Keene Housing

Keene Housing
Board of Commissioners Meeting
September 22, 2022

UNH Cooperative Nutrition Connects
Cooking Matters Workshop for Families at Forest View

Meeting Location:
Central Square Terrace
5 Central Square
Keene, NH 03431

Keene Housing

Board of Commissioners Meeting
Thursday, September 22, 2022
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Keene Housing

BOARD OF COMMISSIONERS MEETING
THURSDAY, SEPTEMBER 22, 2022
12:00 P.M.
CENTRAL SQUARE TERRACE
5 CENTRAL SQUARE, KEENE, NH

AGENDA

I. Call to Order

II. Roll Call

III. Approval of the August 18, 2022 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 Fiscal Year 2023 Annual Moving to Work Plan (Resolution No. 735)

c. Approval of Amendment to the Employee Handbook (Resolution No. 736)

d. Community Connections Dashboard Report

IX. Public Comment

X. Non-Public Session
Convene to Non-Public Session to discuss:
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 18, 2022

Vice Chairperson Elliott called the Keene Housing Board of Commissioners meeting to order at 12:00 p.m. Roll was taken and Vice Chairperson Elliott declared a quorum present.

Commissioners in attendance:
- Bob Elliott, Vice Chairperson
- Susan Shaw, Commissioner
- Steve Bianco, Commissioner

Absent:
- Chris Coates, Chairperson
- Pam Slack, Commissioner

Also in attendance:
- Joshua Meehan, Secretary
- Linda Griffin, Director of Finance
- Sandy Clark, Director of Facilities and Assets
- Amy Wright, Director of Administration
- Leslie Horne, Property Manager

MINUTES:

Vice Chairperson Elliott called for approval of the July 21, 2022 Board of Commissioners meeting minutes. Commissioner Bianco made a motion to approve the minutes. Commissioner Shaw seconded the motion, which upon being put to vote, the minutes passed unanimously.

EXECUTIVE DIRECTOR'S REPORT:

Secretary Meehan stated he is attending the 2022 Public Housing Authorities Directors Association (PHADA) Legislative Forum in Washington D.C. next month. He is arranging visits to meet with the delegation.

Planning is underway for Keene Housing's Fiscal Year 2023 capital and operating budget. The draft budget will be presented at the November meeting and voted on at the December meeting.

Keene Housing's auditing firm, Otis Atwell, is behind on the FY 2021 audited financials due to staffing shortages. A representative from Otis Atwell will provide an audit summary at next month's Board meeting.

The Board of Commissioners received an email about allegations of fraud against a resident household in July. Secretary Meehan summarized the steps staff took to investigate the claim and the outcome. No identifying details were included in the summary. Secretary Meehan informed the Board of Commissioners that they may hear from a former Brookbend resident about a security deposit dispute with staff.

Secretary Meehan stated that Ms. Griffin worked with the City of Keene to update the payment in lieu of taxes (PILOT) agreement between Monadnock Affordable Housing Corp. and the City of Keene. The new PILOT adds Ash Brook Apartments and those purchased last from Cheshire Housing Trust. Adding the newly acquired units to the PILOT will result in an estimated real estate tax savings of $63,000 per year.

Secretary Meehan invited Ms. Clark to give an update on Keene Housing's capital projects. Ms. Clark stated the boiler replacement project at Ash Brook is almost complete. The Stone Arch Village Family shutters are being replaced at the end of the month. Energy efficiency improvements are underway at Damon Court, Water Street and Roxbury Court. Ms. Clark stated the 105 Castle Street rehabilitation project is slated to begin in September.

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.

NON-PUBLIC SESSION:

Commissioner Bianco made a motion to enter non-public session for the purposes of discussing a real estate transaction pursuant to RSA 91 A:3, II (d). Commissioner Shaw seconded the motion, which upon being put to vote, the motion to suspend Public Session passed unanimously.

Vice Chairperson Elliott suspended the Public Session at 12:37 p.m. on Thursday, August 18, 2022, to convene a Non-Public Session.

Commissioner Bianco made a motion to reconvene Public Session. Commissioner Shaw seconded the motion, which upon being put to vote, the motion to reconvene Public Session passed unanimously.

PUBLIC SESSION RECONVENED:

Vice Chairperson Elliott reconvened the Public Session on Thursday, August 18, 2022, at 12:40 p.m. Vice Chairperson Elliott stated the Board of Commissioners voted during non-public session to seal the minutes of that session.

NEW BUSINESS:

Resolution No. 734 – Approval of Contract for 105 Castle Street Rehabilitation Project

The Keene Housing Board of Commissioners approves the contract award for $2,935,351.00 to Cheshire Builders pursuant to the August 9, 2022 memorandum from Sandy Clark, Director of Facilities and Assets to Joshua Meehan, Executive Director. Commissioner Bianco moved the motion to approve the resolution. Commissioner Shaw seconded the motion, which upon being put to vote, was passed unanimously.

Informational Memo: Quarterly Safety/Risk Management Report

No discussion items presented.

OLD BUSINESS:

No topics were presented.

PUBLIC COMMENT:

No members of the public were present.

There being no further business, Vice Chairperson Elliott adjourned the Board meeting at 12:43 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

8/23/2022
Date

Keene Housing

Resolution No. 735

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item:

   Approval of Fiscal Year 2023 Annual Moving to Work (MTW) Plan

2. Date of Board Meeting: September 22, 2022

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners approves and adopts Keene Housing's Fiscal Year 2023 Annual Moving to Work (MTW) Plan, and further authorizes the Executive Director to make any technical corrections necessary pursuant to the memorandum dated September 1, 2022 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: 9-1-2022

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: 9/1/22

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Denise Pratt, Director of Housing and Services
Subject: FY2023 Annual MTW Plan Approval
Date: August 24, 2022

This memorandum recommends that the Board of Commissioners resolve to adopt the Fiscal Year 2023 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 one new MTW activity in our FY2023 MTW Plan: Homes for School.

The Homes for School (page 11) program will provide housing subsidy to unsheltered households with students referred by SAU 29 staff and enrolled at Franklin and Symonds Elementary Schools. The desired outcomes for the children served is to reduce truancy, improve academic performance, and increase positive behaviors. If the program is successful at Symonds and Franklin Schools, KH will consider expanding it to additional Keene schools. The program prioritizes providing permanent housing to families experiencing homelessness, thus ending their homelessness, and serving as a platform from which they can pursue personal goals and improve their quality of life.

The program, developed in collaboration with SAU 29 uses a Housing First model. Housing First is a housing approach that prioritizes providing permanent housing to people experiencing homelessness irrespective of any cooccurring conditions such as mental illness or substance use disorder over requiring participants meet specific treatment or compliance requirements before being housed. Housing First is proven to be the most effective way to end chronic homelessness. Ongoing supportive services is critical to a Housing First model's success and while KH

cannot offer a full complement of supportive services to Homes for School households, we will provide participating families the following services:

Tenancy 101 - Southwestern Community Services (SCS) used to host a class called "Tenancy 101" that taught the basics of the housing search and leasing process to households transitioning from homelessness, new voucher holders and others who might benefit from understanding the process. KH staff will recreate the class for Homes for Schools households.

Application Fees – some owners and management companies collect a fee from applicants to cover screening costs. KH will pay application fees on applicants' behalf to remove this barrier.

Housing Search – A Resident Service Coordinator (RSC) will help participants with their housing search including interfacing with landlords whenever necessary.

Landlord Incentives – Landlords renting to Homes for School households will be eligible for the incentives available to landlords participating in the HCV program ($500 for returning owners and $1000 for first time landlords). Additionally, participating landlords will be eligible for a damage reimbursement when tenant caused damages exceed the value of the security deposit.

Resident Self Reliance Program (RSR) – Adult Homes for School household members will be invited to participate in the RSR program. Like all RSR households, Homes for School participants will work closely with our Resident Service Coordinators and will have access to Rent Credits and Development Grants. In keeping with the low-barrier characteristics of the Housing First model and in recognition of the inherent challenges households face when transitioning from homelessness to housing, Homes for School families will not be terminated from the RSR program for missing meetings with their Resident Service Coordinators and will be able to opt in and out of the RSR program as they wish.

Stabilization Services – An RSC will visit quarterly with each Homes for School household. These check-ins will give the RSC an opportunity to visit with families in their homes and hear from them directly about any challenges they are facing or resources they might need. RSCs will discuss with the households any observed housekeeping issues that might be a violation of Housing Quality Standards (HQS) and if necessary, will ask KH's inspector to conduct an HQS inspection.

Broadband Assistance –Homes for School households will be eligible for the same broadband assistance as RSR households. RSCs will work with families to apply for federal broadband assistance and internet service.

In addition to these services, the RSCs will refer households to services not provided by KH such as mental health and substance use disorder treatment, as necessary.

Staff recognizes that Homes for School's success will largely hinge upon the community's ability to meet participating households where they are, rather than where we think or wish they should be. We also recognize that local service providers are already stretched thin and that their bandwidth is limited. That is why this initiative is beginning as a pilot in Franklin and Symonds Schools, rather than a district-wide initiative. As with all MTW initiatives, we will watch the data closely and check-in regularly with our partners to gauge what is working, and what is not. To that end KH and SAU 29 will share data on student outcomes related to truancy, academic performance and behavior as means of measuring the initiative's efficacy. KH has briefed several local service providers about the program and will continue working to improve service coordination amongst the various organizations working with participating households.

Homes for Schools is easily the most ambitious housing program we've undertaken since Project MARCH (page 30) Just as Project MARCH attempted to end homelessness for a specific population (veterans), Homes for School will demonstrate whether providing homes to unsheltered elementary aged students will improve their educational performance, thereby increasing their long-term socioeconomic outcomes. While the dearth of local resources and complexity of issues affecting unsheltered families present serious threats to the initiative's success, staff believes that it is better to try and fail then not to try at all.

Plan Timeline

Public Comment Period Opened: Monday, August 1st

Public Hearings: Tuesday, August 16th at noon and Wednesday, August 17th at 5:30pm

Comment Period Closed: Tuesday, August 30st

Final FY2023 MTW Plan to Board for Approval: September 15th

Final FY2023 MTW Plan to HUD: October XX

HUD Response to FY2022 MTW Annual Plan to Keene Housing: no later than December 31, 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 2023 Annual Moving to work Plan, and further authorizes the Executive Director to make any technical corrections necessary pursuant to the memorandum dated August 24, 2022 from Denise Pratt, Director of Housing and Services, to Joshua Meehan, Executive Director.

Keene Housing

Resolution No. 736

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item:

   Approval of Amendment to the Employee Handbook

2. Date of Board Meeting: September 22, 2022

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners approve an amendment to the Employee Handbook pursuant to the September 14, 2022 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: 9/15/2022

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: 9/15/22

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration
Subject: Approval of Amendment to the Employee Handbook
Date: September 14, 2022

This memorandum recommends the Board of Commissioners approve an amendment to the Employee Handbook.

BACKGROUND

Since the start of the pandemic, the Centers for Disease Control and Prevention (CDC) updated its COVID-19 guidelines as the scientific understanding of transmission of the virus and prevention evolved. Consequently, Keene Housing adopted numerous office safety protocols based on CDC, federal, state and local guidance.

Now that more is known about the transmission of COVID-19 and vaccines/boosters are readily available providing protection against severe illness, many states and businesses have lifted COVID-19 mitigation measures. The new COVID-19 bivalent booster protects against 2 different kinds of the COVID-19 virus instead of just 1. The new booster protects individuals against the original coronavirus in addition to the 2 omicron subvariants, which have been causing most of the recent infections.

As a result of new COVID-19 guidance, Keene Housing recommends the removal of the mandatory COVID-19 Vaccination Policy from the Employee Handbook and strongly encourages all staff to receive the new bivalent COVID-19 booster. Staff will be paid for their time to receive a COVID vaccination/booster. In addition, staff who receive the COVID-19 booster will get the next day off (whether the employee experiences any side effects or not).

Keene Housing will continue monitoring federal, state and local guidance and make adjustments, as needed.

RECOMMENDATION

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

Resolution: That the Keene Housing Board of Commissioners approve an amendment to the Employee Handbook pursuant to the September 14, 2022 memorandum from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director.

areas that are frequently used, such as bathrooms, break rooms, conference rooms, door handles and railings. The management team will monitor and coordinate events around an infectious disease outbreak, and create office safety protocols to promote safety through infection control. The Director of Administration will send routine updates to keep staff informed.

All employees must cooperate in taking steps to reduce the transmission of infectious disease in the workplace and follow all established office safety protocols. The best strategy is to frequently wash hands with warm, soapy water; cover your mouth when sneezing or coughing; and discarding used tissues in wastebaskets. Alcohol-based hand sanitizers are located throughout the office and in common areas.

Unless otherwise notified, normal attendance and leave policies will remain in place. Staff who believe they may face particular challenges reporting to work during an infectious disease outbreak should speak with their department director about the potential to work remotely or an alternative work schedule.

During an infectious disease outbreak, it is critical that employees do not report to work while they are ill and/or experiencing symptoms. Keene Housing provides health/sick time and other paid leave to compensate employees who are unable to work due to illness. Employees who report to work ill will be sent home in accordance with health guidelines.

If staff have any questions regarding Keene Housing's Infectious Disease Policy or office safety protocols established due to an outbreak, please contact the Director of Administration.

C. ~~Mandatory~~ COVID-19 Vaccination Policy

Keene Housing strives to maintain a safe work environment which complies with federal and state safety requirements. ~~Keene Housing's COVID-19 vaccination policy safeguards 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 are strongly encouraged to receive COVID-19 boosters. Boosters protect against existing and emerging variants. ~~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.~~

Regular full and part time ~~E~~employees are paid for time taken to receive the COVID-19 booster and will receive the next day off with pay (whether the employee experiences any side effects or not). Employees are to work with their Department Director to schedule an appropriate time to comply with this policy and notify the Director of Administration for payroll purposes.

~~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.

D. Babies At Work

Keene Housing has implemented a number of family friendly work policies because it values the importance of work/life balance. The Babies at Work Program encourages bonding between the new parent/caregiver and baby's most critical time, the first six months of life. Not all positions at Keene Housing can accommodate babies because of safety concerns or proximity to other employees. Each request will be reviewed by the Director of Administration and the Department Director. If approved, an agreement will be executed by the parent-to-be/caregiver and Keene Housing. The Babies at Work Program is not an employee benefit; it is considered an opportunity that can only be offered in appropriate situations. For more information about this program, please contact the Director of Administration.

E. Dogs At Work

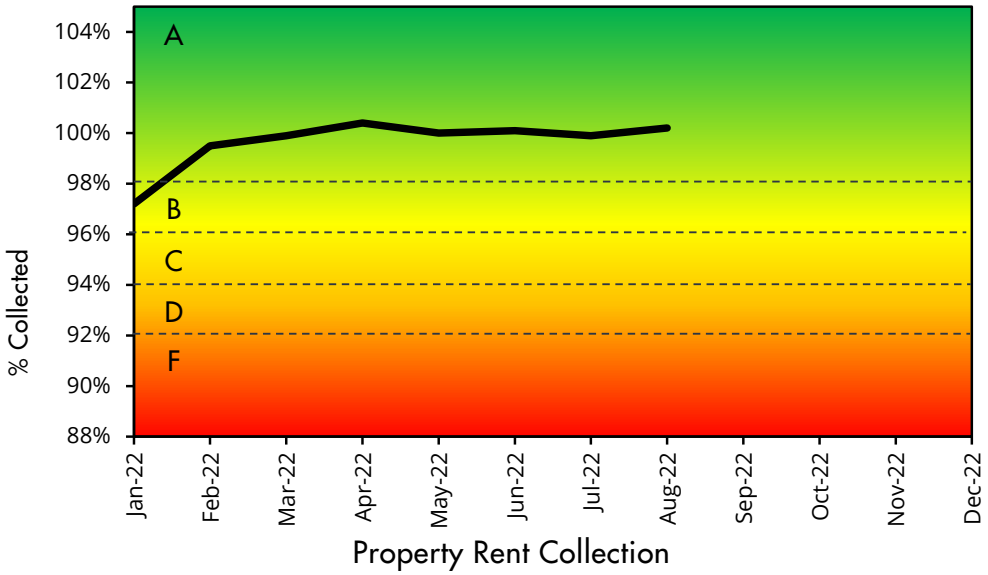
Keene Housing

MANAGEMENT REPORT
AUGUST 2022

Residential Property Rent Collection Report
August 2022

Community	Month Billed	Month Collected	% Collected	Monthly Grade	YTD Billed	YTD Collected	% YTD Collected	YTD Grade
Ash Brook Apartments	$8,972	$8,972	100.0%	**A**	$72,285	$72,329	100.1%	**A**
Bennett Block	$5,850	$8,673	148.3%	**A**	$45,400	$46,215	101.8%	**A**
Brookbend East	$21,397	$21,342	99.7%	**A**	$141,337	$141,070	99.8%	**A**
Brookbend West	$17,973	$17,596	97.9%	**B**	$130,698	$133,345	102.0%	**A**
Central Square Terrace	$32,223	$32,294	100.2%	**A**	$247,707	$249,563	100.7%	**A**
Cottage Street	$500	$500	100.0%	**A**	$3,737	$3,747	100.3%	**A**
Evergreen Knoll LP	$16,429	$16,136	98.2%	**A**	$123,654	$124,794	100.9%	**A**
Forest View	$26,016	$27,130	104.3%	**A**	$179,114	$178,738	99.8%	**A**
Hampshire House	$5,771	$5,682	98.5%	**A**	$43,241	$43,165	99.8%	**A**
Harper Acres	$47,949	$48,695	101.6%	**A**	$365,673	$365,872	100.1%	**A**
Meadow Road Apartments	$7,677	$7,685	100.1%	**A**	$60,330	$60,330	100.0%	**A**
North and Gilsum	$18,744	$18,534	98.9%	**A**	$145,574	$145,701	100.1%	**A**
Riverbend Apartments	$12,542	$11,626	92.7%	**D**	$103,068	$101,423	98.4%	**A**
Scattered Sites	$10,915	$10,892	99.8%	**A**	$79,847	$78,938	98.9%	**A**
Scattered Sites 2	$15,597	$16,724	107.2%	**A**	$116,091	$115,407	99.4%	**A**
Stone Arch Village Family	$13,033	$13,755	105.5%	**A**	$102,279	$102,647	100.4%	**A**
Stone Arch Village Senior	$14,436	$14,494	100.4%	**A**	$101,270	$101,566	100.3%	**A**
Totals	$276,024	$280,730	101.7%	A	$2,061,305	$2,064,850	100.2%	A

Active Households Only

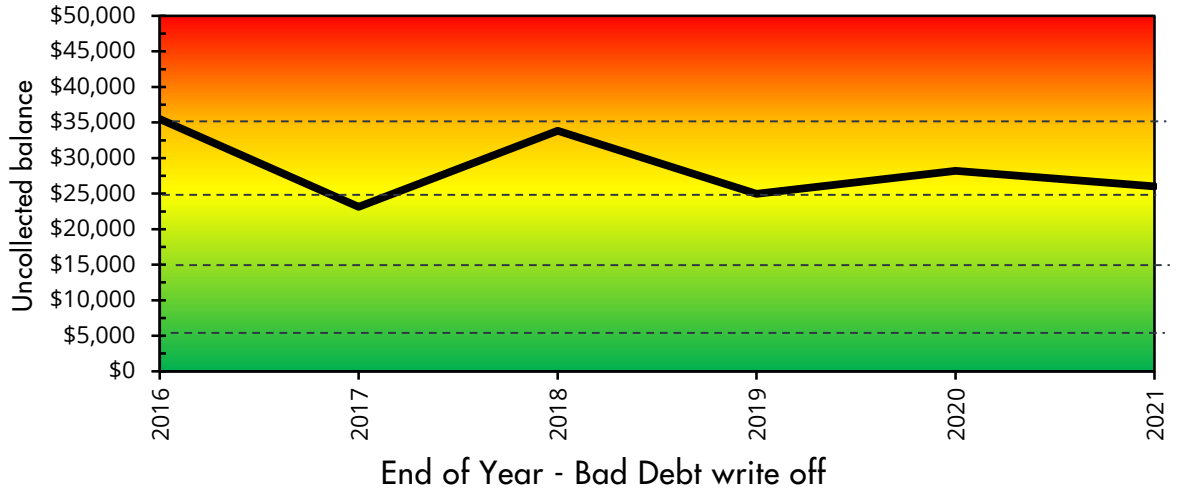


This report compares current tenant's rent billed to rent collected. The percent collected can exceed 100% when back rent is collected. Our goal is to collect at least 98% of rent billed.

Residential Property Uncollected Accounts - Inactive Tenants - Report
August 2022

Community	# of Households	Current	30 days	60 days	90 days	120 days and over	total
Ash Brook Apartments	1	($18)	$0	$0	$0	$0	($18)
Bennett Block	1	$0	$0	$0	$0	$150	$150
Brookbend East	2	$0	$0	$0	$545	$354	$899
Brookbend West	3	$0	$0	$1,636	$5	$2,293	$3,934
Central Square Terrace	3	$0	$4,788	$1,674	$805	$2,066	$9,333
Cottage Street	0	$0	$0	$0	$0	$0	$0
Emerald Street	0	$0	$0	$0	$0	$0	$0
Evergreen Knoll LP	1	$0	$345	$0	$27	$160	$532
Forest View	4	$0	$1,185	$0	$661	$3,300	$5,146
Hampshire House	1	$0	$0	$0	$0	$12	$12
Harper Acres	2	$0	$955	$1,091	$321	$60	$2,427
Meadow Road Apartments	1	$0	$0	$0	$0	$10,571	$10,571
North and Gilsum	3	$0	$0	$0	$0	$3,750	$3,750
Riverbend Apartments	2	$580	$20	$164	$245	$692	$1,701
Scattered Sites	1	$0	$0	$0	$0	$69	$69
Scattered Sites 2	1	($539)	$0	$0	$0	$0	($539)
Stone Arch Village Family	3	$2	$0	$0	$0	$2,683	$2,685
Stone Arch Village Senior	1	$0	$0	$0	$0	$4	$4
Totals	30	$25	$7,293	$4,565	$2,609	$26,163	$40,655

Inactive Households Only

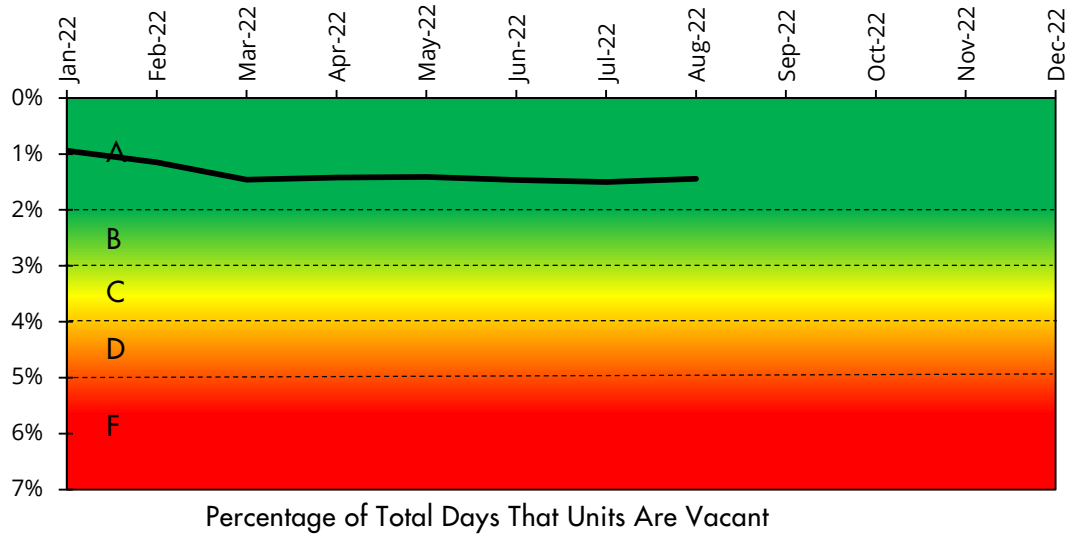


This report tracks the balance that is owed to KH and what remains upaid. Most of these tenants have moved from a KH property and are considered Inactive Tenants.

Monthly Vacancy Report

August 2022

Community	Units Available	Available Days	Vacant Days	Monthly Vacancy Percentage	Monthly Grade	YTD Vacancy Percentage	YTD Grade
Ash Brook Apartments	24	744	2	0.3%	**A**	1.2%	**A**
Bennett Block	14	434	0	0.0%	**A**	0.0%	**A**
Brookbend East	40	1240	0	0.0%	**A**	1.1%	**A**
Brookbend West	35	1085	0	0.0%	**A**	1.9%	**A**
Central Square Terrace	90	2790	2	0.1%	**A**	0.9%	**A**
Evergreen Knoll LP	32	992	36	3.6%	**C**	3.2%	**C**
Forest View	38	1178	0	0.0%	**A**	0.8%	**A**
Hampshire House	18	558	0	0.0%	**A**	2.5%	**B**
Harper Acres	112	3472	31	0.9%	**A**	1.2%	**A**
Meadow Road Apartments	18	558	0	0.0%	**A**	2.1%	**B**
North and Gilsum	29	899	59	6.6%	**F**	1.8%	**A**
Riverbend Apartments	24	744	31	4.2%	**D**	0.8%	**A**
Scattered Sites	18	558	0	0.0%	**A**	0.3%	**A**
Scattered Sites 2	30	930	16	1.7%	**A**	0.7%	**A**
Stone Arch Village Family	24	744	10	1.3%	**A**	2.3%	**B**
Stone Arch Village Senior	33	1023	0	0.0%	**A**	3.2%	**C**
Report Totals:	579	17,949	187	1.0%	A	1.4%	A

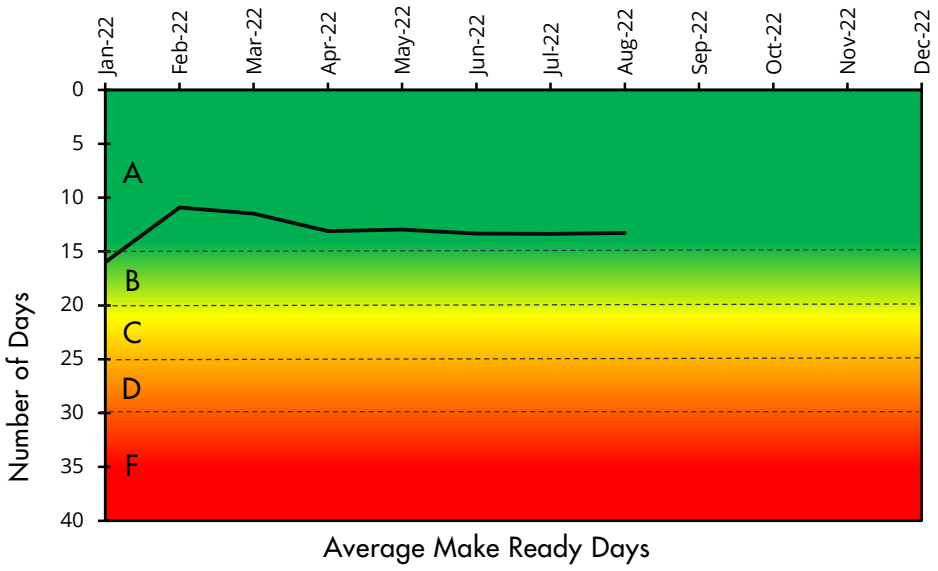


Percentage of Total Days That Units Are Vacant

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 2022

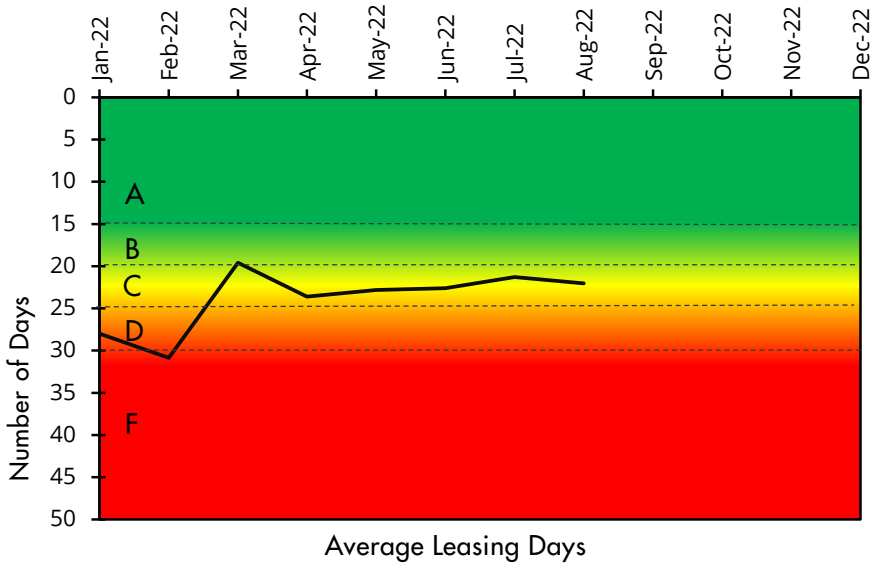
Community	Number of Units Made Ready	Avg. Make Ready Days	YTD Number of Units Made Ready	YTD Avg. Make Ready Days	YTD Grade
Ash Brook Apartments	0	-	2	32	**F**
Bennett Block	0	-	0	-	**NONE**
Brookbend East	0	-	4	14	**A**
Brookbend West	0	-	5	11	**A**
Central Square Terrace	0	-	6	6	**A**
Evergreen Knoll LP	0	-	4	15	**A**
Forest View	0	-	5	14	**A**
Hampshire House	0	-	4	15	**A**
Harper Acres	0	-	6	7	**A**
Meadow Road Apartments	0	-	3	16	**B**
North and Gilsum	4	12	6	18	**B**
Riverbend Apartments	0	-	1	11	**A**
Scattered Sites	0	-	1	1	**A**
Scattered Sites 2	0	-	2	17	**B**
Stone Arch Village Family	0	-	1	11	**A**
Stone Arch Village Senior	0	-	5	15	**B**
Report Totals:	4	12	55	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 2022

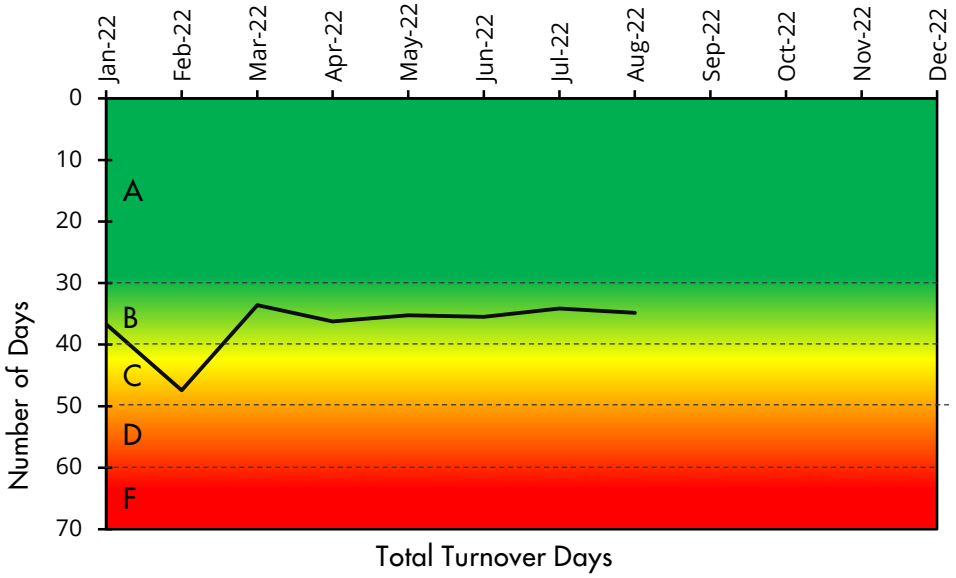
Community	Number of Units Leased	Average Leasing Days	YTD Number of Units Leased	YTD Avg Leasing Days	YTD Grade
Ash Brook Apartments	0	-	2	5	**A**
Bennett Block	0	-	0	-	**NONE**
Brookbend East	0	-	4	14	**A**
Brookbend West	1	48	5	22	**C**
Central Square Terrace	1	16	6	28	**D**
Evergreen Knoll LP	2	69	4	46	**F**
Forest View	0	-	5	3	**A**
Hampshire House	0	-	5	25	**C**
Harper Acres	0	-	5	24	**C**
Meadow Road Apartments	0	-	3	15	**A**
North and Gilsum	4	5	6	5	**A**
Riverbend Apartments	1	9	1	9	**A**
Scattered Sites	0	-	1	15	**A**
Scattered Sites 2	0	-	2	4	**A**
Stone Arch Village Family	1	22	2	64	**F**
Stone Arch Village Senior	0	-	6	39	**F**
Report Totals:	10	25	57	22	C



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 2022

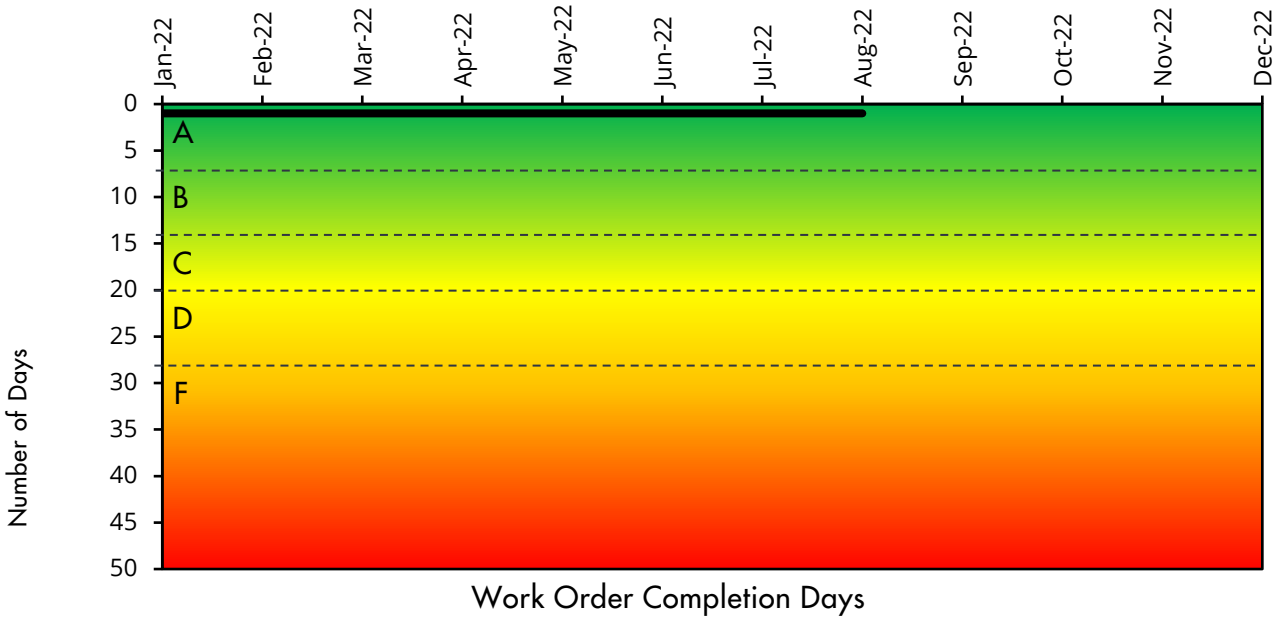
Community	Number of Units Turned in Month	Average Turnover Days	YTD Number of Units Turned	YTD Avg Turnover Days	YTD Grade
Ash Brook Apartments	0	-	2	36	**B**
Bennett Block	0	-	0	-	**NONE**
Brookbend East	0	-	4	28	**A**
Brookbend West	1	68	5	32	**B**
Central Square Terrace	1	29	6	34	**B**
Evergreen Knoll LP	2	84	4	60	**D**
Forest View	0	-	5	16	**A**
Hampshire House	0	-	5	38	**B**
Harper Acres	0	-	5	31	**B**
Meadow Road Apartments	0	-	3	29	**A**
North and Gilsum	4	17	6	21	**A**
Riverbend Apartments	1	19	1	19	**A**
Scattered Sites	0	-	1	15	**A**
Scattered Sites 2	0	-	2	20	**A**
Stone Arch Village Family	1	32	2	80	**F**
Stone Arch Village Senior	0	-	6	55	**D**
Report Totals:	10	38	57	35	B



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 2022

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	17	1	A	124	1	A
Bennett Block	3	1	A	48	1	A
Brookbend East	6	0	A	161	1	A
Brookbend West	19	1	A	118	1	A
Central Square Terrace	54	1	A	352	1	A
Cottage Street	-	-	NONE	22	1	A
Emerald Street House	11	0	A	82	1	A
Evergreen Knoll LP	8	1	A	84	1	A
Forest View	17	1	A	178	1	A
Hampshire House	6	2	A	39	1	A
Harper Acres	54	0	A	377	1	A
Keene Housing Main Office	3	1	A	26	1	A
Meadow Road	4	0	A	59	1	A
North and Gilsum	29	1	A	130	1	A
Riverbend Apartments	7	1	A	81	1	A
Scattered Sites	5	0	A	63	1	A
Scattered Sites 2	4	2	A	73	1	A
Stone Arch Village Family	15	1	A	92	1	A
Stone Arch Village Senior	23	1	A	234	1	A
Report Totals:	285	1	A	2,343	1	A



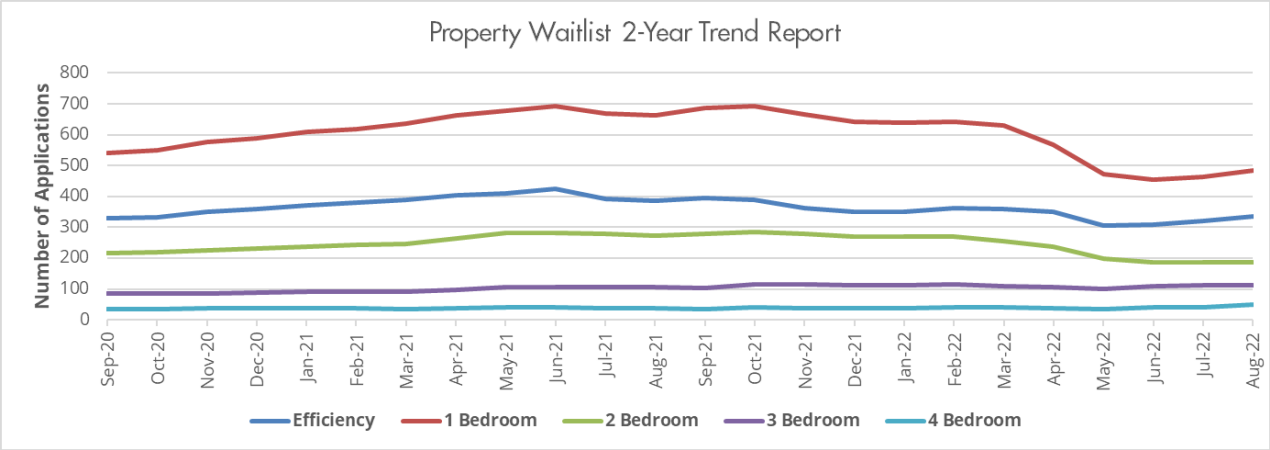
This report tracks the number of days it takes the Facilities and Assets team to complete non-emergency work orders. Our goal is to complete non-emergency work orders in 5 days or less.

Residential Property Emergency Work Order Completion Days
August 2022

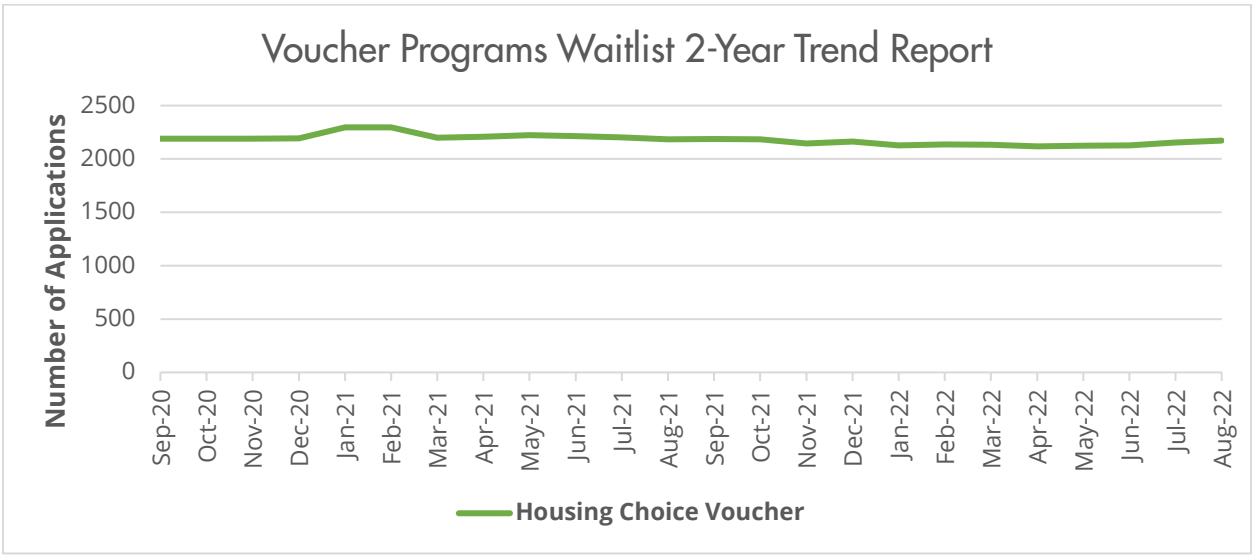
Community	Number of Work Orders	Average Days To Complete	Monthly Grade	YTD Number of Work Orders	YTD Average Days To Complete	YTD Grade
Ash Brook Apartments	1	0	P	14	0	P
Bennett Block	-	-	NONE	7	0	P
Brookbend East	1	0	P	9	0	P
Brookbend West	1	0	P	4	0	P
Central Square Terrace	4	0	P	35	0	P
Cottage Street	-	-	NONE	-	-	NONE
Emerald Street House	1	0	P	3	0	P
Evergreen Knoll LP	2	0	P	7	0	P
Forest View	-	-	NONE	12	0	P
Hampshire House	-	-	NONE	-	-	NONE
Harper Acres	2	0	P	46	0	P
Keene Housing Main Office	-	-	NONE	-	-	NONE
Meadow Road	1	0	P	8	0	P
North and Gilsum	-	-	NONE	6	0	P
Riverbend Apartments	-	-	NONE	5	0	P
Scattered Sites	-	-	NONE	3	0	P
Scattered Sites 2	1	0	P	7	0	P
Stone Arch Village Family	-	-	NONE	10	0	P
Stone Arch Village Senior	3	0	P	20	0	P
Report Totals:	17	0	P	196	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 2022



*Waitlist purge completed in June 2022



Housing and Services FY 2022 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	$452,108	$326,606	72%	597	$547	102%	587	$167	$125,502
February	$452,108	$320,832	71%	593	$541	101%	587	$192	$131,276
March	$452,108	$326,139	72%	611	$534	104%	587	$632	$125,969
April	$509,254	$326,417	64%	625	$522	106%	587	$870	$182,837
May	$466,394	$325,809	70%	595	$548	101%	587	$4,647	$140,585
June	$466,394	$323,165	69%	642	$503	109%	587	$210	$143,229
July	$466,394	$330,658	71%	627	$527	107%	587	$145	$135,736
August	$466,394	$325,756	70%	629	$518	107%	587	$510	$140,638
September									
October									
November									
December									
Total	$3,731,154	$2,605,382	70%	4919	$530	105%	4,696	$7,372	$1,125,772

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	$452,108	$317,621	70%	513	$619	87%	587	$167	$134,487
February	$452,108	$311,616	69%	511	$610	87%	587	$192	$140,492
March	$452,108	$316,529	70%	510	$621	87%	587	$632	$135,579
April	$509,254	$315,337	62%	509	$620	87%	587	$870	$193,917
May	$466,394	$314,264	67%	506	$621	86%	587	$4,647	$152,130
June	$466,394	$310,755	67%	508	$612	87%	587	$210	$155,639
July	$466,394	$318,248	68%	508	$626	87%	587	$145	$148,146
August	$466,394	$311,677	67%	503	$620	86%	587	$510	$154,717
September									
October									
November									
December									
Total	$3,731,154	$2,516,047	68%	4068	$619	87%	4,696	$7,372	$1,215,107

Affordable Housing Preservation Program (AHPP)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$12,203	$11,421	94%	17	$672	94%	18	$0	$782
February	$11,690	$12,031	103%	17	$708	94%	18	$0	($341)
March	$11,690	$12,031	103%	17	$708	94%	18	$0	($341)
April	$11,690	$11,703	100%	17	$688	94%	18	$0	($13)
May	$11,649	$12,630	108%	16	$789	89%	18	$0	($981)
June	$12,272	$16,578	135%	18	$921	100%	18	$0	($4,306)
July	$12,272	$16,549	135%	18	$919	100%	18	$0	($4,277)
August	$25,416	$16,549	65%	18	$919	100%	18	$0	$8,867
September									
October									
November									
December									
Total	$108,882	$109,492	105%	138	$791	96%	144	$0	($610)

Non-Elderly Disabled (NED)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$58,917	$59,910	102%	96	$624	96%	100	$0	($993)
February	$64,247	$56,722	88%	92	$617	92%	100	$0	$7,525
March	$57,138	$58,343	102%	92	$634	92%	100	$0	($1,205)
April	$61,842	$58,332	94%	92	$634	92%	100	$0	$3,510
May	$52,053	$59,454	114%	93	$639	93%	100	$0	($7,401)
June	$57,856	$58,144	100%	92	$632	92%	100	$0	($288)
July	$77,651	$57,814	74%	90	$642	90%	100	$0	$19,837
August	$39,938	$59,561	149%	90	$662	90%	100	$0	($19,623)
September									
October									
November									
December									
Total	$469,642	$468,280	103%	737	$636	92%	800	$0	$1,362

Mainstream (MS)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$34,166	$35,875	105%	67	$535	67%	100	$46	($1,709)
February	$37,078	$37,580	101%	67	$561	67%	100	$45	($502)
March	$36,969	$38,281	104%	69	$555	69%	100	$7	($1,312)
April	$36,969	$40,202	109%	70	$574	70%	100	$0	($3,233)
May	$36,969	$40,989	111%	69	$594	69%	100	$0	($4,020)
June	$1	$50,296	100%	71	$708	71%	100	$0	($50,295)
July	$17,364	$44,110	100%	74	$596	74%	100	$0	($26,746)
August	$41,006	$47,284	100%	76	$622	76%	100	$0	($6,278)
September									
October									
November									
December									
Total	$240,522	$334,617	104%	563	$593	70%	800	$98	($94,095)

Pathways

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$0	$0	0%	0	$0	0%	3	$0	$0
February	$0	$0	0%	0	$0	0%	3	$0	$0
March	$0	$0	0%	0	$0	0%	3	$0	$0
April	$0	$0	0%	1	$0	33%	3	$0	$0
May	$0	$0	0%	1	$0	33%	3	$0	$0
June	$644	$644	100%	1	$644	33%	3	$0	$0
July	$644	$644	100%	1	$644	33%	3	$0	$0
August	$644	$644	100%	1	$644	33%	3	$0	$0
September									
October									
November									
December									
Total	$1,932	$1,932	38%	5	$242	21%	24	$0	0%

Foster Youth to Independence

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$4,360	$2,964	16%	3	$988	100%	3	$0	15,715.00
February	$4,360	$2,964	110%	3	$988	100%	3	$0	(278.00)
March	$4,360	$3,118	133%	3	$1,039	100%	3	$0	(766.00)
April	$763	$3,118	133%	3	$1,039	100%	3	$0	(766.00)
May	$758	$3,118	83%	3	$1,039	100%	3	$0	649.00
June	$758	$2,579	85%	3	$860	100%	3	$0	444.00
July	$758	$3,526	117%	3	$1,175	100%	3	$0	(503.00)
August	$758	$3,604	113%	4	$901	133%	3	$0	(424.00)
September									
October									
November									
December									
Total	$16,875	$24,991	99%	25	$1,004	104%	24	$0	$14,071

FY22 utilization targets are 98% in NEDs, 98% in AHPP, 93% in MTW without THASP, 103% with THASP, MS5 98% and 2017 MS 98%.

2021 Summary			
Program	UMA	UML	% UML
MTW	7044	6885	98%
NED	1200	1176	98%
AHPP	216	209	97%
MS5	600	526	88%
2017 MS	600	262	44%

Keene Housing

FINANCE REPORT
AUGUST 2022

Keene Housing	KEENE HOUSING Consolidated BALANCE SHEET - summary			
	Ending balance as of August 31, 2022	Ending balance as of December 31, 2021	$ Variance Incr / (Decr)	% Variance
ASSETS				
Total Current Assets	26,493,665	25,667,899	825,766	3%
Total Fixed Assets	55,238,539	54,830,635	407,904	1%
Total Other Assets	1,483,873	1,483,873	0	0%
Total Assets	**$83,216,077**	**$81,982,408**	**$1,233,670**	**1%**
LIABILITIES and EQUITY				
Total Current Liabilities	1,520,413	1,511,425	8,988	1%
Total Long Term Liabilities	32,496,651	32,722,011	(225,359)	-1%
Total Liabilities	**$34,017,064**	**$34,233,435**	**($216,371)**	**-1%**
Total Equity	**$49,199,013**	**$47,748,972**	**$1,450,041**	**3%**
Total Liabilities & Equity	**$83,216,077**	**$81,982,408**	**$1,233,670**	**1%**

KEENE HOUSING AND COMPONENT UNIT ENTITIES			
Debt Current Ratio	11.54%	11.60%	

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

Keene Housing	KEENE HOUSING Consolidated			
	INCOME STATEMENT			
	Actual	Budget	Variance	
	YTD Activity as of August 31, 2022	YTD Activity as of August 31, 2022	$ Variance (under) / over	% Variance
Total Operating Revenue	13,192,276	12,927,293	264,984	2%
Total Operating Expenses	9,730,789	10,790,285	(1,059,496)	-11%
NET OPERATING INCOME	**$3,461,487**	**$2,137,007**	**1,324,480**	**38%**

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

Non-Operating Expense	Actual	Budget	Variance	
Total Depreciation Expense	$1,632,133	$1,495,480	$136,654	8%

Keene Housing

KEENE HOUSING

INCOME STATEMENT CONSOLIDATED SUMMARY

	Actual	Budget	Variance	
	YTD Activity as of August 31, 2022	YTD Activity as of August 31, 2022	$ Variance (under) / over	% Variance
REVENUE				
Rents/HAP/Subsidy Income	10,583,652	11,152,786	(569,134)	-5%
Vacancy Loss	(56,179)	(75,750)	19,571	-35%
Admin Fee Income	709,162	741,224	(32,062)	-5%
Managmeent Fees	433,239	449,760	(16,521)	-4%
Interest Income	31,872	28,895	2,977	9%
Partnership/Incentive Fees	437,087	385,000	52,087	12%
Other Income	1,011,757	209,840	801,917	79%
Misc Tenant Income	41,686	35,538	6,148	15%
Total Revenue	$ 13,192,276	$ 12,927,293	$ 264,984	2%
EXPENSES				
Administrative	630,250	773,853	(143,602)	-23%
Operational	364,011	357,026	6,985	2%
Payroll	2,103,230	2,239,696	(136,466)	-6%
Utilities	778,612	744,112	34,500	4%
Maintenance	897,669	838,659	59,010	7%
Taxes & Insurance	734,263	797,423	(63,160)	-9%
Interest	543,671	545,484	(1,813)	0%
Amortization of Finance Costs	-	4,890	(4,890)	0%
Tenant Programs	140,827	217,695	(76,867)	-55%
HAP	3,538,256	4,271,448	(733,192)	-21%
Total Operating Expenses	$ 9,730,789	$ 10,790,285	$ (1,059,496)	-11%
NET OPERATING INCOME	**$ 3,461,487**	**$ 2,137,007**	**$ 1,324,480**	**38%**

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 $3.5m, over budget at $1.3m.

OPERATING REVENUES are $13.2m a net increase of $.3m as compared to the budget of $12.9m.

OPERATING EXPENSES are $9.7m a decrease of $1.1m as compared to the budget of $10.8m.

REVENUE	VARIANCES for Revenue categories (Less)/Higher than Budget	
Rent/HAP/Subsidy Income	(972,131)	The income is under budget. The voucher programs are under utilized and voucher subsidy needs are less than budget. The remaining balance will be utilized for Non-HAP expenses and if there is any unspent balance it will be held at HUD until 2023.
MTW Non-HAP Income	402,997	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 has requested reimbursement from HUD for the eligible projects that have been completed. KH has requested to date $1.2m.
Vacancy Loss	19,571	The Vacancy Loss is a reduction to revenue and the actuals are lower than the budget so this is a increase to revenue.
Admin Fee Income	(32,062)	HUD Admin Fee are under budget. The Section 8 admin fees are under budget by $16k, actuals are based on the actual admin expensed. MS in under budget at $17k but we have received an additional admin award that will be coming in 2022. Special Purpose Voucher admin fee are on budget.
Interest Income	2,977	
Partnership/Incentive Fees	52,087	Partnership fees and distributions, paid to Keene Housing or MAHC from surplus cash for 2021 on LIHTC properties managed. The YTD budget is $385k, $437k has been received to date.
Management Fees	(16,521)	Slightly under budget.
Other Income	801,917	Other Income is higher than budget. KH received the Insurance Claim for the fire at 105 Castle St for $804k and a claim at CST for $13k.
Misc Tenant Income	6,148	on budget.
Total Operating Revenue	264,984	Higher 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	(136,617)	A number of expenses are starting to go over the year to date budget but not over the annual budget. In addition, there are a few line items that are under budget related to consultants (energy, development, capital needs assessments) that have not been engaged at this time.
Payroll/Benefits	(136,466)	Benefit Expenses are under budget by $95k. This variance is expected to remain for the year and possibly continue to increase slightly. Salaries are under budget by $48k, we have had no vacant positions during 2022.
Utilities	34,500	Fuel Expense is over budget by $2k. Water & Sewer is over budget by $22k. Electric is over budget by $10k. Timing.
Maintenance	59,010	Most of the maintenance line items are over budget by $128k due to the rising cost of materials and repairs. There are a few maintenance line Items under budget by $68k.
Taxes & Insurance	(63,160)	Property Tax is under budget by $63k. KH will now be paying the city less property taxes than the prior year and current year budget. The new units that were purchased from CHT will now be added to the tax agreement (PILOT) on the KAHP portfolio, this is favorable to KH.
Interest/Partnership Taxes/Amortiz	(6,703)	Timing.
Tenant Programs	(76,867)	Tenant programs are under budget by $23k, related to lack of activities: garden, resident BBQ, RSR grants to residents. The internet assistance program is under utilized at this time and under budget by $52k.
HAP	(733,192)	HAP disbursements are under budget in MTW by $602k and MS by $119k. NEDs expenses are under budget by $14k.
Total Operating Expenses	(1,059,496)	Lower than Budget
Net Variance for Net Income	**$1,324,480**	**Higher than Budget**

*All entities have year end as of 12/31 except CST and BBE are 10/31 year ends.

*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)	36,849	343,020	(341,504) Lower Revenue	(35,333) Lower Expenses	
Monadnock Affordable (MAHC)	412,678	(22,774)	384,097 Higher Revenue	(51,355) Lower Expenses	
Keene Affordable (KAHP)	1,143,516	386,212	682,115 Higher Revenue	(75,189) Lower Expenses	
Meadow Road	32,466	15,882	(17,330) Lower Revenue	(33,915) Lower Expenses	
Ash Brook Apartment	27,496	61,712	(18,373) Lower Revenue	15,844 Higher Expenses	
Emerald Street	7,723	3,958	12,924 Higher Revenue	9,159 Higher Expenses	
Hampshire House	26,655	15,077	1,078 Higher Revenue	(2,552) Lower Expenses	
Section 8 Voucher Program (MTW)	1,009,628	465,933	(159,075) Lower Revenue	(702,770) Lower Expenses	
Mainstream Voucher Program	(143,367)	(31,176)	(230,785) Lower Revenue	(118,594) Lower Expenses	
Special Purpose Vouchers (NEDs, AHPP,FYI	(12,015)	(27,024)	(2,891) Lower Revenue	(17,900) Lower Expenses	
Riverbend (and LIHTC)	86,384	89,661	(13,887) Lower Revenue	(10,610) Lower Expenses	
TOTALS	$2,628,013	$1,300,481	$296,369 Higher Revenue	($1,023,216) Lower Expenses	
PARTNERSHIPS AND MANAGED ENTITIES					
Low Income Tax Credits Properties (LIHTC)					
Evergreen Knoll	59,798	88,733	(21,535) Lower Revenue	7,400 Higher Expenses	
Brookbend West	205,776	160,128	8,011 Higher Revenue	(37,637) Lower Expenses	
Stone Arch Family	69,486	65,698	(27,407) Lower Revenue	(31,194) Lower Expenses	
Stone Arch Senior	23,514	53,859	(22,483) Lower Revenue	7,862 Higher Expenses	
LIHTC with 10/31 year ends					
Brookbend East	317,424	266,621	9,733 Higher Revenue	(41,070) Lower Expenses .	
Central Square (multifamily)	156,567	190,064	29,015 Higher Revenue	62,511 Higher Expenses	
Non-Owned/Managed Properties					
Cottage Street	908	11,424	(6,720) Lower Revenue	3,796 Higher Expenses	
TOTALS	833,474	$836,527	($31,386) Lower Revenue	($28,332) 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	2022 ANNUAL Contract Limits	2022 ANNUAL Contract Specific Amounts
Snow Removal	AGM Landscaping	10/01/17- 05/01/19	5/1/2022	remaining renewal options: 0 RFP In Process		$30,025
Printing/Binding	Silver Direct	11/1/20-10/31/22	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	
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: 0	as needed	
Legal - RE Law & Federal Reg	Drummond Woodsum	11/01/17 - 10/31/20	10/31/2022	remaining renewal options: 0	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	
Legal - RE Law & Federal Reg	Hawkins Delafield & Wood	12/01/17 - 11/30/20	11/30/2022	remaining renewal options: 0	as needed	
Lawn Care	AGM Landscaping	01/01/18 -11/30/19	11/30/2022	remaining renewal options: 1(2023)		$68,550
Lawn Care	AGM Landscaping	04/01/19 -11/30/20	11/30/2022	remaining renewal options: 1 (2023)		$72,800
Capital Needs Assessment	GDS Associates	12/18/19- 12/17/22	12/17/2022	remaining renewal options: 2 (2023,2024)		
Technical Assistance	Edgemere Consulting	02/01/19 - 1/31/22	1/31/2023	remaining renewal options: 1 (2024)	<$50,000.00	
Graphic Design	Silver Direct	02/01/19 - 1/31/24	1/31/2023	remaining renewal options: 1 (2024)	< $15,000.00	
Energy Consulting Services	Nova Consulting Group	2/20/20 - 2/20/21	2/20/2023	remaining renewal options: 2 (2023,2025)	<$50,000.00	
Janitorial	Jan-Pro Cleaning Systems	06/24/22- 06/23/23	6/23/2023	remaining renewal options: 4 (2024,2025,2026,2027)		$54,000
Document Management Software	PiF Technology	08/31/22 - 08/31/23	8/31/2023	remaining renewal options: 0 (renewed annually)		$6,875
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)	10/01/21 - 09/30/23	8/31/2023	remaining renewal options: 1 (2023-2025)	<$50,000.00	
Architect/Engineering Services	JA Saccoccio Workshop PLLC	09/03/21-09/03/23	9/3/2023	remaining renewal options: 1 (2023)		

9/8/2022

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	
Audit Services	Otis Atwell	10/06/21-9/30/23	9/30/2023	remaining renewal options: 3 (2024,2025,2026)		
Environmental Services	LE-Environmental	01/01/22 - 12/31/23	12/31/2023	remaining renewal options: 1 (2023-2025)	<$50,000.00	
Architect/Engineering Services	Stevens & Associates	07/01/19-06/30/22	6/30/2024	remaining renewal options: 0	as needed	
Copier/Printer Leases	SymQuest/Konica Minolta	10/25/19-10/25/24	10/25/2024	remaining renewal options: 0		$1,815/Month
Operating Support from KH/MTW	Keene Housing Kids Collaborative	01/1/21 -12/31/24	12/31/2024	remaining renewal options: 0		
Admin Support from KH	Keene Housing Kids Collaborative	01/1/21 -12/31/24	12/31/2024	remaining renewal options: 0		7034.42/Month
Trash Removal	Waste Management	05/01/22 - 04/30/25	4/30/2025	remaining renewal options: 2 (2026,2027)		
Electrical Services	Elm City Electric	05/15/22- 05/14/25	5/14/2025	remaining renewal options: 2 (2026, 2027)	as needed	
Architect/Engineering Services	Warrenstreet Architects	07/01/19-06/30/22	6/30/2025	remaining renewal options: 0	as needed	
Propane Gas Heating Services	L&G Propane	07/01/22 - 06/30/25	6/30/2025	remaining renewal options: 2 (2026,2027)		Fixed Pricing 1.6675/gal
Interpert Support	DT Interperting	3/10/21-3/10/26	3/10/2026	remaining renewal options: 0		
IT Support	True North Networks	1/1/21-12/31/26	12/31/2026	remaining renewal options: 0		
Laundry Service	CSC Service Works	2/16/22-2/16/27	2/16/2027	remaining renewal options: 0		

Community Connections Dashboard Report

March 1, 2022 ~ August 31, 2022

Over the last six months and since the last report to the Board, Community Connections has returned to "normal." Masks and social distancing have not been requirements to attend programing since the spring and residents were thrilled with this change. Participation remains highest at Central Square Terrace than Harper Acres and Stone Arch Senior, a pattern we have never seen change before or after the pandemic. The community room and staff office space are open at Bennett Block and I began hosting office hours weekly on property at the end of June. I plan to bring activities and education to the residents as the engagement and need increases.

Central Square Terrace residents began collaborating with artists Craig Roach and Marcy Pope in January 2022 to plan and design a mural for the breezeway. In March, after two months of meeting with the artists every other week, the residents voted on the final design, and when the weather was right (toward the end of May), work began on the installation. The mural is now complete. The project was an amazing and humbling experience to be a part of and one that I am personally, and professionally, immensely proud of. The artists put the residents first in all stages of the project; from the very beginning from getting to know the likes/dislikes of residents at the first meeting, to inclusion of design ideas and color schemes, to installation where residents and staff were able to help paint. Each meeting I saw residents who were excited, happy, and inspired. The mural has brought purpose and beauty a dreary space and is reminder each day of what an amazing community of people live at Central Square Terrace.

Harper Acres and Stone Arch Village Senior have been quiet when it comes to activities but do tend to reach out or stop in during office hours if they have questions or need help with a service referral. Recently, residents at Stone Arch Village Senior expressed wanting to get back to groups/activities now that the fall and winter are coming. I expect to see more participation in the "fun" stuff.

In a focus to bring more educational groups to the properties, I have been in contact with Dartmouth Hitchcock Aging Resource Center and with UNH Cooperative Extension. I have worked with UNH Cooperative Extension Nutrition Connects for several years and have brought various cooking/nutrition classes to the properties and will continue to work with

this program. In addition, UNH Cooperative Extension is piloting a new program called Boost Your Brain Health and Memory. The program is an evidenced based program developed by Mather LifeWays Institute on Aging designed to help learn and practice the most promising strategies for keeping your brain healthy as you age. The four-part series topics include what brain health is and why it is important, emotional health, nutrition, and social engagement. The workshop series will be held at Central Square Terrace this fall and will be the first of the pilot program in the State!

The Aging Resource Center at Dartmouth Hitchcock offers a variety of virtual classes for seniors on topics such as healthy aging, planning ahead, technology, dementia education and support, mind and spirit, and arts. One virtual workshop, "Ready, Steady, Balance" was live streamed at Central Square Terrace over the summer. The residents who attended the workshop shared they enjoyed it and learned a lot from it. The virtual platform worked well for the presentation. The same workshop will be live streamed for residents at Stone Arch Senior over the winter. A virtual identity theft workshop will be live streamed at Harper Acres this fall. At each monthly group planning meeting the residents will have the opportunity to view the program packet from the Aging Resource Center and pick up programs they wish to attend virtually to encourage more education and support aging in place.

Households Served by Property

Normal trends with highest numbers at the properties where there are regular Community Connection office hours.

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. This reporting period shows a high number of residents seeking help with benefits questions or assistance and information and referrals to services and supports.

Referrals by Source

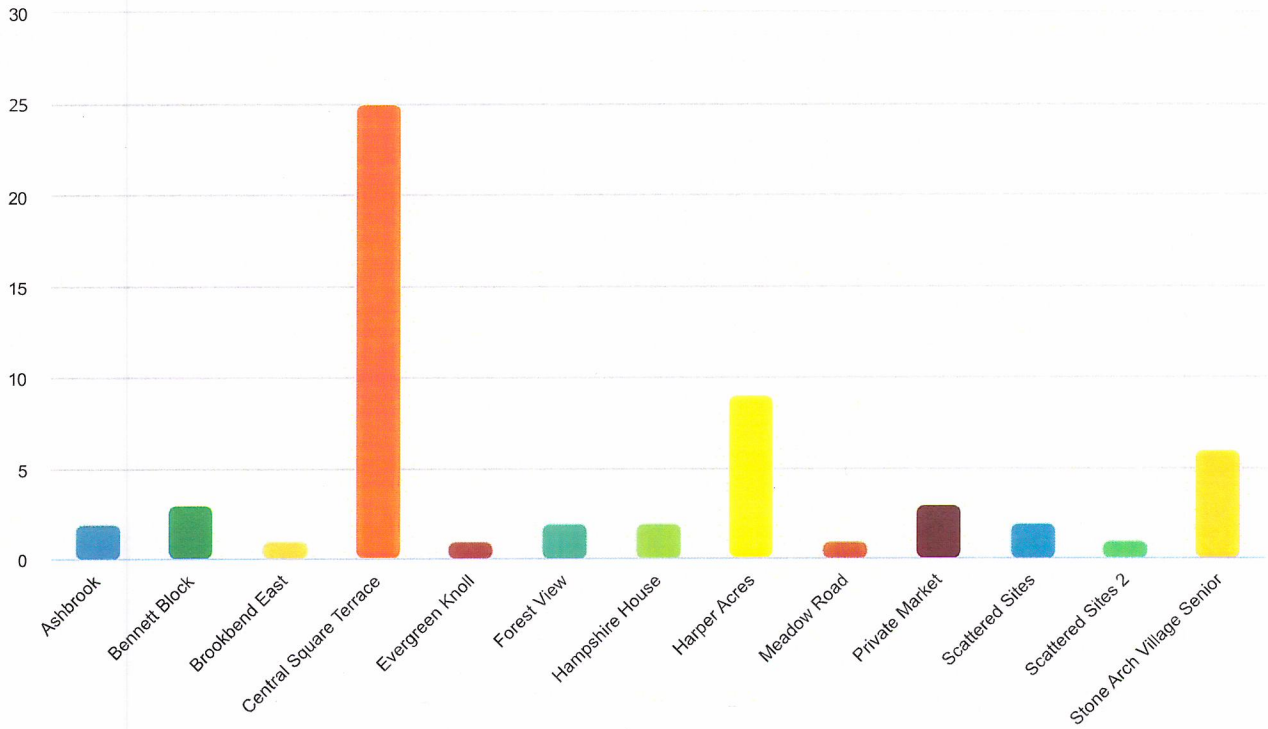
Includes all referrals from agencies, family, Keene Housing staff and self-referrals. The Resident Service Coordinators and Property Managers resumed regular, weekly, meetings to come together to discuss resident issues or concerns and address them. Referrals from the Property Managers have increased.

Types and Numbers of Events by Property

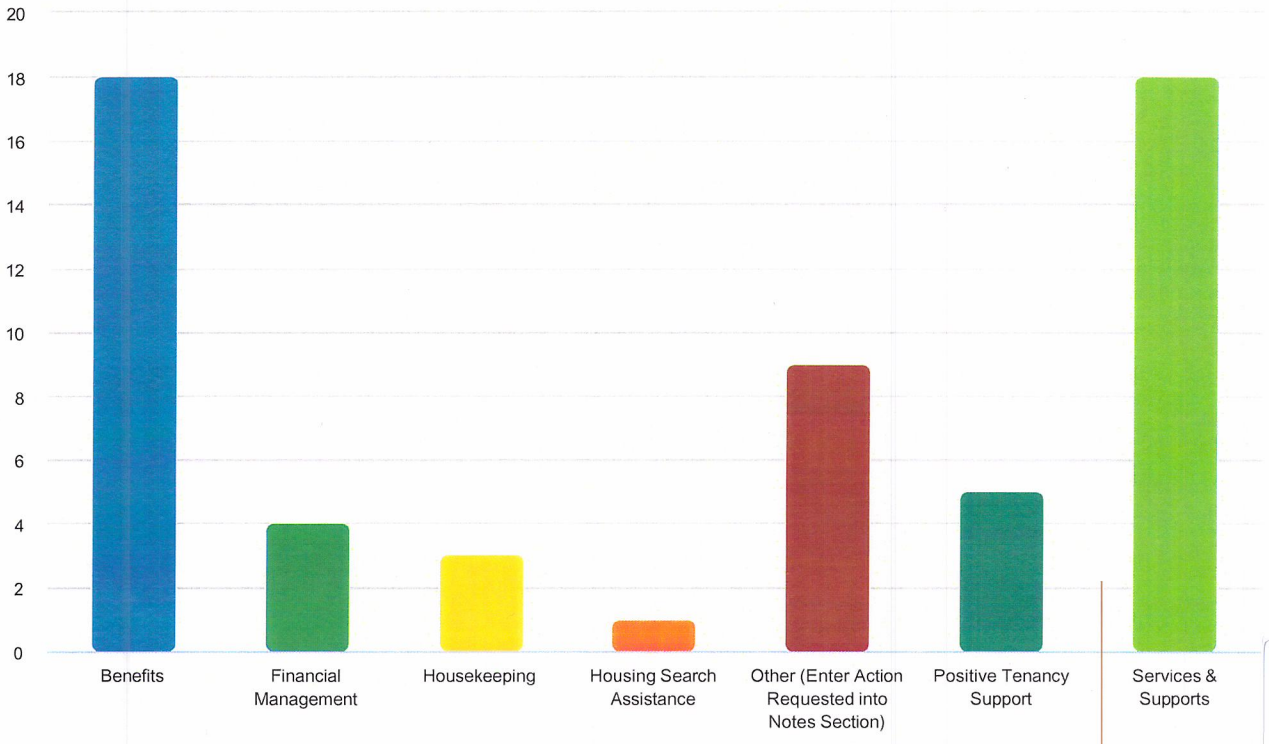
Normal trends with CST being the most active/social. Bennett Block has been added to this section of the dashboard.

September 2022 Community Connections Biannual Dashboard Report

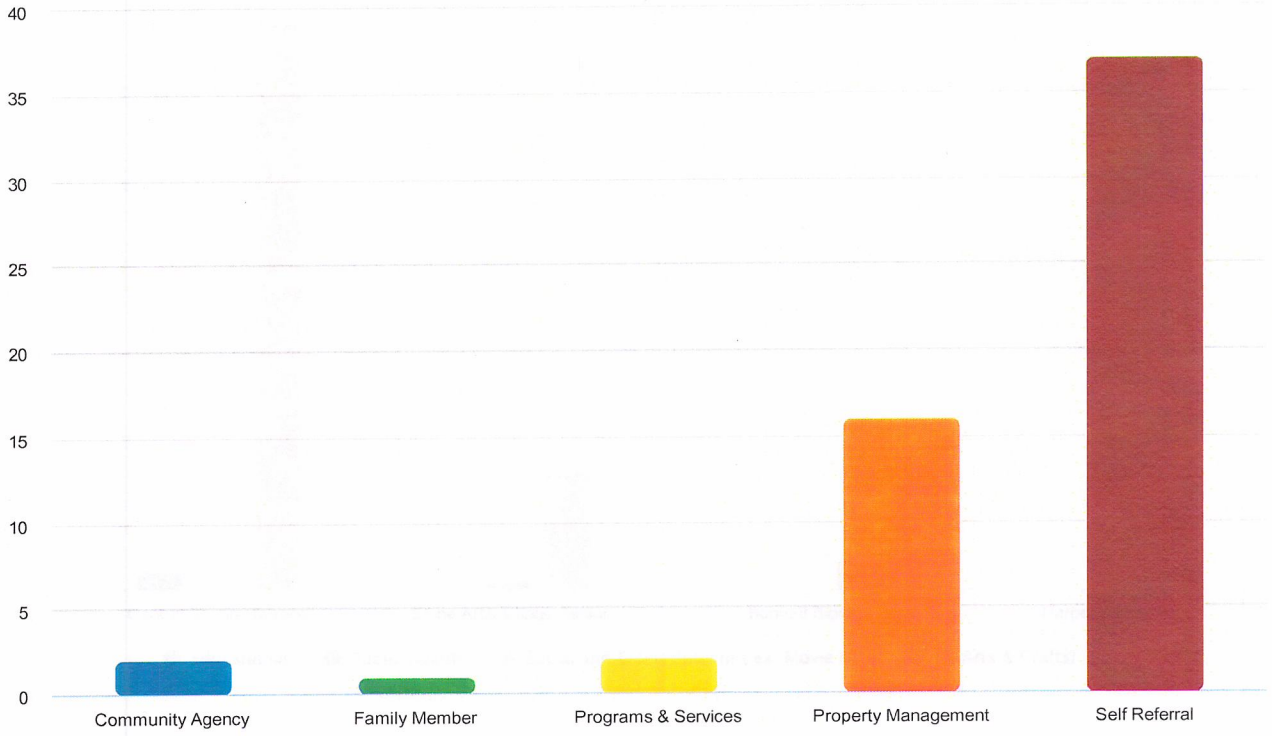
Number of Households Served by Property



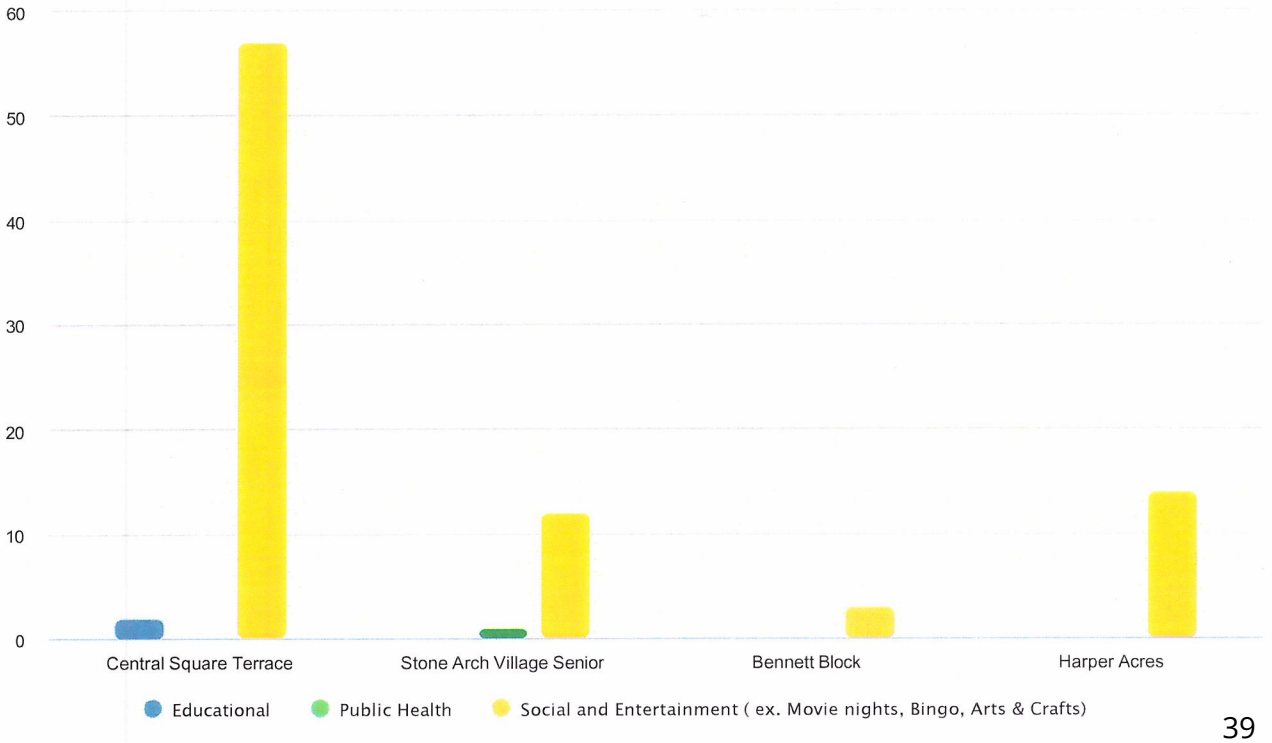
Number of Referral by Referral Type



Number of Referrals by Source



Number and Types of Events by Property



SEPTEMBER 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1 CST and Ash Brook Garden Meetings	2 Forest View Youth Garden Meeting North & Gilsum Garden Meeting	3
4 CST Coloring Group	5 Office Closed Labor Day	6 SAVS Garden Meeting	7 CST Bingo	8 CST and Ash Brook Garden Meetings	9 Forest View Cooking Matters Class	10
11 CST Coloring Group	12 Brookbend/Meadow Road Garden Meeting	13 CST Card Making SAVS and Harper Acres Garden Meetings	14 CST Bingo	15 CST and Ash Brook Garden Meetings	16 Forest View Youth Garden Meeting	17
18 CST Coloring Group	19 CST Cooking Group Harper Acres Planning Meeting & Craft Group	20 CST Planning Meeting & Craft Group SAVS Garden Meeting	21 CST Bingo SAVS Planning Meeting & Craft Group	22 Board of Commissioners Meeting	23 Forest View Youth Garden Meeting	24
25 CST Coloring Group	26 Brookbend/Meadow Road Garden Meeting	27 SAVS and Evergreen Garden Meetings	28 Staff Fair Housing Training CST Bingo	29 CST and Ash Brook Garden Meetings	30 Forest View Youth Garden Meeting	

Keene Housing

October 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2 CST Coloring Group	3	4	5 CST Bingo	6	7	8
9 CST Coloring Group	10	11	12 CST Bingo	13	14	15
16 CST Coloring Group	17	18	19 CST Bingo	20 Board of Commissioners Meeting	21	22
23 CST Coloring Group	24	25	26 CST Bingo	27	28	29
30 CST Coloring Group	31					

Keene Housing