Keene Housing

Keene Housing
Board of Commissioners Meeting
October 21, 2021

Community Connections Craft Activity at Harper Acres

Meeting Location:
Harper Acres Mill Building
168 Castle Street
Keene, NH 03431

Keene Housing

Board of Commissioners Meeting
Thursday, October 21, 2021
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Keene Housing

BOARD OF COMMISSIONERS MEETING
THURSDAY, OCTOBER 21, 2021
12:00 P.M.
HARPER ACRES MILL BUILDING
168 CASTLE STREET, KEENE, NH

AGENDA

I. Call to Order

II. Roll Call

III. Approval of the September 23, 2021 Keene Housing Board Meeting Minutes

IV. Executive Director's Report

V. Management Report

VI. Finance Report

VII. Old Business

VIII. New Business

a. Approval of Scattered Site Acquisition Program (Resolution No. 705)

b. Approval of COVID-19 Vaccination Mandate for New Staff (Resolution No. 706)

c. Approval of Audit and Tax Services New Contract (Resolution No. 707)

d. Approval of Executive Director Travel (Resolution No. 708)

e. Informational Memorandum: Quarterly Safety/Risk Management Report

f. Review of Annual Conflict of Interest Statements

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, September 23, 2021

Chairperson Mack called the Keene Housing Board of Commissioners meeting to order at 12:01 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

Absent:
- Pam Slack, Commissioner

Also in attendance:
- Joshua Meehan, Secretary
- Linda Griffin, Director of Finance
- Amy Wright, Director of Administration
- Sandy Clark, Director of Facilities and Assets
- Karen Graveline, Community Connections Manager
- Ron Worden, Senior Manager of Otis Atwell

MINUTES:

Chairperson Mack called for approval of the August 19, 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:

Secretary Meehan attended a Public Housing Authorities Directors Association (PHADA) Legislative Forum in Washington D.C. earlier this month. He stated the Infrastructure Bill and Budget Resolution are both under consideration by Congress. If approved, the Infrastructure Bill includes funds for energy efficiency and the Budget Resolution bill includes significant increases in spending on affordable housing programs including a broad expansion of the voucher program.

It is unlikely that 2022 appropriations will be finalized before the end of the federal fiscal year on October 1st. A Continuing Resolution (CR) would extend federal funding at current levels until a final appropriations bill passes. There is also a serious risk that there will be a government shutdown in the coming weeks.

Secretary Meehan presented on KH's energy efficiency initiatives at this year's Radically Rural event. Radically Rural is a joint project of the Hannah Grimes Center for Entrepreneurship and The Keene Sentinel which allows attendees to share ideas to help overcome challenges faced by rural communities.

Keene Housing is partnering with CVS/Omnicare to offer onsite vaccination clinics for residents and staff on October 18 – 20, 2021. Vaccinations include the Influenza vaccine (flu vaccine), COVID-19 vaccine and COVID-19 boosters for those who are deemed eligible under the CDC guidelines at the time of the clinics. Vaccines can be co-administered, and individuals may receive an influenza vaccine along with the COVID-19 vaccine or booster.

As of today, all Keene Housing staff are fully vaccinated. Secretary Meehan recognized Karen Graveline, Community Connections Manager for coordinating the clinics.

In 2011, Harper Acres was selected by Antioch University New England's Community Garden Connections (CGC) to build a community garden. Keene Housing recently held a 10-year anniversary party at Harper Acres to celebrate the success of the Garden of Eatin' and to thank the volunteers who have contributed over the years. Secretary Meehan recognized Lea Kablik, Community Garden Coordinator for organizing the successful event.

Secretary Meehan reviewed recent changes made to Keene Housing's COVID-19 safety protocols. Cheshire County continues to be an area at Substantial Community Transmission Level. As a result, when meeting with members of the public inside a Keene Housing building, face masks are required for all meeting attendees regardless of vaccination status. In addition, residents participating in Community Connections activities must wear face masks, regardless of vaccination status. Lastly, non-emergency work orders for households with any COVID-19 positive members will be delayed 10 days or until the entire household is symptom free. Chairperson Mack and Secretary Meehan recognized Amy Wright for her work keeping KH's COVID-19 policies consistent with emerging science and local, state and federal recommendations.

Secretary Meehan announced that Keene Housing is fully staffed. It has been challenging to find qualified staff and we are excited to introduce new staff members at a future Board meeting.

The acquisition of Cheshire Housing Trust (CHT) is complete. Keene Housing added 48 units of affordable housing to its portfolio.

Keene Housing recently resumed annual inspections of resident units, and staff are finding property damage that has gone unreported since the beginning of the pandemic. As a result, Secretary Meehan expects a significant increase in work orders and possibly work order turn around times.

Keene Housing is promoting a new landlord incentive program which offers new landlords or former landlords $1,000 for every new unit leased to a participant in Keene Housing's voucher program and $500 for every unit re-rented to a Keene Housing participant upon turn. A mailing was sent to local landlords and the program is advertised on Keene Housing's website, social media and a local radio station, WKBK. Chairperson Mack asked for an update at next month's Commissioners meeting regarding new landlords garnered through program.

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 October 2021. Once the project reaches substantial completion, Ms. Clark will schedule a walk-through for staff and the Commissioners. Cement work at Roxbury Court and 309 Water Street is currently underway. Central Square Terrace has not had any basement flooding during the last 4 – 5 storms since the City of Keene conducted mitigation efforts in

front of Luca's Mediterranean Cafe and the construction work on Roxbury Street. Ash Brook drainage and asphalt work is underway. Several contractors attended the site walk at Riverbend for the new property management office and maintenance shop which is being paid for with CARES Act funds.

Secretary Meehan announced Chairperson Mack's term is expiring on December 31, 2021. Mayor Hansel has been very responsive, and a nomination of a new Commissioner is pending.

MANAGEMENT REPORT:

Secretary Meehan 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:

Presentation of Keene Housing's audited financials by Otis Atwell

Otis Atwell audits the financial statements of Keene Housing and its affiliate partnerships. Ron Worden, Senior Manager of Otis Atwell, presented a summary of Keene Housing's audited 2020 financial statements. The Agency has a very strong balance sheet, and the financial statements are presented in accordance with generally accepted accounting principles.

Resolution No. 703 - Approval of 2021 Operating Budget Revision

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

Resolution No. 704 - Approval of Fiscal Year 2022 Moving to Work Annual Plan

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

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

During the Executive Director's report, Secretary Meehan reviewed the Updated Office Safety Protocols in Response to COVID-19 as outlined in the Informational Memo dated September 17, 2021.

Community Connections Dashboard Report

Ms. Graveline reviewed the March 1, 2021 - August 31, 2021 Community Connections Dashboard Report.

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.

Vice Chairperson Coates made a motion to adjourn the meeting. Commissioner Shaw seconded the motion, which upon being put to vote, was passed unanimously. There being no further business, Chairperson Mack adjourned the Board meeting at 1:40 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

9/29/2021
Date

Keene Housing

Resolution No. 705

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item:
   This memorandum recommends that the Board of Commissioners approve a scattered site acquisition pilot program.

2. Date of Board Meeting: October 21, 2021

3. Proposed Board Resolution:
   That the Keene Housing Board of Commissioners approves a scattered site acquisition pilot program, pursuant to the October 18, 2021 memorandum from Joshua R. Meehan, Executive Director to Keene Housing's Board of Commissioners.

4. All Backup Attached? Yes ☑ No ☐

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

5. Department Head Approval Signature _____ Date: _____

6. Statement of availability of funds by Director of Finance

   Funds Budgeted and Available Yes ☐ No ☐ Source _____

   Account #_____

   Director of Finance Approval Signature _____ Date: _____

7. Executive Director Approval Signature _____ Date: 10/18/21

Keene Housing

MEMORANDUM

To: Keene Housing Board of Commissioners
From: Josh Meehan, Executive Director
Subject: Approval of Scattered Site Acquisition Pilot Program
Date: October 18, 2021

This memorandum recommends the Keene Housing Board of Commissioners approve a scattered site acquisition program.

As discussed often by the Board and as evidenced by Keene Housing's (KH's) own waitlist data and further illustrated by the difficulty voucher holders are having renting units, the region – and most of the country – is suffering from a profound lack of affordable housing for those who need it.

To date, KH's efforts to help address the shortage have been to apply for additional housing choice vouchers whenever they're available, seek buildable land for an additional elderly/disabled development (pursuant to KH's 2020-2025 Strategic Plan) and most recently, to provide landlords cash incentives for leasing to voucher holders. Unfortunately, none of these strategies will provide near-term additions to the region's affordable housing stock. Additional vouchers only add to the region's affordable stock, albeit temporarily, when there are units for new voucher holders. The landlord incentive program does appear to be making a small dent, but it has not yet, and likely never will, result in a significant increase in affordable units. Finally, developing a new affordable project of any scale is a multi-year undertaking, and finding a suitable site is very difficult given the dearth of buildable land in Keene where zoning regulation and flood plain considerations don't present formidable barriers to developing a project.

Several months ago, KH staff began considering a strategy that might provide a faster path to adding affordable housing stock without requiring new development, that might also help address the City of Keene's concerns about the quality of its aging small, multi-family portfolio. The strategy, which has been undertaken with mixed success by other affordable housing providers, including at one time Keene Housing, is to begin acquiring and renovating small multi-family properties and converting them to long-term affordable housing through KH's project-based voucher program. Simply stated, KH would seek out and purchase small multi-family properties and attach Project Based Vouchers to each unit, thereby making them available to low- and moderate-income renters while guaranteeing operating income sufficient for operating the properties. It is assumed that most or all of the properties acquired through the program will need modest to significant renovations/modernization.

The first step in exploring the feasibility of such an undertaking was to compare capital and operating costs of our existing scattered site portfolio against those of our larger properties. The general assumption going into this exercise was that the scattered sites would be more expensive to KH on a per-unit basis because of the loss of economies of scale. Staff looked

at three measures of cost for the purposes of comparison: turnover, operating costs and capital expenses. Surprisingly, the scattered sites were less expensive to operate than the larger properties on all three counts, with one qualifier – we are unable to compare utility costs between the two portfolios because of how we are billed for them. While we do not know for certain, staff speculates that the greatest reason for the difference is that there is far less turnover in the scattered site units than in the larger properties, particularly when looking at turnover numbers at family sites. What we know is that residents in the scattered sites stay longer than those renting in the larger sites and so KH has fewer make-ready costs and while we don't have data on this, it is the sense of staff that scattered site residents feel more of a sense of ownership of their homes and are therefore less likely to damage them; this cannot be quantified at this time but is noteworthy.

After establishing that operating scattered sites is not, on its own, more expensive for us than operating larger developments we established a small working group to further explore the costs and benefits of implementing a scattered site acquisition program. The working group consisted of Chairperson Mack, Commissioner Elliott, Sandy Clark, Linda Griffin, Linda Mangones and me. The working group met once this summer and once this fall. The group took a careful look at KH's waitlist to get a clear understanding of the demand we see. This was a deeper dive than the Board sees in each month's report, but ultimately held few surprises; there are approximately 1200 households from New Hampshire, Vermont, Massachusetts, and Maine on our waitlists. Demand is primarily for small units; most applicants are extremely low-income (<30% of Area Median Income) and about 20% of applicants are elderly or disabled.

After reaffirming the need for additional housing, the working group established a rough Statement of Principles for the initiative. KH always establishes guiding principles when beginning a new initiative, particularly those with significant inherent risks like this one. The purpose of establishing a statement of principles is to help keep KH's decision making grounded and to prevent "initiative creep". The working group established the following Statement of Principles for the Scattered Site Acquisition Program:

> *The scattered site acquisition program will increase the number of permanently affordable housing units in communities where Keene Housing already owns and manages housing. Any housing acquired for the program must:*
>
> - *Be owned by Monadnock Affordable Housing Corp. and managed by KH*
> - *Contribute to neighborhood quality (curb appeal)*
> - *Target greatest need, understanding the limitation of available stock*
> - *Be fiscally responsible*
> - *Take walkability, access to transportation, services, and food availability into account*

The working group then outlined a strategy for identifying potential properties should the Board of Commissioners approve the program. If approved, KH, with continuing support from working group members, will identify property owners who may have an interest in divesting their real estate portfolios and will approach them to discuss the possibility. The working group received from the City a list of all owners behind on property taxes, as well as those who own multi-family units. Staff will cross-reference these two lists to identify owners that may be particularly motivated to sell. Simultaneously KH will identify multi-family owners not behind in their property taxes that we know personally or that we know from others may be interested in selling all or a part of their portfolios. KH will also continue looking at multi-family listings when they come onto market.

Assuming some properties can be identified, KH staff, with assistance from appropriate consultants, will begin the due diligence process to determine whether a property should be pursued. All potential purchases will be evaluated against the Statement of Principles. Lastly, any purchase of $100,000 or more will be brought to the Board of Commissioners for approval prior to making an offer. This may require an occasional special Board meeting in cases where there is urgency to making an offer. KH will use unrestricted cash available for development for acquisition costs. Rehabilitation costs will likely be covered by a combination of funding sources including but not limited to MTW funds and energy rebates through Resilient Buildings Group and EverSource.

This program is being presented as a pilot because there are many externalities that could affect the program's feasibility or cost effectiveness. Quite simply, it may prove to be more effort than it's worth in terms of both cost and organizational resources. That said, the housing crisis has reached a point that it seems we have little choice but to attempt a new way of addressing it, even if this effort, too, will only yield incremental progress.

RECOMMENDATION

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

> Resolution: That the Keene Housing Board of Commissioners approves a scattered site acquisition pilot program, pursuant to the October 18, 2021 memorandum from Joshua R. Meehan, Executive Director to Keene Housing's Board of Commissioners.

Keene Housing

Resolution No. 706

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item:

   Approval of COVID-19 Vaccination Mandate for New Staff

2. Date of Board Meeting: October 21, 2021

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners adopt a COVID-19 vaccination mandate for new staff, pursuant to the October 6, 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: 10/6/2021

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: 10/6/21

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration
Subject: Approval of COVID-19 Vaccination Mandate for New Staff
Date: October 6, 2021

This memorandum recommends the Keene Housing Board of Commissioners adopt a COVID-19 vaccination mandate for new staff.

Keene Housing strives to maintain a safe work environment which complies with federal and state safety requirements. The data and science clearly support the benefits of the COVID-19 vaccine including the reduced risk of infection, serious illness, and death from COVID-19.

Cheshire County is at Substantial Community Transmission Level. As of September 27, 2021, over 85% of county residents above the age of 65 are fully vaccinated, but only 55% of Cheshire County's total population is fully vaccinated. Adopting a COVID-19 vaccination policy safeguards the health of our employees and their families; applicants, residents and voucher holders; and the community at large.

The proposed policy requires all Keene Housing employees who enter Keene Housing's main office, satellite offices or owned or managed properties to provide proof of COVID vaccination as a condition of employment, unless a reasonable accommodation is approved. Full-time, remote workers are excluded from this policy. Currently every member of Keene Housing's staff is vaccinated and KH is encouraging all eligible staff members to get the booster at one of the upcoming vaccine clinics.

If an employee declines vaccination due to a verified medical exemption or a sincerely held religious belief, practice, or observance, Keene Housing will provide a reasonable accommodation unless it would pose an undue hardship on Keene Housing.

There has been tremendous progress in controlling the spread of COVID-19 since the introduction of vaccines late last year, and Keene Housing is committed to joining other employers in mandating employee vaccination and in so doing helping keep staff, applicants, residents, voucher holders and the community at large safe.

RECOMMENDATION

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

> Resolution: That the Keene Housing Board of Commissioners adopt a COVID-19 vaccination mandate for new staff, pursuant to the October 6, 2021 memorandum from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director.

Mandatory COVID-19 Vaccination Policy

Keene Housing strives to maintain a safe work environment which complies with federal and state safety requirements. Keene Housing is adopting a COVID-19 vaccination policy to safeguard the health of our employees and their families, applicants, residents, voucher holders and the community at large. This policy complies with all applicable laws and is based on guidance from the Centers for Disease Control and Prevention, the Equal Employment Opportunity Commission and local health authorities.

All Keene Housing employees who enter Keene Housing's main office, satellite offices or owned or managed properties are required to provide proof of COVID vaccination as a condition of employment, unless a reasonable accommodation is approved. Full-time, remote workers are excluded from this policy. Employees not in compliance with this policy are placed on unpaid leave until their employment status is determined by the Executive Director and the Director of Administration.

Employees are paid for time taken to receive the COVID-19 vaccination. For offsite vaccinations, employees are to work with their Department Director to schedule an appropriate time to comply with this policy.

Employees in need of an exemption from this policy due to a medical reason, or because of a sincerely held religious belief must submit a completed Request for Accommodation form to the Director of Administration to begin the interactive accommodation process. During the interactive process, the employee with a disability and the employer work together to determine an accommodation. Accommodations are granted where they do not cause Keene Housing undue hardship or pose a direct threat to the health and safety of others.

Please direct any questions regarding this policy to the Director of Administration.

DRAFT

Keene Housing

Resolution No. 707

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item:

   Approval of Contract Financial Audit & Tax Services

2. Date of Board Meeting: 10/21/2021

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners authorizes the 2021 Financial Audit and Tax contract be awarded to Otis Atwell for an initial two year term with an option to renew for a three year term and its funding not to exceed $150,000 annually pursuant to the October 6, 2021 Memorandum from Linda Griffin, Director Finance to Josh 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 Director

   Funds Budgeted and Available Yes XX No __ Source _____

   Account # _____

   Finance Director Approval Signature _____ Date: 10/6/2021

7. Executive Director Approval Signature _____ Date: 10/6/21

Keene Housing

MEMORANDUM

To: Joshua R. Meehan, Executive Director
From: Linda Griffin, Finance Director
Subject: Approval of Audit and Tax Services contract
Date: October 6, 2021

This memorandum summarizes the procurement process and requests Board approval to contract for the following project:

Location: Agency wide

Project Name: Financial Audit and Tax Services

- The scope of work for this contract: In summary, to provide services to Keene Housing for all financial audit and tax requirements. It will include all required Financial Statements, Footnotes, Auditor's opinion and all Supplementary Schedules, Financial Data Schedules, State and Federal taxes.
- The budget approved by the Board: $ 100,000-110,000 annually
- Any additional funding needed? none
- An invitation was added to the: KH web page, Facebook page, sent 12 direct invitations to firms suggested by industry group.
- The Request for Proposals were distributed to firms on: July 27, 2021
- Formal proposals received by KH: Four
- Winning bid criteria if not price: there were three areas scored: a) experience with MTW agencies b) capacity to provide all services and c) price.
- Highest score was given to : Otis Atwell, our current provider
- Board approval is being requested to award contract to: Otis Atwell, for a two year contract with an option to renew for another three years at KH discretion.

Keene Housing

Resolution No. 708

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item:

   Approval of Executive Director Travel

2. Date of Board Meeting: October 21, 2021

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners authorizes the Executive Director to travel to San Diego, CA for the 2022 Public Housing Authorities Directors Association (PHADA) Commissioners Conference, which runs from January 9, 2022 – January 12, 2022, pursuant to the October 7, 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: 10/7/2021

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: 10/11/21

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration
Subject: Executive Director Travel
Date: October 7, 2021

This memorandum recommends that the Keene Housing Board of Commissioners authorize Executive Director Meehan to travel to San Diego, CA for the 2022 Public Housing Authorities Directors Association (PHADA) Commissioners Conference, which runs from January 9, 2022 – January 12, 2022.

This forum will provide Executive Director Meehan the opportunity to learn more about the Biden Administration's proposed voucher program expansion, cybersecurity protections for housing authorities, disaster planning and modifications to workplace policies in light of pandemic-necessitated changes.

Although no arrangements have been made, pending Board approval, the total cost for travel and accommodations is not expected to exceed $2,000.00.

RECOMMENDATION

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

> Resolution: That the Keene Housing Board of Commissioners authorizes the Executive Director to travel to San Diego, CA for the 2022 Public Housing Authorities Directors Association (PHADA) Commissioners Conference, which runs from January 9, 2022 – January 12, 2022, pursuant to the October 7, 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: Quarterly Safety/Risk Management Report
Date: October 5, 2021

Keene Housing's Joint Loss Safety Committee's primary goal is to serve as a two-way channel of communication between Keene Housing management and staff to promote safety awareness throughout the workplace. The Joint Loss Management Committee meets on a quarterly basis and a standing agenda item is to review employee workplace injuries and property incidents/claims reported.

3rd Quarter Safety Summary

Date	Employee Injuries Reported	Department	Medical Treatment	Lost Time from Work
8/4/2021	An employee was stung by a bee when opening a sliding gate at Forest View.	Maintenance	Yes	No

Date	Property	Resident Injury/Property Claim Reported	Claim Filed with Insurance Company
9/21/2021	KAHP/Locals	A maintenance employee rear-ended a stopped vehicle at a red light. Damaged sustained to the other vehicle; no damage to KH's vehicle.	Claim filed.
9/21/2021	Riverbend	A resident took her dog outside to go to the bathroom and twisted her left knee when stepping into a hole dug by a chipmunk.	Notice only.

The Director of Administration receives all incident reports and addresses items with the claimant that could have been done to prevent the incident; including appropriate footwear, appropriate lifting techniques, etc. Safety tips are also included in the Quarterly Human Resource Newsletter, the resident Grapevine Newsletter and posted to the intranet targeting high risk factors relevant to KH staff.

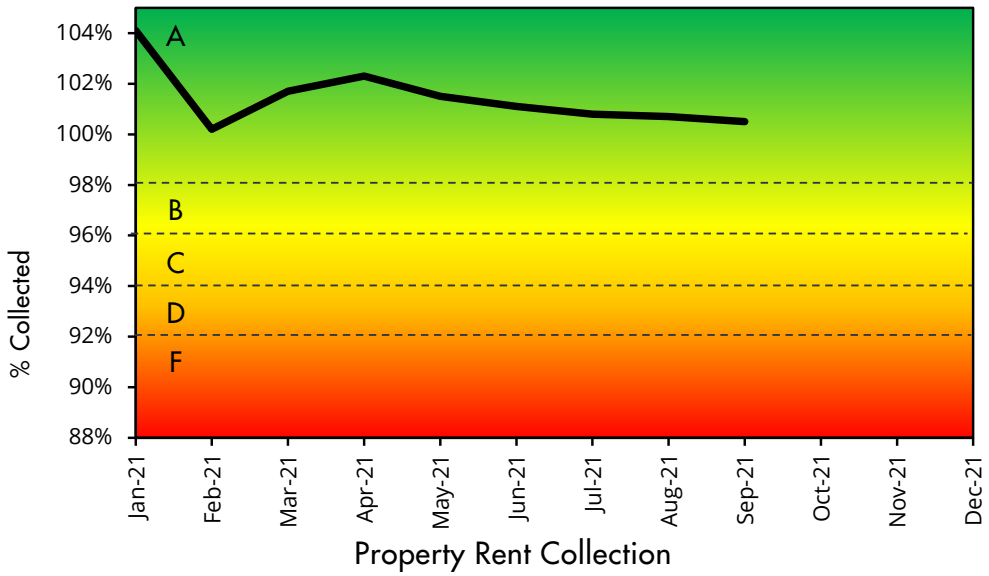
Keene Housing

MANAGEMENT REPORT
SEPTEMBER 2021

Residential Property Rent Collection Report
September 2021

Community	Month Billed	Month Collected	% Collected	Monthly Grade	YTD Billed	YTD Collected	% YTD Collected	YTD Grade
Ash Brook Apartments	$9,511	$9,512	100.0%	**A**	$84,131	$84,132	100.0%	**A**
Bennett Block	$676	$676	100.0%	**A**	$6,084	$6,084	100.0%	**A**
Brookbend East	$19,156	$17,246	90.0%	**D**	$163,807	$172,094	105.1%	**A**
Brookbend West	$16,469	$16,076	97.6%	**B**	$132,031	$129,618	98.2%	**A**
Central Square Terrace	$29,297	$29,553	100.9%	**A**	$254,019	$253,512	99.8%	**A**
Cottage Street	$1,441	$1,501	104.2%	**A**	$12,917	$13,191	102.1%	**A**
Evergreen Knoll LP	$14,287	$14,797	103.6%	**A**	$114,218	$114,428	100.2%	**A**
Forest View	$21,012	$20,047	95.4%	**C**	$166,371	$171,187	102.9%	**A**
Harper Acres	$42,917	$43,534	101.4%	**A**	$370,373	$372,026	100.4%	**A**
Meadow Road Apartments	$10,014	$8,488	84.8%	**F**	$65,772	$63,047	95.9%	**C**
North and Gilsum	$18,317	$19,395	105.9%	**A**	$158,708	$157,817	99.4%	**A**
Riverbend Apartments	$12,803	$12,488	97.5%	**B**	$108,705	$109,453	100.7%	**A**
Scattered Sites	$8,838	$9,072	102.6%	**A**	$77,193	$77,065	99.8%	**A**
Stone Arch Village Family	$11,866	$12,521	105.5%	**A**	$97,417	$98,141	100.7%	**A**
Stone Arch Village Senior	$11,699	$11,779	100.7%	**A**	$105,368	$105,379	100.0%	**A**
Totals	$228,303	$226,685	99.29%	A	$1,917,114	$1,927,174	100.5%	A

Active Households Only

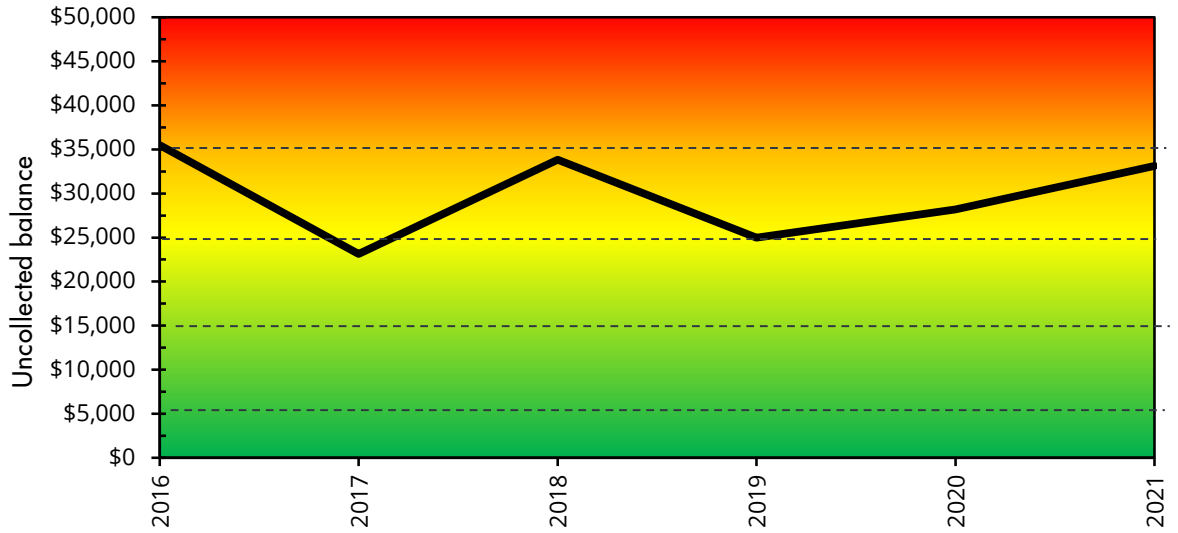


This report compares current tenant's rent billed to rent collected. The percent collected can exceed 100% when back rent is collected. Our goal is to collect at least 98% of rent billed.

Residential Property Uncollected Accounts - Inactive Tenants - Report
September 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	$150	$150
Brookbend East	2	$0	$697	($55)	$0	$925	$1,567
Brookbend West	2	$0	$1,067	$15	$1,135	$2,127	$4,344
Central Square Terrace	1	$0	$0	$0	$1,388	$0	$1,388
Cottage Street	0	$0	$0	$0	$0	$0	$0
Evergreen Knoll LP	3	$0	$0	$0	$0	$13,371	$13,371
Forest View	4	($270)	$42	$141	$0	$222	$135
Harper Acres	3	$884	$330	$0	$0	$1,464	$2,678
Meadow Road Apartments	1	$0	$0	$0	$830	$1,025	$1,855
North and Gilsum	5	$76	($0)	($0)	$0	$620	$696
Riverbend Apartments	2	$180	$550	$66	$42	$30	$868
Scattered Sites	3	$0	$257	$0	$0	$69	$326
Stone Arch Village Family	4	$2,162	$433	$15	$1,136	$1,998	$5,745
Stone Arch Village Senior	0	$0	$0	$0	$0	$0	$0
Totals	31	$3,032	$3,376	$182	$4,531	$22,002	$33,123

Inactive Households Only



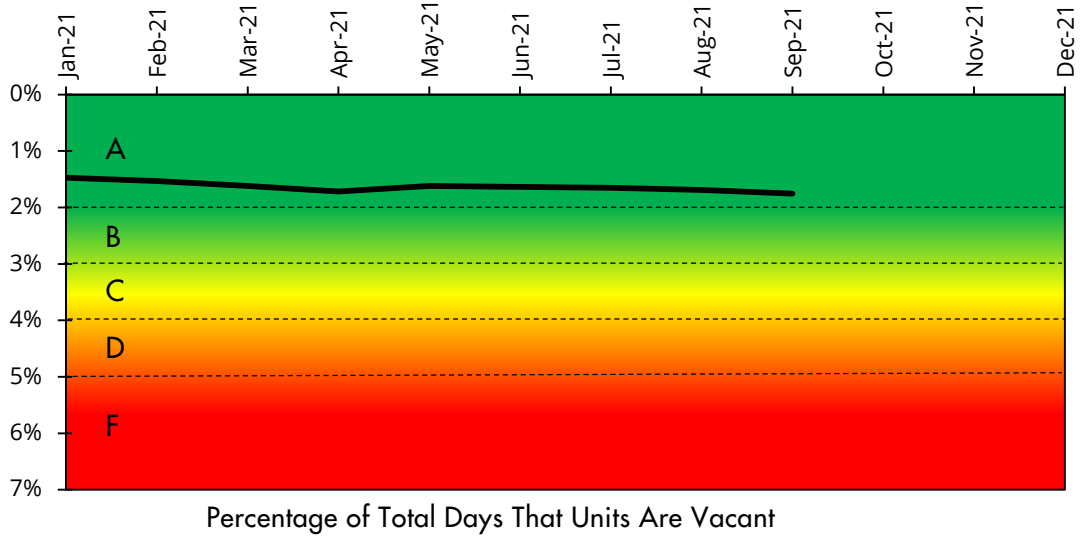
End of Year - Bad Debt write off

This report tracks the balance that is owed to KH and what remains upaid. Most of these tenants have moved from a KH property and are considered Inactive Tenants.

Monthly Vacancy Report

September 2021

Community	Units Available	Available Days	Vacant Days	Monthly Vacancy Percentage	Monthly Grade	YTD Vacancy Percentage	YTD Grade
Ash Brook Apartments	24	720	0	0.0%	**A**	1.4%	**A**
Bennett Block	14	0	0	N/A	**NONE**	0.0%	**A**
Brookbend East	40	1200	9	0.8%	**A**	1.2%	**A**
Brookbend West	35	1050	16	1.5%	**A**	2.4%	**B**
Central Square Terrace	90	2700	3	0.1%	**A**	1.7%	**A**
Evergreen Knoll LP	32	960	0	0.0%	**A**	1.3%	**A**
Forest View	38	1140	30	2.6%	**B**	2.2%	**B**
Harper Acres	112	3360	115	3.4%	**C**	2.0%	**B**
Meadow Road Apartments	18	540	0	0.0%	**A**	1.8%	**A**
North and Gilsum	29	870	53	6.1%	**F**	2.5%	**B**
Riverbend Apartments	24	720	45	6.3%	**F**	1.4%	**A**
Scattered Sites	18	540	30	5.6%	**F**	1.8%	**A**
Stone Arch Village Family	24	720	50	6.9%	**F**	2.8%	**B**
Stone Arch Village Senior	33	990	0	0.0%	**A**	0.0%	**A**
Report Totals:	531	15,510	351	2.3%	B	1.8%	A

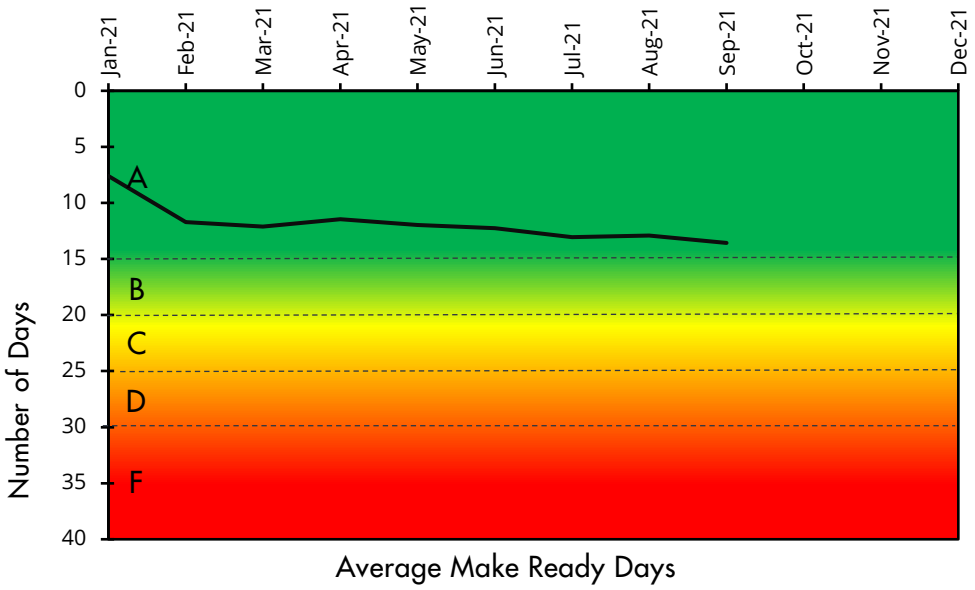


Percentage of Total Days That Units Are Vacant

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
September 2021

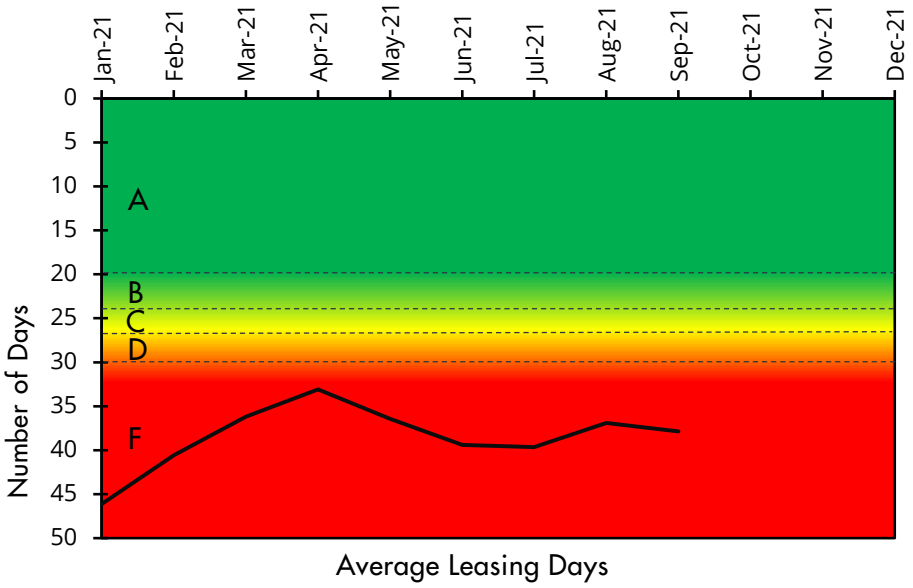
Community	Number of Units Made Ready	Avg. Make Ready Days	YTD Number of Units Made Ready	YTD Avg. Make Ready Days	YTD Grade
Ash Brook Apartments	0	-	2	19	**B**
Bennett Block	0	-	0	-	**NONE**
Brookbend East	0	-	2	10	**A**
Brookbend West	0	-	4	13	**A**
Central Square Terrace	1	3	6	3	**A**
Evergreen Knoll LP	0	-	3	9	**A**
Forest View	1	27	6	23	**C**
Harper Acres	1	9	12	11	**A**
Meadow Road Apartments	0	-	1	28	**D**
North and Gilsum	1	21	5	25	**D**
Riverbend Apartments	1	14	3	8	**A**
Scattered Sites	1	30	2	20	**B**
Stone Arch Village Family	2	17	5	11	**A**
Stone Arch Village Senior	0	-	0	-	**NONE**
Report Totals:	8	17	51	14	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
September 2021

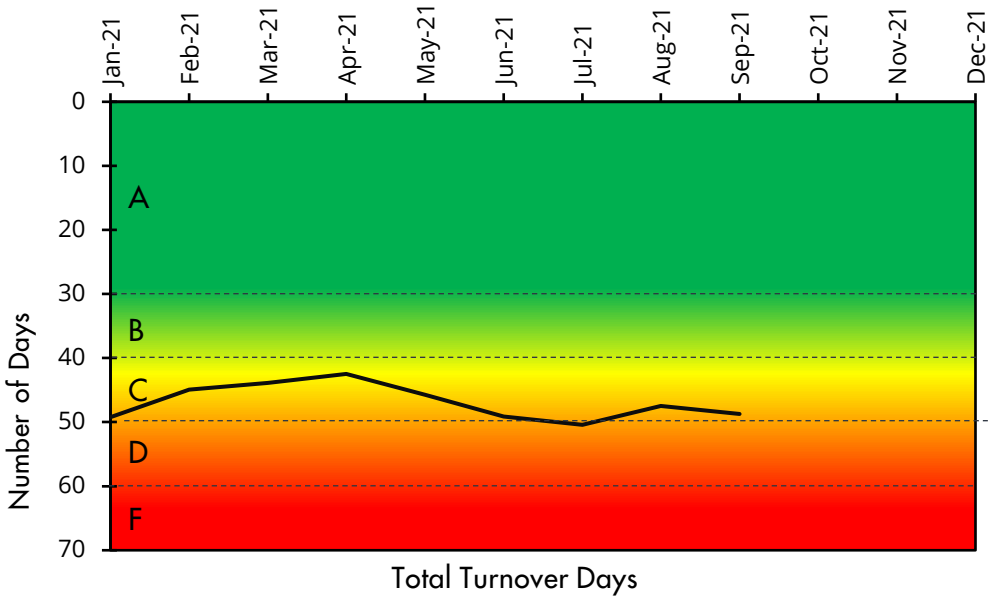
Community	Number of Units Leased	Average Leasing Days	YTD Number of Units Leased	YTD Avg Leasing Days	YTD Grade
Ash Brook Apartments	0	-	2	31	**F**
Bennett Block	0	-	0	-	**NONE**
Brookbend East	1	31	2	55	**F**
Brookbend West	1	44	5	44	**F**
Central Square Terrace	0	-	7	68	**F**
Evergreen Knoll LP	0	-	3	29	**D**
Forest View	0	-	5	13	**A**
Harper Acres	1	88	10	39	**F**
Meadow Road Apartments	0	-	2	45	**F**
North and Gilsum	1	29	4	15	**A**
Riverbend Apartments	0	-	2	27	**C**
Scattered Sites	0	-	2	28	**D**
Stone Arch Village Family	0	-	3	36	**F**
Stone Arch Village Senior	0	-	0	-	**NONE**
Report Totals:	4	48	47	38	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
September 2021

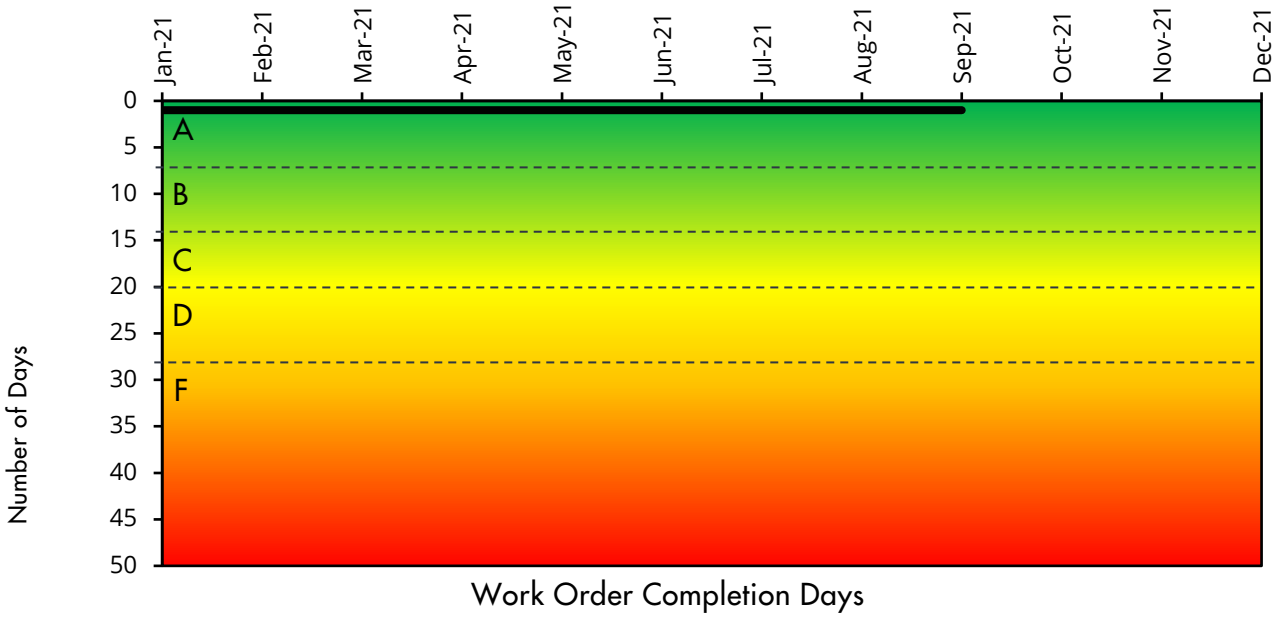
Community	Number of Units Turned in Month	Average Turnover Days	YTD Number of Units Turned	YTD Avg Turnover Days	YTD Grade
Ash Brook Apartments	0	-	2	48	**C**
Bennett Block	0	-	0	-	**NONE**
Brookbend East	1	39	2	64	**F**
Brookbend West	1	53	5	55	**D**
Central Square Terrace	0	-	7	70	**F**
Evergreen Knoll LP	0	-	3	37	**B**
Forest View	0	-	5	33	**B**
Harper Acres	1	95	10	49	**C**
Meadow Road Apartments	0	-	2	59	**D**
North and Gilsum	1	61	4	41	**C**
Riverbend Apartments	0	-	2	33	**B**
Scattered Sites	0	-	2	33	**B**
Stone Arch Village Family	0	-	3	43	**C**
Stone Arch Village Senior	0	-	0	-	**NONE**
Report Totals:	4	62	47	49	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
September 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	26	1	A	131	1	A
Bennett Block	1	2	A	23	1	A
Brookbend East	64	1	A	144	1	A
Brookbend West	43	1	A	133	1	A
Central Square Terrace	89	1	A	366	1	A
Cottage Street	2	0	A	24	1	A
Emerald Street House	5	1	A	52	1	A
Evergreen Knoll LP	44	1	A	103	1	A
Forest View	24	1	A	188	1	A
Harper Acres	32	1	A	348	1	A
Keene Housing Main Office	6	1	A	43	1	A
Meadow Road	23	1	A	73	1	A
North and Gilsum	14	1	A	111	1	A
Riverbend Apartments	5	1	A	48	1	A
Scattered Sites	16	1	A	127	1	A
Stone Arch Village Family	18	1	A	98	1	A
Stone Arch Village Senior	16	1	A	193	1	A
Report Totals:	428	1	A	2,205	1	A



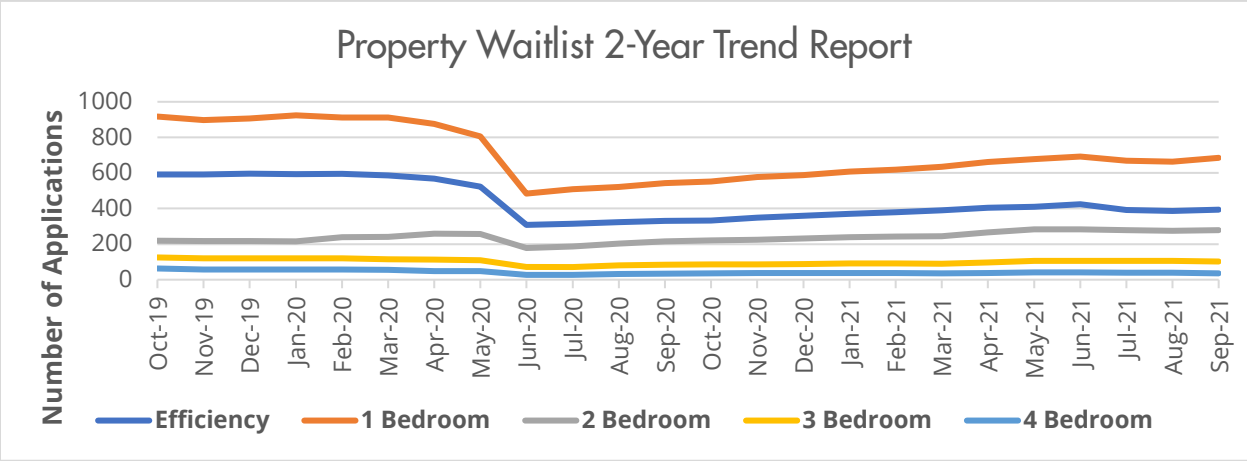
This report tracks the number of days it takes the Facilities and Assets team to complete non-emergency work orders. Our goal is to complete non-emergency work orders in 5 days or less.

Residential Property Emergency Work Order Completion Days
September 2021

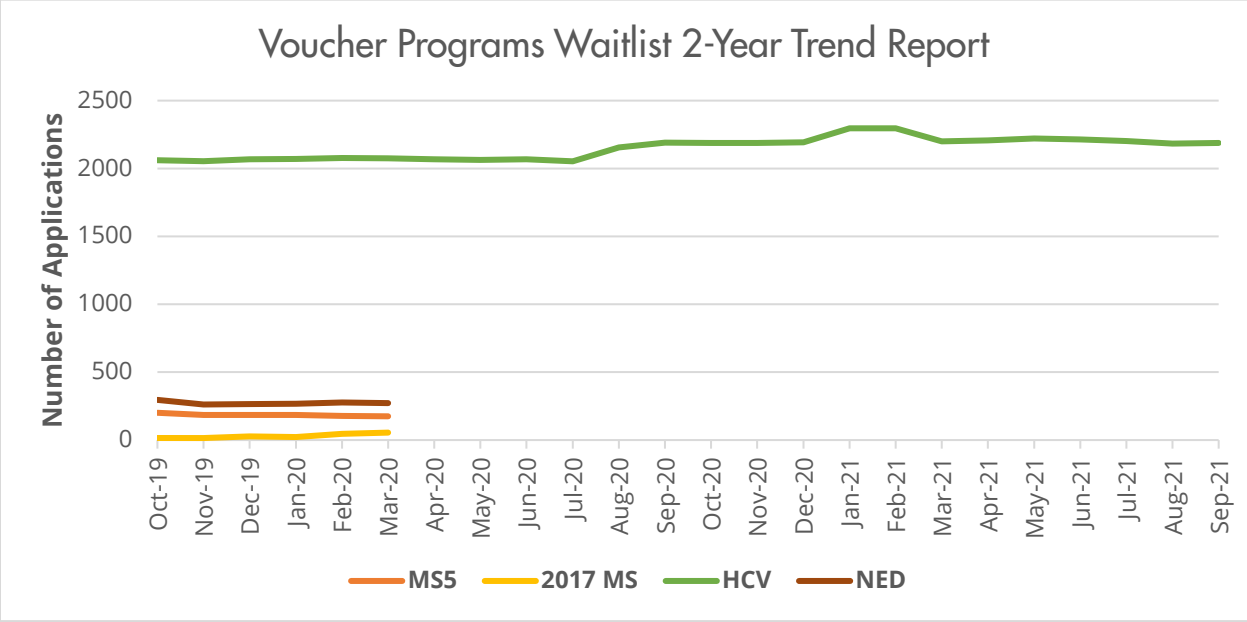
Community	Number of Work Orders	Average Days To Complete	Monthly Grade	YTD Number of Work Orders	YTD Average Days To Complete	YTD Grade
Ash Brook Apartments	-	-	NONE	8	0	P
Bennett Block	-	-	NONE	1	0	P
Brookbend East	1	0	P	8	0	P
Brookbend West	1	0	P	6	0	P
Central Square Terrace	1	0	P	27	0	P
Cottage Street	1	0	P	2	0	P
Emerald Street House	-	-	NONE	5	0	P
Evergreen Knoll LP	-	-	NONE	5	0	P
Forest View	1	0	P	22	0	P
Harper Acres	-	-	NONE	46	0	P
Keene Housing Main Office	-	-	NONE	-	-	NONE
Meadow Road	-	-	NONE	11	0	P
North and Gilsum	1	0	P	8	0	P
Riverbend Apartments	-	-	NONE	4	0	P
Scattered Sites	-	-	NONE	5	0	P
Stone Arch Village Family	-	-	NONE	6	0	P
Stone Arch Village Senior	-	-	NONE	11	0	P
Report Totals:	6	0	P	175	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
September 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	$452,108	$318,593	70%	553	$576	94%	587	$323	$133,515
October									
November									
December									
Total	$4,079,974	$2,911,493	72%	5143	$566	97%	5,283	$4,722	$1,168,481

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	$452,108	$312,878	69%	505	$620	86%	587	$323	$139,230
October									
November									
December									
Total	$4,079,974	$2,857,153	70%	4630	$617	88%	5,283	$4,722	$1,222,821

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	$14,172	$11,964	84%	17	$704	94%	18	$0	$2,208
October									
November									
December									
Total	$139,036	$122,003	88%	158	$772	98%	162	$0	$17,033

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	$58,093	$56,546	97%	97	$583	97%	100	$219	$1,547
October									
November									
December									
Total	$537,307	$514,611	96%	882	$584	98%	900	$678	$22,696

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	$26,223	$22,935	87%	42	$546	84%	50	$0	$3,288
October									
November									
December									
Total	$214,078	$218,784	120%	402	$544	89%	450	$0	($4,706)

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	$12,389	$10,561	85%	22	$480	44%	50	$40	$1,828
October									
November									
December									
Total	$153,915	$108,295	100%	188	$576	42%	450	$820	$45,620

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	$1	$1,216	121600%	2	$608	67%	3	$0	($1,215)
October									
November									
December									
Total	$9,389	$10,665	53196%	18	$593	67%	27	$0	($4,700)

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
SEPTEMBER 2021

Keene Housing	KEENE HOUSING Consolidated			
	BALANCE SHEET - summary			
	Ending balance as of September 30, 2021	Ending balance as of December 31, 2020	$ Variance Incr / (Decr)	% Variance
ASSETS				
Total Current Assets	25,228,049	24,877,338	350,711	1%
Total Fixed Assets	54,449,236	54,450,096	(860)	0%
Total Other Assets	1,510,612	1,509,523	1,089	0%
Total Assets	**$81,187,898**	**$80,836,958**	**$350,940**	**0%**
LIABILITIES and EQUITY				
Total Current Liabilities	1,874,354	2,770,849	(896,495)	-48%
Total Long Term Liabilities	32,606,872	32,436,938	169,934	1%
Total Liabilities	**$34,481,225**	**$35,207,787**	**($726,562)**	**-2%**
Total Equity	**$46,706,672**	**$45,629,171**	**$1,077,501**	**2%**
Total Liabilities & Equity	**$81,187,898**	**$80,836,958**	**$350,940**	**0%**

KEENE HOUSING AND COMPONENT UNIT ENTITIES			
Debt Current Ratio	8.15%	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 September 30, 2021	Ending balance as of December 31, 2020	$ Variance Incr / (Decr)	% Variance	Ending balance as of September 30, 2021	Ending balance as of December 31, 2020	$ Variance Incr / (Decr)	% Variance
ASSETS								
Current Assets								
Cash and Cash Equivalents	7,477,204	6,509,383	967,821	13%	3,531,925	3,649,011	(117,086)	-3%
Accounts Receivables, Net	1,247,276	1,750,591	(503,315)	-40%	28,967	33,480	(4,513)	-16%
Loan Reveivables	12,820,961	12,858,246	(37,285)	0%	-	-	-	0%
Prepaid Expenses	76,937	55,644	21,293	28%	44,779	20,983	23,796	53%
Other Assets	-	-	-	0%	-	-	-	0%
Total Current Assets	$21,622,378	$21,173,864	$448,514	2%	$3,605,671	$3,703,474	($97,803)	-3%
Long-Term Assets								
Fixed Assets	34,552,926	34,349,690	203,236	1%	40,653,917	40,343,203	310,714	1%
Construction In Process	1,300,934	215,715	1,085,219	83%	100	0	100	-100%
Accumulated Depreciation	(12,843,578)	(11,924,605)	(918,973)	7%	(9,215,063)	(8,533,906)	(681,157)	7%
Total Fixed Assets	$23,010,282	$22,640,799	$369,482	2%	$31,438,955	$31,809,297	($370,342)	-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	**$45,697,842**	**$44,879,846**	**$817,997**	**2%**	**$35,490,056**	**$35,957,112**	**($467,057)**	**-1%**
LIABILITIES								
Current Liabilities								
Accounts Payable	384,691	328,569	56,123	15%	139,823	323,132	(183,309)	-131%
Accrued Expenses	532,973	495,715	37,258	7%	816,866	1,623,433	(806,567)	-99%
Total Current Liabilities	$917,664	$824,284	$93,380	10%	$956,689	$1,946,565	($989,876)	-103%
Long Term Liabilities			-	0%			-	0%
Notes Payable	18,068,629	17,735,574	333,055	2%	14,536,777	14,699,898	(163,121)	-1%
Other	1,466	1,466	-	0%	-	-	-	0%
Total Long Term Liabilities	$18,070,095	$17,737,040	$333,055	2%	$14,536,777	$14,699,898	($163,121)	-1%
Total Liabilities	**$18,987,759**	**$18,561,324**	**$426,435**	**2%**	**$15,493,466**	**$16,646,463**	**($1,152,997)**	**-7%**
EQUITY								
Capital Investments, Net of Distributions	17,332,301	17,350,691	(18,390)	0%	23,517,159	23,030,509	486,650	2%
Retained Earnings	8,967,831	7,654,109	1,313,722	15%	(3,719,859)	(3,633,893)	(85,966)	2%
Total Equity	**$26,300,132**	**$25,004,800**	**$1,295,332**	**5%**	**$19,797,300**	**$19,396,616**	**$400,684**	**2%**
Current Year's Net Income	$409,951	$1,313,722	($903,770)		$199,289	($85,967)	$285,256	
Total Liabilities & Owner's Equity	**$45,697,842**	**$44,879,846**	**$817,997**	**2%**	**$35,490,056**	**$35,957,112**	**($467,057)**	**-1%**

Keene Housing	KEENE HOUSING Consolidated			
	INCOME STATEMENT			
	Actual	Budget	Variance	
	YTD Activity as of September 30, 2021	YTD Activity as of September 30, 2021	$ Variance (under)/over	% Variance
Total Operating Revenue	12,389,778	12,749,395	(359,617)	-3%
Total Operating Expenses	10,093,011	10,750,814	(657,803)	-7%
NET OPERATING INCOME	**$2,296,768**	**$1,998,581**	**$298,186**	**13%**

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

Non-Operating Expense	Actual	Budget	Variance	
Total Depreciation Expense	$1,600,129	$1,611,836	($11,706)	-1%

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 September 30, 2021	YTD Activity as of September 30, 2021	$ Variance (under) / over	% Variance	YTD Activity as of September 30, 2021	YTD Activity as of September 30, 2021	$ Variance (under) / over	% Variance
REVENUE								
Tenant Rent Income	1,237,724	1,168,860	68,864	6%	1,070,548	1,033,590	36,958	3%
HAP / Subsidy Income	4,609,335	6,081,882	(1,472,547)	-32%	2,243,925	1,894,283	349,642	16%
MTW Non-HAP Income	975,237	534,339	440,898	45%	-	-	-	0%
Commercial Rental Income	129,942	131,553	(1,611)	-1%	57,600	37,846	19,754	34%
Vacancy Loss	(119,169)	(114,501)	(4,668)	4%	(47,596)	(40,597)	(6,999)	15%
Admin Fee Income	632,075	721,899	(89,824)	-14%	-	-	-	0%
Managment Fees	439,828	434,070	$5,758	1%	-	-	-	0%
Interest Income	5,717	33,971	(28,253)	-494%	26,772	35,956	(9,184)	-34%
Partnership / Incentive Fees	420,450	159,003	261,447	62%	-	-	-	0%
Other Income	654,773	600,158	54,615	8%	11,997	7,623	4,374	36%
Misc Tenant Income	8,591	7,107	1,484	17%	32,029	22,353	9,676	30%
Total Operating Revenue	$8,994,503	$9,758,340	($763,837)	-8%	$3,395,276	$2,991,055	$404,221	12%
EXPENSES								
Administrative	381,128	430,963	(49,835)	-13%	250,231	220,158	30,073	12%
Operational	363,708	374,605	(10,898)	-3%	86,003	98,881	(12,878)	-15%
Payroll	1,450,163	1,622,462	(172,299)	-12%	502,459	527,232	(24,773)	-5%
Utilities	451,925	450,538	1,387	0%	345,759	326,274	19,484	6%
Maintenance	482,114	449,393	32,721	7%	341,552	259,629	81,923	24%
Taxes & Insurance	289,117	302,464	(13,347)	-5%	479,077	457,371	21,706	5%
Interest	179,880	201,222	(21,342)	-12%	442,750	356,500	86,250	19%
Tenant Relocation Exp	-	-	-	0%	-	-	-	0%
Amortization of Finance Cost	-	7,956	(7,956)	0%	-	10,983	(10,983)	0%
Tenant Programs	156,067	140,031	16,036	10%	9,790	14,700	(4,910)	-50%
HAP	3,881,290	4,499,451	(618,161)	-16%	-	-	-	0%
Total Operating Expenses	$7,635,391	$8,479,085	($843,695)	-11%	$2,457,620	$2,271,729	$185,891	8%
NET OPERATING INCOME	**$1,359,112**	**$1,279,255**	**$79,857**	**6%**	**$937,656**	**$719,326**	**$218,329**	**23%**

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

Keene Housing	KEENE HOUSING Consolidated INCOME STATEMENT - variances Actuals compared to Budget	
REVENUE	VARIANCES for Revenue categories (Less) / Higher than Budget	
Tenant Rent Income	123,965	
HAP / Subsidy Income	(1,122,905)	The demand for subsidy has been less than budget. The remaining balance can be held at HUD and / or used for Non-HAP expenses.
MTW Non-HAP Income	440,898	The actuals are more than the original budget. The HAP funds needed for subsidy has been low this year so there is more available for Non-HAP allocation. These MTW funds are internally allocated for capital improvements, resident services and youth services. KH postponed a number of capital improvments due to the COVID environment but the projects have started and reimbursement are being made to HUD. KH has requested to date $993k.
Vacancy Loss	(11,667)	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	(89,824)	HUD Admin Fee are under budget. The Section 8 admin fees are under budget by $86k which is directly realted to the actual admin expense being under budget, timing. MS in under budget at $16k and related to new vouchers awarded but not leased at this time, timing. SPV are over budget by $13k.
Interest Income	(37,437)	Timing, related to Evergreen Knoll.
Partnership / Incentive Fees	261,447	Partnership fees and distributions, paid to Keene Housing from surplus cash for 2020 on LIHTC properties managed. The YTD budget is $159k, $413k has been received to date.
Management Fees	5,758	On budget
Other Income	58,989	Other Income is higher than budget. Development fees earned is slilghtly higher than expected. Other items under budget are grant income, misc income and the FSS grant income, timing.The additional CARES funds admin fees utilized are over budget by $51k.
Misc Tenant Income	11,160	Higher than budget
Total Operating Revenue	(359,617)	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	(43,539)	Expenses are generally all under budget.
Payroll	(197,072)	Benefit Expenses are under budget by $117k. This variance is expected to remain for the year and possibly continue to increase slightly. Salaries are under budget by $80k, all vacant positions were filled, therefore the variance for payroll will begin to decrease each month.
Utilities	20,871	Fuel under budget by $32k. Water over budget by $27k. Electricity over budget by $26k.
Maintenance	114,644	Maint items over budget: Repairs $58k, Materials $13k, flooring $30k, Security $15k, Grounds $16k. Items under budget: Snow Removal $23k, Electrical $12k.
Taxes & Insurance	8,359	Property Taxes is under budget by $16k. Insurance is under budget by $13k.
Interest	64,908	Timing
Tenant Relocation	-	Related to Bennett Block rehab project.
Amortization of Finance Cost	(18,939)	Timing
Tenant Programs	11,126	Tenant programs are over budget and related to the internet assistance payments being made to residents and are reimbursed by HUD CARES Act funding = $46k. Other residential services are under budget, related to lack of activities: garden, resident BBQ, RSR grants to residents.
HAP	(618,161)	HAP disbursements are under budget in MTW by $453k and MS by $172k. NEDs expenses are over budget by =$7k.
Total Operating Expenses	(657,803)	Lower than Budget
Net Variance for Net Income	**$298,186**	**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)	391,322	123,123	280,467 Higher Revenue	12,268 Higher Expenses	
Monadnock Affordable (MAHC)	402,509	381,285	56,083 Higher Revenue	34,860 Higher Expenses	
Keene Affordable (KAHP)	127,984	103,533	(55,281) Lower Revenue	(79,732) Lower Expenses	
Meadow Road	50,090	42,757	(8,498) Lower Revenue	(15,832) Lower Expenses	
Ash Brook Apartment	62,053	45,279	3,926 Higher Revenue	(12,848) Lower Expenses	
Emerald Street	1,958	8,637	(5,254) Lower Revenue	1,425 Higher Expenses	
Section 8 Voucher Program (MTW)	144,934	$535,122	(943,464) Lower Revenue	(553,276) Lower Expenses	
Mainstream Voucher Program	33,754	3,771	(149,168) Lower Revenue	(179,151) Lower Expenses	
Special Purpose Vouchers (NEDs, AHPP,FYIP)	44,049	(31,824)	68,429 Higher Revenue	(7,444) Lower Expenses	
Riverbend (and LIHTC)	102,417	67,572	8,059 Higher Revenue	(26,786) Lower Expenses	
TOTALS	$1,361,070	$1,279,255	($744,701) Lower Revenue	($826,517) Lower Expenses	
PARTNERSHIPS AND MANAGED ENTITIES					
Low Income Tax Credits Properties (LIHTC)					
Evergreen Knoll	73,030	69,561	16,354 Higher Revenue	12,884 Higher Expenses	
Brookbend West	215,058	145,737	14,078 Higher Revenue	(55,243) Lower Expenses	
Stone Arch Family	75,061	64,251	4,471 Higher Revenue	(6,339) Lower Expenses	
Stone Arch Senior	57,940	53,325	(6,089) Lower Revenue	(10,704) Lower Expenses	
LIHTC with 10/31 year ends					
Brookbend East	306,364	242,432	29,472 Higher Revenue	(34,461) Lower Expenses	
Central Square (multifamily)	205,975	218,859	(25,626) Lower Revenue	(12,742) Lower Expenses	
Non-Owned/Managed Properties					
Cottage Street	2,269	9,747	(5,520) Lower Revenue	1,958 Higher Expenses	
TOTALS	935,698	$803,912	$27,139 Higher Revenue	($104,646) Lower Expenses	

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

Keene Housing
Cash Account Balances - 09/2021

PROPERTY/PROGRAM	LOCALS	MAHC/KAHP	RIVERBEND	ASH BROOK APT	MEADOW ROAD APT	KHKC	SECTION VOUCHERS	MAINSTREAM VOUCHERS	NON-ELDERLY /DISABLED VOUCHERS	TOTALS
CASH - unrestricted										
Cash Operating	$ -	$ 479,024	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
Reserves-Other	$ -	$ 1,182,877	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
MTW Block Grant	$ 1,091,777	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
Cash-Locals	$ 2,269,784	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 5,023,462
CASH - other										
Cash Operating	$ -	$ -	$ 16,234	$ 74,511	$ 22,664	$ 69,893	$ 192,572	$ 114,206	$ 34,976	
Cash-KHKC SAVINGS ACCT	$ -	$ -	$ -	$ -	$ -	$ 1,078	$ -	$ -	$ -	
CD-KHKC	$ -	$ -	$ -	$ -	$ -	$ 139,303	$ -	$ -	$ -	
Cash-Petty Cash	$ -	$ 35	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
Employee FSA	$ 3,942	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
Reserves-Tax & Insurance	$ -	$ 180,695	$ 82,019	$ 33,902	$ 88,153	$ -	$ -	$ -	$ -	
Reserves-Replacement	$ -	$ 997,573	$ 120,704	$ 120,895	$ 29,599	$ -	$ -	$ -	$ -	
Reserves-Operating	$ -	$ -	$ 52,164	$ -	$ -	$ -	$ -	$ -	$ -	$ 2,375,118
Total Cash	$ 3,365,503	$ 2,840,204	$ 271,121	$ 229,308	$ 140,416	$ 210,274	$ 192,572	$ 114,206	$ 34,976	$ 7,398,580

Keene Housing
Cash Account Balances - 12/2020

PROPERTY/PROGRAM	LOCALS	MAHC/KAHP	RIVERBEND	ASH BROOK APT	MEADOW ROAD APT	KHKC	SECTION VOUCHERS	MAINSTREAM VOUCHERS	NON-ELDERLY /DISABLED VOUCHERS	TOTALS
CASH - unrestricted										
Cash Operating	$ -	$ 271,104	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
Reserves-Other	$ -	$ 756,538	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
MTW Block Grant	$ 1,094,293	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
Cash-Locals	$ 1,936,066	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 4,058,001
CASH - other										
Cash Operating	$ -	$ -	$ 29,939	$ 44,374	$ 23,817	$ 69,893	$ 129,793	$ 172,937	$ 116,159	
Cash-KHKC SAVINGS ACCT	$ -	$ -	$ -	$ -	$ -	$ 1,078	$ -	$ -	$ -	
CD-KHKC	$ -	$ -	$ -	$ -	$ -	$ 139,303	$ -	$ -	$ -	
Cash-Petty Cash	$ -	$ 35	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
Employee FSA	$ 2,318	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
Reserves-Tax & Insurance	$ -	$ 235,644	$ 68,168	$ 1,719	$ 86,187	$ -	$ -	$ -	$ -	
Reserves-Replacement	$ -	$ 933,368	$ 109,804	$ 110,755	$ 27,241	$ -	$ -	$ -	$ -	
Reserves-Operating	$ -	$ -	$ 52,119	$ -	$ -	$ -	$ -	$ -	$ -	$ 2,354,652
Total Cash	$ 3,032,676	$ 2,196,689	$ 260,029	$ 156,848	$ 137,246	$ 210,274	$ 129,793	$ 172,937	$ 116,159	$ 6,412,652

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
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: 1 (2022)		$72,800
Legal - RE Law & Federal Reg	Hawkins Delafield & Wood	12/01/17 - 11/30/20	11/30/2021	remaining renewal options: 1 (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
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
Printing/Binding	Silver Direct	11/1/17-10/31/19	10/31/2022	remaining renewal options: 0	as needed	
Legal - RE & Landlord/Tenant Law	Bragdon, Dowd & Kossayda	11/01/17 - 10/31/20	10/31/2022	remaining renewal options: 0	as needed	

Keene Housing-Active Contracts

Type of Services	Vendor	Original Contract Dates	Current Expiration Date	Renewal Options	2021 ANNUAL Contract Limits	2021 ANNUAL Contract Specific Amounts
Legal - RE Law & Federal Reg	Ballard Spahr	11/01/17 - 10/31/20	10/31/2022	remaining renewal options: 0	as needed	
Legal - RE Law & Federal Reg	Reno Cavanaugh	11/01/17 - 10/31/20	10/31/2022	remaining renewal options: 2	as needed	
Legal - RE Law & Federal Reg	Drummond Woodsum	11/01/17 - 10/31/20	10/31/2022	remaining renewal options: 2	as needed	
Legal - Labor & Employment Law	Sheehan Phinney Bass & Green	11/01/17 - 10/31/20	10/31/2022	remaining renewal options: 0	as needed	
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			

Keene Housing

MTW HCV Quarterly Dashboard Report

Excludes Mainstream, NED, HOVO and Shelters
Submitted October 14, 2021

$0 HAP Households

Status	Program	Household ID#	$0 HAP Effective	EOP Date	Resident Service Coordinator
Active	Project-based	44913	07/01/2021	12/31/2021	Kelly Griffin
Active	Project-based	44661	07/01/2021	12/31/2021	Kelly Griffin

TANF Stepped Subsidy Households

Program	Household ID#	MTW Step
Project-based	46037	3
Private Market	45608	3
Project-based	46008	3
Project-based	46314	3
Project-based	48499	2
Project-based	48659	1
Project-based	48790	1
Project-based	48819	1
Private Market	48925	RCT-Orange
Project-based	49009	RCT- Orange

RSR Compliance

Households with No Assessment	1	(New participant)	
Households with No Strikes	35		
Households with 1 Strike	35		
Households with 2 Strikes	18		
Households with 3 Strikes	14		
Total Households:	103		***Unduplicated count**

Rent Burden for Stepped Subsidy Households (Excludes STRIKES and Zero Income Households)

Under 30% Rent Burden	66
31%-45% Rent Burden	12
Over 45% Rent Burden	14

Safety Net Overview

	MONTHLY HAP	SAFETY NET HAP	HAP DIFFERENCE	APPROVED APPS	DENIED APPS	WITHDRAWN APPS	TOTAL APPS
PBV Subtotal	$1,080	$1,955	$875	6	0	0	6
HCV Subtotal	$3,600	$7,062	$3,462	2	0	0	2
Quarter Total	**$4,680**	**$9,017**	**$4,337**	**8**	**0**	**0**	**8**

City Assistance	$410
SCS COVID-19 Assistance	$33,126

Gross Income Change Overtime (Includes Active and Inactive Households)

2020 Q-3	
Average	$26,074.87
Median	$29,120.00
Number Households	129
2021 Q-3	
Average	$29,046.81
Median	$34,320.00
Number Households	102

Notes:

Total Households may differ due to some participants not attending mandatory meetings, therefore there is no data.

Heard it Through the GRAPEVINE

FALL 2021

POINTS OF INTEREST

The Executive Director's Corner.....1

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Water Saving Tip

Don't let a slightly leaky faucet go unrepaired. Leaks account for 13% of home water usage. Submit a work order by calling 352-6161 or visit Keene Housing's website at https://keenehousing.org/for-tenants/submit-a-work-order/

Keene Housing

The Executive Director's Corner

I hope everyone is enjoying these beautiful autumn days and cool fall nights. In the last edition of The Grapevine I talked about how nice it was to finally be feeling like we were putting COVID behind us. We were opening things back-up and looking forward to slowly getting back to normal; it appears I spoke too soon. Since my last column, the number of COVID cases in Cheshire County has gone up significantly and we are now experiencing "Substantial Community Transmission", meaning 50 - 100 new cases per 100,000 people.

Unfortunately, Cheshire County's vaccination rates are among the lowest in the state. As of September 22, 2021, over 85% of county residents above the age of 65 are fully vaccinated, but only 55% of Cheshire County's total population is fully vaccinated, placing us in 6th place out of New Hampshire's 10 counties. We have begun seeing outbreaks at schools and rising cases at some local nursing homes. So, with vaccination rates remaining frustratingly low and COVID cases on the rise, we've had to put the brakes on some of our reopening plans and reinstate some of the safety precautions that we lifted just last month.

Here are our updated safety protocols:

- Our Central Office waiting room remains closed to members of the public unless they have an appointment with us
- Everyone must wear masks when meeting indoors with KH staff, regardless of vaccination status
- We recommend that residents wear masks when in common areas and socially distance whenever possible

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Property Reminders

Work Order Reminders: Please do not attempt to fix anything yourself. To place a work order please call the front desk at 352-6161, or you may place a work order on Keene Housing's website. Although Keene Housing understands that all tenant needs are important, please note the following examples of what is routine and what is an emergency.

Routine repair requests:

- Minor carpentry (Such as a door adjustment)
- Minor electrical (Such as a light or outlet not working)
- Trash removal (Tenant responsibility. A charge may be involved if maintenance performs)
- Minor plumbing (Such as cold-water drip or low water pressure)

Emergency Repairs requests:

- No heat or no hot water
- No electricity
- Water leaks
- Smoke alarm sounding or not working properly
- You have been locked out (Please note, there is a charge for all lock outs)

All emergency work orders must be called in to our front desk and not submitted on our website. If it is outside of regular business hours (M - F 8:30am - 4:30pm) you will reach our answering service. The answering service will contact our maintenance worker on call to take care of your emergency.

Window Safety: Now that summer has ended, air conditioners are being removed from the windows. On the warmer days and evenings when you have your windows open, especially on the 2nd floor, please make sure your children are safe when alone near an open window. Keene Housing will install window guards on any 2nd floor apartment window. These guards prevent the window from opening all the way, therefore preventing any screens being pushed out and a possible injury or fall. To have window guards installed, please call our main office at 352-6161, or visit Keene Housing's website to submit a work order.

Rent Payments: A simple reminder for those who pay rent via money order: Please remember to make it payable to Keene Housing and put your name and address on it. We have been receiving some money orders that are not made out correctly or have not included your name and address. When paying by check, please make sure you sign it! KH also offers tenants new options for paying their rent on our website or using a RentPayment mobile application. For more information, please call your Property Manager at 352-6161. Thank you!

The Housing and Services Department Welcomes Three New Staff

On September 20th Keene Housing welcomed Jeffrey Cohen, formerly a paraprofessional for SAU 29 and Amanda Burdick, formerly an administrative assistant for the City of Keene Human Services department to the Housing and Services Department. Jeff and Amanda are Tenant Assistance Specialists (TAS). The TAS's conduct eligibility and voucher issuance appointments with applicants on KH's voucher waitlist as well as those applicants on some KH property waitlists.

Jeff Cohen

Jeff brings to the TAS position experience in social work, working with persons with developmental disabilities, and case management.

Amanda Burdick

Amanda brings extensive knowledge of area resources and excellent communication and customer service skills to the TAS position.

Both Jeff and Amanda are looking forward to building their relationships with the individuals and families we serve. You can reach Amanda by email at aburdick@keenehousing.org and you can reach Jeff by email at jcohen@keenehousing.org. Either can be reached by calling our main office at 603-352-6161.

Rhoda Jurkowski

In addition, we would like to introduce KH's newest Property Manager, Rhoda Jurkowski. Rhoda's experience includes application management, tenant selection, and resident support and conflict management. Her portfolio of 48 rental units in Keene and Marlborough includes an eighteen unit single room occupancy (SRO) property and several dozen apartments ranging in size from 0 to 3 bedrooms. Rhoda manages the recently acquired Cheshire Housing Trust properties, Cottage Street and Emerald House. You can reach Rhoda by email at rjurkowski@keenehousing.org or by calling 352-6161.

KH acquired the 48 units in a recent transfer from the Keene nonprofit Cheshire Housing Trust. Having Rhoda join KH maintains continuity and there will be no disruption for the residents.

The Housing and Services department now consists of a Voucher Program Manager, Community Connections Manager, Compliance and Property Manager, four Property Managers, three Tenant Assistance Specialists, two Resident Service Coordinators, an Occupancy Specialist, a Community Garden Coordinator, a Housing Quality Standards Inspector, a Hearing Officer, and two House Managers.

If you have any questions regarding these recent staff changes, please contact Denise Pratt, Director of Housing and Services at 603-352-6161 or email dpratt@keenehousing.org.

HOUSING AND SERVICES NEWS

Resident Self-Reliance (RSR) Program News

There are a few changes happening in the RSR Program. We're sad to announce that Laura Scott will be leaving Keene Housing. She is moving out of state and her last day with Keene Housing will be November 3rd. Laura has been with Keene Housing for over 12 years and has been instrumental in many RSR participants' success. Join us in wishing Laura much happiness and success in her future endeavors. Keene Housing will be hiring a new Resident Service Coordinator (RSC). We will be offering Zoom meetings to introduce the new RSC once she or he is hired. Please check your email and/or watch the Keene Housing Facebook page for details.

Many of you have been impacted by the rent increases that we are seeing in the area. Please remember that your RSC is here to help you with budgeting and planning for financial success. New Hampshire Federal Credit Union also offers financial wellness classes and one-on-one confidential financial coaching.

Friendly reminder that RSR participants must call at their scheduled RSR GOAL meeting times. We reserve that time just for you and look forward to your call. Every quarter, RSR participants must submit a recent paystub for each working adult, bank account balances, credit score and total debt. Your RSC is required to report quarterly progress; it is impossible to enter data we do not have and we send STRIKE letters to anyone who does not submit their documentation or call/attend their scheduled meetings. It is our goal to help you succeed in meeting your goals and we look forward to speaking with you each quarter. Please feel free to reach out to your RSC if you need anything throughout the quarter. We will do our best to help you.

Keene Housing Welcomes Jenifer Hudson

Jenifer joined Keene Housing on September 13th as an Administrative Assistant. Jenifer's background is in customer service with 20+ years of experience and she holds an Associate's Degree in Liberal Arts. Jenifer is a Keene native who spends most of her time hanging out with her 2 sons age 14 and 6.

COMMUNITY CONNECTIONS PHOTO GALLERY

Harper Acres

Stone Arch Village Senior

Central Square Terrace

COMMUNITY CONNECTIONS CORNER

A Note From Karen Graveline

Vaccination clinics are coming to a property near you! Keene Housing (KH) has once again partnered with CVS/Omnicare to offer free vaccine clinics this fall. The CDC recommends everyone be vaccinated for both influenza and COVID-19 to protect you from serious illness or death and reduce the spread of illness to others. KH residents ages 3 and older can receive the influenza vaccine and KH residents ages 12 and older can receive the COVID-19 vaccine at the clinics. The booster shots will be available to residents who meet the CDC guidelines on the day of the of the clinic. As of September 24, 2021, the recommendation for persons who received the Pfizer vaccine more than six months ago is for anyone between the ages of 18 ~ 64 with an underlying health condition and all persons over the age of 65, receive a Pfizer booster shot. You can receive an influenza vaccine along with the COVID-19 vaccine or booster at the same time.

Residents should bring an ID, health insurance cards, and CDC vaccine card if you have one. Children under 18 must be accompanied by a parent or guardian. Vaccines will be given to KH residents regardless of health insurance status. Masks are required. **No RSVP or appointments needed!**

Please review the schedule to find the date and time for your property and clinic. If you have any questions, please contact Karen Graveline at 352-6161 or email kgraveline@keenehousing.org.

Vaccine Clinic Dates:

Harper Acres (Mill Building)

- October 18th, 1:00pm - 4:00pm (Harper Acres residents only)

North and Gilsum (N&G) FAC, 36 North Street, Keene

- October 18th, 4:30pm - 6:30pm (N&G and Brookend residents only)

Central Square Terrace (CST)

- October 19th, 1:00pm - 4:00pm (CST residents only)

Forest View (FV) FAC, 5 Harmony Lane, Keene

- October 19th, 4:30pm - 6:30pm (FV, Meadow Road and Ash Brook residents only)

Stone Arch Village Senior, 835 Court Street, Keene

- October 20th, 1:00pm - 5:00pm (Stone Arch Village Senior and Family, Riverbend, Evergreen Knoll, Cottage Street, former Cheshire Housing Trust (CHT) properties, and scattered sites properties including 45 Damon Court, 17-19 Roxbury Court, 309 Water Street, 534-539 West Street residents only)

Community Connections Office Hours

Need help connecting to resources or help applying for or recertifying benefits? Stop by and see Karen in the Community Connections office.

Harper Acres: Mondays 2:00 ~ 4:30PM (Mill Building)
Central Square Terrace: Tuesdays 1:00 ~ 4:30PM
Stone Arch Village Senior: Wednesdays 1:30 ~ 3:30PM

Keene Housing
COMMUNITY GARDENS
Plant Grow YUM!

CULTIVATING COMMUNITY

FROM THE GARDEN

As the days start to cool, it's time to start putting the gardens to bed. Preparing a garden for winter can help ensure perennials survive the winter, conserve the quality of the soil, and keep your garden in good shape to start early in the spring! Ultimately, putting the garden to bed is about tidying up, so here are a few tricks to make your garden spick and span for next year!

Perennials vs. Annuals

Annuals are plants that die off at the end of the growing season, whereas perennials are plants that go dormant at the end of the growing season and continue to grow the following year. Pull all annuals and weeds from the garden, and while you're at it be sure to clean up any debris (such as fallen leaves or fruit) as well. Most perennials you can leave as is or trim back one more time before a hard frost hits. **If there are any plants that have signs of disease or fungus, put those plants in a plastic bag and throw them in a dumpster.** Some diseases and funguses can survive the cold of winter and infect plants the next year, so it is important to dispose of them in a way that they won't affect the garden.

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Community Garden Meeting Dates:

Stone Arch Senior Weekly Garden Meetings:

- Tuesdays at 3:30pm

Forest View Weekly Garden Meetings:

- Tuesdays at 4:30pm (gardening after school)

Brookbend East and West Weekly Garden Meetings:

- Wednesdays at 1pm

Central Square Terrace Weekly Garden Meetings:

- Thursdays at 9:30am

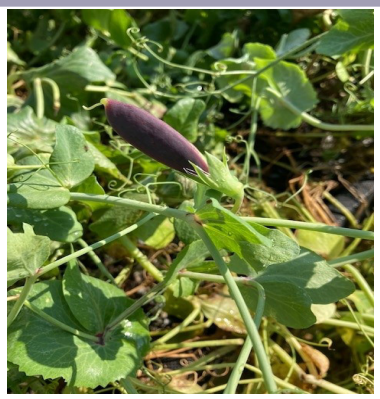
Ashbrook Weekly Garden Meetings:

- Thursdays at 1:30pm

Keep an eye out for future workshops!

PHOTO GALLERY

Meadow Road



Damon Court

Stone Arch Village Senior

WHAT WILL YOU GROW?

TIP OF THE MONTH

Critters in the Garden

Who doesn't love seeing a sweet little bunny munching on some grass in the evening? That rabbit is adorable until it goes from munching grass to munching your garden veggies! The main combatant against unwanted grazers is smell. The smell of a predator will make herbivores steer clear of your garden, and one way to make your garden smell like a predator is hair. Try spreading hair from your hairbrush (yes, humans count as predators here), dog hair, or cat hair around your garden bed and replace once a week. Another critter solution is to plant overwhelming smells around your garden. Next year you can plant herbs (like dill, lavender, or sage), alliums (onions, green onions, or chives), or marigold around the boarder of your garden. Organic spray repellents are available that do not hurt your plants or any animals, however, know if you choose to use this spray it smells pretty terrible to humans too.

WE WANT TO HEAR FROM YOU!

What are some of the lessons and tricks of the trade you have learned from gardening? Whether it be the best pesticides that have worked for you, your favorite mulches, plants that have grown well together, or anything else, we want to hear from you! If you have tip you would like to share with your fellow gardeners, please reach out to Lea at 603-352-6161 ext. 306 or lkablik@keenehousing.org and your advice will be included in a future newsletter. In addition, if you have any gardening photos you would like to share, send those along as well!

Resident Canning Workshop

FROM THE GARDEN

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Mulch

While mulch is a beneficial but an optional step in the summer, it is required for overwintering gardens. Mulch prevents soil from eroding over the winter, ensures that dormant perennials stay dormant, and keeps the gardens tidy until we start planting in them again. Cedar mulch or straw will be provided by Keene Housing along with any help that may be needed.

If you are not extending the growing season with frost covers, please have your garden put to bed by November 1st. Lea will be in touch to help where needed, however if you need individual help or have any questions about putting the gardens to bed, please contact Lea at 603-352-6161 extension 306 or email lkablik@keenehousing.org. Lea is always happy to help!

EXECUTIVE DIRECTOR'S CORNER (CONT.)

Continued from Page 1

- Everyone must wear masks to participate in indoor Community Connections activities
- All KH staff will wear masks when entering occupied apartments
- Except in emergencies, KH staff will not enter an apartment with an active COVID case until the later of 10 days after infection or no one in the apartment has COVID symptoms
- We urge families with unvaccinated children to make sure that those who are old enough to wear masks, wear them while playing outside and that children from different households socially distance from one another while playing.
- We strongly urge anyone who can but still hasn't gotten vaccinated to do so right away. Vaccines are readily available, free and the best and fastest way for us to get out of this.

We continue following recommendations from local, state and federal health officials and will continue adjusting our policies as the numbers change (hopefully for the better) in the weeks and months ahead.

Once again, thank you for being so understanding during this extremely trying time. Have a great fall. Stay safe. Get vaccinated.

Keene Housing
831 Court Street, Keene, NH 03431
Phone (603) 352-6161 TRS 711
Website www.keenehousing.org

October 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1 CST Game Night	2
3 CST Holiday Decorating	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 CST Game Night	9
10	11 SAVS Bingo	12 SAVS Community Garden Meeting CST Cooking Group	13 Brookbend East/West Community Garden Meeting CST Bingo	14 CST & Ash Brook Community Garden Meetings	15 CST Game Night	16
17	18 SAVS Bingo Harper and N & G Vaccination Clinics	19 SAVS Community Garden Meeting CST and Forest View Vaccination Clinics	20 Brookbend East/West Community Garden Meeting SAV Vaccination Clinic	21 Board of Commissioners Meeting CST Pumpkin Painting	22 CST Game Night	23
24	25 SAVS Bingo Harper Pumpkin Painting and Planning Meeting	26 SAVS Community Garden Meeting CST Planning Meeting and Card Making	27 Brookbend East/West Community Garden Meeting CST Bingo	28 CST & Ash Brook Community Garden Meetings	29 CST Game Night	30
31						

Keene Housing

November 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 SAVS Bingo	2 SAVS Community Garden Meeting	3 Brookbend East/West Community Garden Meeting CST Bingo	4 CST & Ash Brook Community Garden Meetings	5 CST Game Night	6
7	8 SAVS Bingo	9 SAVS Community Garden Meeting Staff Annual Review of Strategic Plan	10 Brookbend East/West Community Garden Meeting CST Bingo	11 Office Closed Veterans Day	12 CST Game Night	13
14	15 SAVS Bingo	16 SAVS Community Garden Meeting	17 Brookbend East/West Community Garden Meeting CST Bingo	18 Board of Commissioners Meeting	19 CST Game Night	20
21	22 SAVS Bingo	23 SAVS Community Garden Meeting	24 Brookbend East/West Community Garden Meeting CST Bingo	25 Office Closed Thanksgiving	26 Office Closed Day after Thanksgiving CST Game Night	27
28	29 SAVS Bingo	30 SAVS Community Garden Meeting				

Keene Housing