Community Garden Meeting CST Bingo	2 CST & Ash Brook Community Garden Meetings	3 Office Closed Summer Slowdown CST Game Night	4
5	6 Office Closed Labor Day SAVS Bingo	7 SAVS Community Garden Meeting CST Cooking Group	8 Brookbend East/West Community Garden Meeting CST Bingo	9 CST & Ash Brook Community Garden Meetings	10 CST Game Night	11
12	13 SAVS Bingo Harper Group Activities Planning Meeting	14 SAVS Community Garden Meeting CST Group Activities Planning Meeting	15 Harper 10 Year Garden Anniversary Party CST Bingo	16 CST & Ash Brook Community Garden Meetings	17 CST Game Night	18
19	20 SAVS Bingo Harper Acres Craft Group	21 SAVS Community Garden Meeting CST Craft group	22 Brookbend East/West Community Garden Meeting CST Bingo	23 Board of Commissioners Meeting	24 CST Game Night	25
26	27 SAVS Bingo Harper Coloring Group	28 SAVS Community Garden Meeting	29 Staff Annual Fair Housing Training CST Bingo	30 CST & Ash Brook Community Garden Meetings		

Keene Housing

October 2021

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

Keene Housing