Keene Housing

Keene Housing
Board of Commissioners Meeting
November 17, 2022

Staff Appreciation Gelato Party

Meeting Location:
Forest View
5 Harmony Lane
Keene, NH 03431

Keene Housing

Board of Commissioners Meeting
Thursday, November 17, 2022
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Keene Housing

BOARD OF COMMISSIONERS MEETING
THURSDAY, NOVEMBER 17, 2022
12:00 P.M.
FOREST VIEW FAMILY ACTIVITY CENTER
5 HARMONY LANE, KEENE, NH

AGENDA

I. Call to Order

II. Roll Call

III. Approval of the October 20, 2022 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 2023 Board of Commissioners Meeting Schedule (Resolution No. 740)

b. Approval of Bad Debt Write Offs for 2022 for Brookbend East and Central Square Terrace (Resolution No. 741)

c. Informational Memo: Annual Adjustment of Keene Housing's Living Wage

d. Informational Memo: Draft Operating Budget Fiscal Year 2023

e. Informational Memo: Draft Capital Planning Budget Fiscal Year 2023

f. Informational Memo: Quarterly Safety/Risk Management Report

g. Informational Memo: Quarter 3 Voucher Activity Report

h. Resident Self Reliance (RSR) Program Survey Summary 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, October 20, 2022

Chairperson Coates called the Keene Housing Board of Commissioners meeting to order at 12:02 p.m. Roll was taken and Chairperson Coates declared a quorum present.

Commissioners in attendance:
- Chris Coates, Chairperson
- Susan Shaw, Commissioner
- Pam Slack, Commissioner
- Steve Bianco, Commissioner

Absent:
- Joshua Meehan, Secretary
- Bob Elliott, Vice Chairperson

Also in attendance:
- Linda Griffin, Director of Finance
- Sandy Clark, Director of Facilities and Assets
- Dee Pratt, Director of Housing and Services
- Amy Wright, Director of Administration
- Jen Hudson, Property Manager
- Kelly Griffin, Resident Services Coordinator
- Sally Malay, Executive Director of Keene Housing Kids Collaborative

MINUTES:

Chairperson Coates called for approval of the September 22, 2022 Board of Commissioners meeting minutes. Commissioner Shaw made a motion to approve the minutes. Commissioner Slack seconded the motion, which upon being put to vote, the minutes passed unanimously.

EXECUTIVE DIRECTOR'S REPORT:

In the absence of Secretary Meehan, Ms. Griffin gave the Executive Director's report. The 105 Castle Street rehabilitation project is underway. Demolition of the building revealed damage to a portion of the foundation. Testing and evaluation is being done this week to determine the extent of damage. Cost implications are currently unknown.

On the funding side of the 105 Castle Street project, Keene Housing is waiting to hear when additional Community Development Block Grant (CDBG) funds will be available to cover increased costs. CDBG funding could be as much as $400,000. Keene Housing contacted the CDBG administrator, Southwest Regional Planning Commission, and is ready to move forward once allowed. Keene Housing secured an additional $250,000 from the insurance company to use toward required code upgrade costs. The commercial tenant also increased their contribution to $309,000. Keene Housing is still waiting to hear if any rebates are available under the NH Saves energy program. As new funding is secured, Monadnock Affordable Housing Corporation's approved contribution to the project will decrease.

The 2023 operating and capital budget is nearing completion and a draft will be presented at the November Board meeting.

Stevens and Associates is preparing a site alternative survey to help Keene Housing identify sites that may be a good fit for future acquisition or development. There appears to be

progress on the potential site which has been discussed at past board meetings. Per Secretary Meehan's email to the Board, he expects to have news to share next month.

Keene Housing partnered with Genoa Pharmacy to offer onsite flu and COVID-19 booster clinics to Keene Housing residents and staff. The clinics at Central Square Terrace and Stone Arch Village Senior are being held today and Harper Acres is scheduled on October 26th. Staff who receive the COVID-19 booster will get the next day off with pay (whether the employee experiences any side effects or not).

Conversations with service providers about Homes for School are ongoing in anticipation of the program launch date in winter/early spring.

Ms. Griffin invited Ms. Clark to give an update on Keene Housing's capital projects. Ms. Clark stated energy efficiency improvements including siding, window replacement, and installation of heat pumps are nearing completion at Damon Court, Water Street and Roxbury Court. Cheshire Builders is replacing the employee entrance door at Keene Housing's main office. The Facilities and Assets team is prepping for winter weather.

MANAGEMENT REPORT:

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

FINANCE REPORT:

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

NEW BUSINESS:

Keene Housing Kids Collaborative (KHKC) Update

Sally Malay, Executive Director of KHKC, announced the 7th Annual Benefit Breakfast is being held tomorrow at Keene State College. Dr. Melinda Treadwell is the keynote speaker and 120 people are registered to attend.

KHKC launched a gently used sports gear initiative called The Kids Collaborative Sports Bank. The Bank includes an inventory of gently used sports equipment for KHKC families. Ms. Malay stated KHKC now covers teen memberships to the Keene Family YMCA, Civil Air Patrol and is connecting families with Waterford Upstart. Waterford Upstart is an online PreK learning program that teaches preschool-aged children basic skills they need in reading, math and science. Ms. Malay stated Keene Housing kids participating in activities through KHKC are eligible for free transportation through Thomas Transportation. They need to pre-register for pick up and drop off and KHKC youth must be accompanied by an assigned adult rider. Keene Housing Kids Collaborative is hosting three holiday bazaars this December. Event details are below:

- Tuesday, December 6 at Brookbend in Keene, 4-6PM
- Thursday, December 8 at Southwestern Community Services' Swanzey Township, 4-6PM
- Tuesday, December 13 at Forest View in Keene, 4-6PM

Lastly, KHKC recently welcomed a new Board member, Sarah C. Frankel, Esq., Estate Planning and Elder Law Attorneys, Ward Legal Group PC.

Resolution No. 737 – Approval of Annual Independent Audit Report for Keene Housing

The Keene Housing Board of Commissioners accepts the Financial Statements and Annual Independent Audit Report and Management Letter for Keene Housing's 2021 fiscal year, as presented by Otis Atwell at the Board meeting held on September 22, 2022. Commissioner Slack moved the motion to approve the resolution. Commissioner Bianco seconded the motion, which upon being put to vote, was passed unanimously.

Resolution No. 738 – Approval of Executive Director Travel

The Keene Housing Board of Commissioners authorizes the Executive Director to travel to Lake Buena Vista, Florida for the 2023 Public Housing Authorities Directors Association (PHADA) Commissioners Conference, which runs from January 8, 2023 – January 11, 2023, pursuant to the October 5, 2022 memorandum from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director. Commissioner Bianco moved the motion to approve the resolution. Commissioner Slack seconded the motion, which upon being put to vote, was passed unanimously.

Resolution No. 739 – Approval for the Purchase of Cottage Street Apartments by Monadnock Affordable Housing Corporation and Authorization to Sign Management Agreement

The Keene Housing Board of Commissioners approves the purchase of Cottage Street Apartments by Monadnock Affordable Housing Corporation (MAHC) from Monadnock Community Service Center, Inc., and authorizes the Executive Director to enter into a Management Agreement with MAHC pursuant to the memorandum dated October 11, 2022, from Linda Mangones, Special Adviser for Planning and Development, to Joshua Meehan, Executive Director. Commissioner Bianco moved the motion to approve the resolution. Commissioner Slack seconded the motion, which upon being put to vote, was passed unanimously.

Review of Annual Conflict of Interest Statements

The Keene Housing Board of Commissioners reviewed the Annual Conflict of Interest Statements, and no potential conflicts were disclosed.

OLD BUSINESS:

No topics were presented.

PUBLIC COMMENT:

No discussion items presented.

There being no further business, Chairperson Coates adjourned the Board meeting at 12:35 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

10/31/22
Date

Keene Housing

Resolution No. 740

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item:

   Approval of 2023 Board of Commissioners Meeting Schedule

2. Date of Board Meeting: November 17, 2022

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners adopts the schedule for its 2023 meetings pursuant to the November 1, 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: 11/1/2022

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: 11/2/22

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration AW
Subject: 2023 Board of Commissioners Meeting Schedule
Date: November 1, 2022

This memorandum recommends a schedule for the Keene Housing Board of Commissioners' regular meetings for calendar year 2023. The meetings are scheduled for the third Thursday of each month (or the fourth when there are five Thursdays in a month). Please note, the November Board meeting is scheduled a week early due to the Thanksgiving holiday.

This meeting schedule provides staff, residents, participants and members of the community significant notice of the Board's meeting schedule. Residents will be notified when the Board meetings are held at their property and encouraged to attend.

As outlined in the bylaws, the Annual Meeting is scheduled for the fourth Thursday in May at 5:30 p.m.

RECOMMENDATION

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

Resolution:

That the Keene Housing Board of Commissioners adopts the following schedule for its 2023 meetings pursuant to the November 1, 2022 memorandum from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director:

Thursday, January 19th, 12:00 PM at Bennett Block

Thursday, February 16th, 12:00 PM at Harper Acres Mill Building

Thursday, March 23rd, 12:00 PM at Central Square Terrace

Thursday, April 20th, 12:00 PM at Stone Arch Village Senior

Thursday, May 18th, 5:30 PM Annual Meeting at Keene Housing's Central Office

Thursday, June 22nd, 12:00 PM at Forest View Family Activity Center

Thursday, July 20th, 12:00 PM at North & Gilsum Family Activity Center

Thursday, August 24th, 12:00 PM at Harper Acres Mill Building

Thursday, September 21st, 12:00 PM at Central Square Terrace

Thursday, October 19th, 12:00 PM at Stone Arch Village Senior

Thursday, November 16th, 12:00 PM at Forest View Family Activity Center

Thursday, December 21st, 12:00 PM at Keene Housing's Central Office

Keene Housing

Resolution No. 741

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item: Bad Debt – write offs for 2022

2. Date of Board Meeting: November 17, 2022

3. Proposed Board Resolution:

That the Keene Housing Board of Commissioners, authorizes the Finance Department to write-off tenants' old accounts receivable for Brookbend East for $899.02 and CST Housing for $9,096.12 and CST Commercial for $5,851.73 as uncollectible bad debt for the fiscal year ending October 31, 2022 pursuant to the November 1, 2022 memorandum from Linda Griffin, Finance Director 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 _____ Date: _____

6. Statement of availability of funds by Finance Manager

Funds Budgeted and Available Yes ☐ No X Source _____

Account # _____

Finance Manager Approval Signature _____ Date: 11/9/2022

7. Executive Director Approval Signature _____ Date: 11/9/2022

Keene Housing

MEMORANDUM

To: Joshua R. Meehan, Executive Director
From: Linda Griffin, Finance Director
Subject: Bad Debt - write offs for 2022 for Brookbend East and CST Housing
Date: November 1, 2022

This memorandum recommends that Keene Housing Board of Commissioners authorizes the Finance Department to write-off tenants' old accounts receivable for Brookbend East and CST Housing for approximately $15,847 for the fiscal year ending October 31, 2022.

The Finance Department and the Housing Department have completed a review of the inactive tenants' accounts and have identified accounts that are deemed uncollectible and are to be written off to bad debt. These accounts consist of damages, late fees and work order charges for tenants that have moved out and have no payment plan setup. All of these accounts will be sent to a collection agency for further collection efforts. During 2022, there was $1,123 collected from previous bad debt write offs.

Summary of write-off per property are as follows:

PROPERTIES	2020 WRITE OFF	2021 WRITE OFF	2022 WRITE OFF	Damages	Fees	Rent
Brookbend East	$6,572.89	$925.19	$899.02	$899.02	$0.00	$0.00
CST Housing	$5,079.84	$1,387.83	$9,096.12	$6,290.70	$250.00	$2,555.42
CST Commercial	$0	$0	$5,851.73	$0	$30.00	$5,821.73

RECOMMENDATION

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

Resolution:

That the Keene Housing Board of Commissioners, authorizes the Finance Department to write-off tenant's old accounts receivable for Brookbend East for $899.02 and CST Housing for $14,947.85 as uncollectible bad debt for the fiscal year ending October 31, 2022 pursuant to the November 1, 2022 memorandum from Linda Griffin, Finance Director to Joshua R. Meehan, Executive Director.

Keene Housing

INFORMATIONAL MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration
Subject: Annual Adjustment of Keene Housing's Living Wage
Date: November 10, 2022

In May 2016, Keene Housing joined the efforts of several area businesses and pledged to pay all regular, full-time staff a living wage of at least $15.00 per hour. The pledge was part of an initiative launched by the Monadnock Living Wage Work Group, a collection of 15 businesses and other organizations dedicated to raising average wages throughout the Monadnock Region.

On July 31, 2019, the Keene Housing Board of Commissioners approved an annual adjustment of Keene Housing's living wage based on the annual variation rate of the Consumer Price Index (CPI). The rate of inflation is quite high and Keene Housing's budget cannot sustain an annual adjustment to the living wage based on CPI this year, which is 8.2%. Instead, Keene Housing is recommending a 5% inflation adjustment to our living wage which is consistent with the inflation adjustment being applied to all staff's base salaries for Fiscal Year 2023. We will revisit this again next year and may return to using CPI as the benchmark.

Year	Inflation Adjustment	New Living Wage Rate
2022	5%	$17.85
2021	5.4%	$17.00
2020	1.3%	$16.13
2019	2.0%	$15.92
2018	1.9%	$15.61
2017	2.1%	$15.32

Keene Housing

INFORMATIONAL MEMORANDUM

To: Joshua R. Meehan, Executive Director
From: Linda Griffin, Finance Director
Subject: DRAFT Operating Budget FY 2023
Date: November 7, 2022

This memorandum provides a summary of the draft 2023 consolidated financial operations budget compared to the 2022 projected actuals for Keene Housing (inclusive of properties owned by KH, its affiliates, and managed property). The intent of this draft budget is to provide explanations for assumptions used in the budget for the Board of Commissioners to discuss at their November meeting. A final budget proposal will be presented to the Commissioners for their adoption at the December 2022 meeting.

Attached are three financial reports 1) consolidated operating income statement comparing the projected actual 2022 revenues and expenses to the proposed 2023 by category of revenues and expenses 2) income statements for individual property/program budgets for 2023 and 3) cashflow projections.

SUMMARY

The net income (before depreciation):
2023 Budget = $3.0M
2022 Projected = $4.4m
2022 Budget = $2.8m

Revenue

2023 Operating Budget is $19.7m, an increase of $.8m (4.4%) compared to 2022 projection.

Expense

2023 Operating Budget is $16.7m, an increase of $2.2m (15%) compared to 2022 projection.

Below is a narrative of significant changes from 2022 (projected actuals) to the proposed 2023 budget.

REVENUE Changes

The Rents/Subsidy revenue budget has increased from 2022 by $.8m or 5%. This revenue line item has three components.

- HUD voucher funding - it is assumed that Congress will fund the voucher programs in 2023 at the current 2022 level plus an inflation factor of 4%. The Non-Elderly Disabled (NED) and Mainstream voucher programs are re-benchmarked using prior year actuals each year in January.
- KH received 25 additional vouchers in our Mainstream program in 2021 and 2022 bringing the total number of authorized vouchers to 100. There are 76 vouchers currently being leased and the assumption is that 80 vouchers will be leased by the end of 2023.

- The KH voucher payment standards (VPS) – the VPS determine rents paid to property owners (including many of the KH owned/managed properties). KH is increasing the VPS in 2023, and subsidy will increase as leases and Housing Assistance Payment Contracts (HAPs) are renewed throughout the year.
- Tenant rent - The assumption is that tenant rents will stay at current levels.

The Commercial Rents received are expected to decrease by $48k or 20%. The decrease is related to the loss of Cheshire Housing Trust at the Mill Building and continued losses at 105 Castle St. due to the fire and subsequent reconstruction. We project rents for 105 Castle St. resuming in October 2023. In addition, the assumption includes an average increase in all other commercial rent of 3%, and that the one storefront that is currently vacant at Central Square Terrace will remain so, although KH is currently in discussions with a potential commercial tenant; renting the commercial units on Roxbury Street has proven to be difficult in recent years despite the beautification of the area through the CST renovation and gardeners' efforts.

The Administrative Fee (admin fee) income is earned by administering HUD voucher programs (MTW Housing Choice Voucher, Non-Elderly Disabled (NED) and Mainstream programs).

- KH's MTW Housing Choice Voucher program funding is calculated under the terms of the MTW Agreement with HUD, and the admin fee is embedded in the Housing Assistant Payment funding. The advantage of the embedded admin fee is that it protects KH from likely additional pro-ration of the admin fee funding. The 2023 budget internally allocates approximately 14% of the MTW Housing Choice Voucher funding for the administrative budget. This percentage aligns well with administrative costs at other Public Housing Authorities.

- HUD determines the admin fee earned for the NED and Mainstream programs by formula and it is assumed they will remain pro-rated at 89% for 2023. Both programs' admin fees are pro-rated at the same rate as other non-MTW PHAs'. Further, both programs may have a funding shortfall in 2023 due to insufficient admin fee funding by Congress. The assumption is that MTW funds will once again be used to offset any admin fee shortfall in 2023. The MS program received a one-time additional admin fee in 2022 that may help offset some of the 2023 shortfall.

Other Income budget is expected to increase by $6k or .5%. The increase is related to 1) the Family Self Sufficiency (FSS) grant is expected to increase by $42k, 2) KH received $804k from the insurance claim in 2022 and expect to receive additional insurance funds of $572k in 2023 and 3) the commercial tenant at 105 Castle St. is contributing an additional $188k in 2023 towards the project.

The Development Fee revenue budget for 2023 assumes there is no new development fee income earned in 2023.

Management Fee revenue budget increases from the 2022 projection. Fee Revenue is earned by KH (Locals) and are paid by the property/units managed. Most of these fees are based on rents collected, and all the Project Based Voucher units in our portfolio will have increasing rents based on the new VPS. Some fees are set by HUD and approved by the New Hampshire Housing Finance Authority.

Partnership/Incentive Fee budget is similar to 2022. These fees are a source of income for KH and Monadnock Affordable Housing Corporation as the Managing General Partner in our Low-Income Housing Tax Credit (LIHTC) developments. The 2023 budget is assuming income of $411k in Fee Revenue coming from five properties: Stone Arch Village Family/Senior, Brookbend West/East and Central Square Terrace that generally have surplus cash at year end. In 2022, there was $437k received by KH/MAHC.

The Budget for Vacancy Loss (a reduction in revenue) is difficult to predict. The vacancies for 2022 was $78k and will be reduced to $55k in 2023 budget. The vacancies are reducing over time due to the high demand for apartments and our improved turnover time.

EXPENSE Changes

The Administrative expense budget increases by $167k or 11% from the 2022 projection. There are three expenses that account for most of the increase.

- Management Fees are paid by the property owner to KH/Locals based on increased rent collected.
- Development Consulting is related to consulting costs to support pre-development work for KH's next affordable housing project.
- Energy Consulting is increasing related to evaluating additional solar opportunities and development cost modeling.

The Employee Payroll/Fringe expense budget increased by $479k or 15% from the 2022 projection. There are currently no staff vacancies. We anticipate adding 1 FTE position at the beginning of 2023. There are also annual employee increases (inclusive of a CPI adjustment along with merit increases) for salaries. There is a mid-year increase in benefits renewals. There is also an increase to the FSS staff salary related to the anticipated increase in grant income.

The overall Utilities budget for 2023 is increasing from the 2022 budget by $117k or 10%. KH has fixed the cost of electricity for 2023 and 2024 through Power Purchase Agreements for all our properties. KH has also fixed the price for the propane supply for the next couple of years. Our energy consultant has been tracking usage at most properties and that history is part of the budget assumption. There is also an assumption that we will continue to see energy savings from the various improvements made at Forest View, CST and North & Gilsum.

Maintenance expense budget is increasing by $220k or 17% from the 2022 projection. We have been experiencing an increased need for flooring replacements and appliances at most

properties. KH has recently negotiated contracted services for snow removal, landscaping upkeep and waste management services and has experienced significant increase in cost as those industries are experiencing employment shortages and cost increases. Several other expenses were increased by 5% in response to increased pricing for materials, repairs, and appliances.

Property Tax budget is increased by $9k or 1.5% from the 2022 projection. It is assumed there would be 2% increase across most of the properties. Many other properties have a Payment in Lieu of Taxation (PILOT) agreement or are eligible for the alternative Low Income Housing Tax Credit tax calculation method which is based on 10% of revenues. We do expect revenue to increase throughout the year as the new VPS takes effect.

Property/Liability Insurance budget increasing by $47k or 12% from 2022 projection. The assumption includes premium increases that occurred 2022 and are expected to increase again 2023.

Interest expense budget is increasing by $2k or .3%.

HAP expense budget is increased by $988k or 18% from the 2022 projection. Voucher utilization was severally depressed again in 2022 and the 2023 the budget assumes a return to pre-2022 utilization rates of 90% by year's end. Mainstream vouchers, which have been particularly difficult to lease, will increase during 2023.

The Tenant Programs (youth programming, development grants, rent credits, resident activities, community gardens) budget is increased by $126k or 60%. The landlord incentives started in 2022 will continue in 2023, and the broadband utility allowance for Resident Self Reliance participants will increase in 2023. There is a 3% increase to Keene Housing Kids Collaborative fees by property (KAHP, the Brookbends, Meadow Road, and Stone Arch Village Family).

NON-OPERATING Income and Expenses:

Partnership/Incentive Fee are fees calculated and paid from LIHTC partnerships to KH and the Limited Partners as a distribution from surplus cash at year end. The properties: Stone Arch Village Family/Senior, Evergreen Knoll and Brookbend East/West have had these payouts in past years. CST will begin making distributions for the first time in 2023.

The MTW transfers are funds used towards non-Housing Assistant Payment eligible MTW expenses, estimated to be $1.9m in 2023, including $930k in revenue from 2022 being held at HUD. These funds will be used to provide funding to Keene Housing Kids Collaborative, Resident Programs and capital improvements as detailed in the Capital Planning Budget.

KEENE HOUSING - CONSOLIDATED BUDGET 2023

	Totals 2022 Projection	Totals 2023 Budget	(decr)/Incr from 2022 projection to 2023 budget		NOTES:
INCOME					
Rents, Tenants/Subsidy	$15,235,150	**$16,056,741**	5.4%	$821,591	1) The HAP funding from HUD assumes inflation of 4% at 100% proration from 2022 funding levels. 2) Rent increases from change in VPS in Project Based units.
Rents, Commercial	$245,403	**$197,556**	-19.5%	($47,848)	Decrease is related to NH Cares not occupying 105 Castle St until Oct 2023. All commerical tenants have annual escalators to their rents.
Admin Fee Income	$1,119,150	**$1,158,571**	3.5%	$39,421	Increased Admin Fee due to projected increases in voucher utilaztion.
Other Income	$1,180,907	**$1,186,524**	0.5%	$5,617	There was an insurance claim on 105 Castle St received in 2022 of $804k and 2023 will be the remainder estimated at $572K.
Development Fees	$0	**$0**	0.0%	$0	No Development Fees are expected to be earned in 2023.
Management Fee Earned	$649,859	**$663,818**	2.1%	$13,960	Increased fees related to the increase in rent collected and additional properties.
Partnership Fees	$437,087	**$411,289**	-5.9%	($25,798)	Estimated incentive fees : SAV F, SAV S, BBE, BBW, EK, RB. Based on projected net income for 2022.
Misc Tenant Income	$58,734	**$51,421**	-12.5%	($7,314)	Slight decrease related to additional properties.
LESS: Vacancy Loss	-$78,710	**-$55,000**	-30.1%	$23,710	Vacancies are reducing over time due to demand for apartments and improved turnover time.
TOTAL OPERATING INCOME	$18,847,580	**$19,670,919**	**4.4%**	**$823,339**	

	Totals 2022 Projection	Totals 2023 Budget	(decr)/Incr from 2022 projection to 2023 budget		NOTES:
EXPENSES					
Administrative	$1,535,867	**$1,703,164**	10.9%	$167,297	The management fees paid by properties are increasing related to increase in rent collected. The Development and Energy Consulting fees increased related to potential new development projects.
Payroll and Fringe	$3,087,576	**$3,566,589**	15.5%	$479,013	Assumes annual pay increases (CPI plus merit in hourly pay rates and a CPI for salary pay rates). Increased overtime for Facilities Dept by 8%. Asssumes benefit costs to increase of 23% based on actual costs in 2022 and a mid year renewal increase of 10%. KH was fully staffed during 2022. For 2023 it is assumed that KH is fully staffed and one new position added early 2023. In addition, there was a significant increase in the FSS grant to fund two full time RSC staff.
Utilities	$1,157,567	**$1,274,752**	10.1%	$117,185	Budget assumption used consultant's energy usage/cost for 2022, projected energy cost increasing in the market, assuming 7% cost per Kwh since KH has negotiated a purchase power agreement for electric supplied. Additional properties added 4th quarter in 2022. All the reductions related to heat pump projects: FV, CST and solar at HA, FV, N&G have been assumed.
Maintenance	$1,262,504	**$1,482,602**	17.4%	$220,098	Increased flooring replacements at a number of properties makes up $50k. Other increases are related to new contracts for landscaping, snow removal, waste management which all increased around 30% or $190k. Other items are assuming 3-5% increases.
Misc Equipment (not captial)	$75,761	**$97,750**	29.0%	$21,989	These items are ongoing appliance replacments and minor renovations, increased based on 2022.
Property Taxes	$653,582	**$663,136**	1.5%	$9,554	Assumes a 2% increase in property tax.
Property/Liability Insurance	$381,562	**$428,118**	12.2%	$46,556	Assumes a 10% increase in all premiums renewals mid year, based on 2022 projectons which were around 10%.
Interest Expense	$730,784	**$732,819**	0.3%	$2,035	Based on amortization schedules.
HAP disbursements	$5,373,404	**$6,361,550**	18.4%	$988,146	Based on KH revised Voucher Payment Standard for 2023, it is implemented throughout the year. Based on increasing voucher utilization from 86% in 2022 to 90% in 2023.
Investor Fees	$15,775	**$15,775**	0.0%	$0	Estimated investor service fees : SAV F, SAV S, BBE, BBW, EK, RB.
Tenant Programs	$209,571	**$336,046**	60.3%	$126,475	All of this expense is funded by MTW funds.
TOTAL OPERATING EXPENSES	$14,483,954	**$16,662,302**	**15.0%**	**$2,178,348**	

NET INCOME operating	$4,363,626	**$3,008,617**

before depreciation

Keene Housing - by Property

Account Number	Totals 2022 budget	Totals 2022 projection	Totals 2023 budget	PROGRAMS					PROPERTIES												
				Locals	MAHC	MTW-Section 8	Mainstream Voucher	Non-Elderly/	KAHP	Ashbrook Apt	Emerald Street	Hampshire House	Meadow Road	CST	Evergreen Knoll	Riverbend	Stone Arch Family	Stone Arch Senior	Brook Bond East	Brook Bond West	Cottage Street
INCOME																					
Rents Tenants	$15,989,128	$15,235,150	$16,056,741	$0	$0	$5,800,480	$597,120	$1,079,388	$3,245,836	$334,752	$115,535	$124,403	$290,712	$1,460,085	$471,204	$325,968	$344,809	$354,672	$787,212	$675,657	$48,908
Rental, Commercial	$182,416	$245,403	$197,556	$0	$123,000	$0	$0	$0	$17,838	$0	$0	$0	$0	$56,718	$0	$0	$0	$0	$0	$0	$0
Admin Fee Income - HUD	$1,111,836	$1,119,150	$1,158,571	$0	$0	$944,127	$90,216	$124,228	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Other Income /Grants	$307,080	$1,180,907	$1,186,524	$17,727	$43,798	$248,575	$0	$0	$789,772	$86	-$1,306	$303	$13,164	$354	$35,706	$23,674	$422	$3,763	$1,745	$1,835	$6,904
Development Fee Income	$50,004	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Management Fee Earned	$674,640	$649,859	$663,818	$663,818	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Incentive Management Fee	$385,000	$437,087	$411,289	$56,000	$355,289	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Misc Tenant Income	$51,666	$58,734	$51,421	$0	$0	$0	$0	$0	$16,539	$3,012	$83	$2,045	$1,230	$6,248	$5,297	$1,013	$5,729	$3,057	$1,620	$5,444	$105
LESS: Vacancy Loss	($107,144)	($78,710)	($55,000)	$0	$0	$0	$0	$0	($20,000)	($1,000)	($2,000)	$0	$0	($14,000)	($6,000)	$0	($3,000)	($1,000)	($3,000)	($5,000)	$0
TOTAL INCOME	**$18,644,626**	**$18,847,580**	**$19,670,919**	**$737,545**	**$522,087**	**$6,993,182**	**$687,336**	**$1,203,616**	**$4,049,986**	**$336,850**	**$112,311**	**$126,751**	**$305,106**	**$1,509,405**	**$506,207**	**$350,655**	**$347,959**	**$360,492**	**$787,577**	**$677,935**	**$55,917**
EXPENSES																					
Administrative Exp	$1,649,585	$1,535,867	$1,703,164	$164,513	$116,102	$287,543	$34,435	$37,535	$468,682	$50,048	$19,330	$21,603	$41,538	$115,728	$62,408	$44,668	$48,654	$58,622	$64,505	$59,043	$8,209
Salaries and Fringe	$3,284,672	$3,087,576	$3,566,589	$531,015	$0	$901,446	$94,551	$137,861	$795,104	$72,474	$25,418	$37,368	$61,499	$279,774	$101,379	$81,666	$72,474	$81,494	$155,023	$134,992	$3,051
Utilities	$1,069,003	$1,157,567	$1,274,752	$0	$18,603	$0	$0	$0	$576,655	$30,498	$16,145	$11,063	$24,918	$236,410	$85,169	$35,134	$45,682	$60,631	$69,322	$55,721	$8,800
Maintenance Expenses	$1,223,761	$1,338,265	$1,580,352	$295	$38,490	$0	$0	$0	$690,105	$95,050	$18,624	$23,474	$70,110	$122,907	$96,578	$75,118	$66,546	$73,076	$102,362	$92,640	$14,978
Property Taxes	$741,578	$653,582	$663,136	$0	$34,806	$0	$0	$0	$116,464	$8,696	$6,100	$6,033	$25,061	$195,033	$47,397	$32,393	$33,242	$35,291	$66,293	$56,297	$29
Insurance Expense	$359,053	$381,562	$428,118	$35,078	$20,172	$3,200	$0	$0	$156,421	$22,428	$20,171	$1,500	$13,010	$54,450	$16,124	$12,093	$12,093	$16,628	$21,562	$21,678	$1,511
Interest Expense	$759,223	$746,559	$748,594	$0	$16,466	$0	$0	$0	$169,909	$32,362	$2,362	$0	$3,909	$366,765	$72,731	$14,962	$7,216	$14,788	$15,893	$31,232	$0
HAPS Disbursed	$6,407,172	$5,373,404	$6,361,550	$0	$0	$4,685,042	$597,120	$1,079,388	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Tenant Programs	$325,076	$209,571	$336,046	$4,836	$37,000	$153,500	$0	$0	$99,827	$1,780	$1,953	$540	$8,905	$2,675	$3,060	$2,615	$10,072	$5,558	$1,974	$1,456	$296
TOTAL EXPENSES	**$15,819,123**	**$14,483,954**	**$16,662,302**	**$735,736**	**$281,637**	**$6,030,731**	**$726,106**	**$1,254,785**	**$3,073,168**	**$313,336**	**$110,104**	**$101,580**	**$248,950**	**$1,373,741**	**$484,845**	**$298,649**	**$295,980**	**$346,086**	**$496,935**	**$453,058**	**$36,875**
NET INCOME Before depreciation	**$2,825,503**	**$4,363,626**	**$3,008,617**	**$1,809**	**$240,450**	**$962,451**	**($38,769)**	**($51,168)**	**$976,818**	**$23,514**	**$2,207**	**$25,170**	**$56,157**	**$135,664**	**$21,362**	**$52,006**	**$51,980**	**$14,406**	**$290,642**	**$224,877**	**$19,042**

CASHFLOW PROJECTION	Totals	Locals	MAHC	MTW-Block Grant	MTW-Section 8	Main stream Voucher	Non-Elderly/Disb	KAHP	Ashbrook Apt	Emerald Street	Hampshire House	Meadow Road	CST	Evergreen Knoll	Riverbend	Stone Arch Family	Stone Arch Senior	Brook Bend East	Brook Bend West	Cottage Street
2023																				
Replacement Reserves Balance																				
Beginning Balance 1/2023	**$2,206,914**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$1,104,927**	**$141,955**	**$42,035**	**$3,420**	**$33,101**	**$140,456**	**$55,092**	**$135,104**	**$70,404**	**$66,134**	**$269,626**	**$133,207**	**$11,453**
Deposit to Reserves 2023	$283,175	$0	$0	$0	$0	$0	$0	$87,838	$9,641	$4,116	$7,410	$3,240	$48,048	$30,804	$14,400	$11,580	$15,888	$24,754	$13,056	$12,400
Withdrawls from Reserves 2023	($144,000)	$0	$0	$0	$0	$0	$0	$0	$0	($10,000)	$0	$0	($29,000)	($35,000)	$0	($7,500)	($22,500)	($20,000)	($20,000)	$0
Ending Balance 12/2023	**$2,346,089**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$1,192,765**	**$151,596**	**$36,151**	**$10,830**	**$36,341**	**$159,504**	**$50,896**	**$149,504**	**$74,484**	**$59,522**	**$274,380**	**$126,263**	**$23,853**
Cash Balance																				
Beginning Balance 1/2023	**$8,758,711**	**$3,352,868**	**$1,359,261**	**$931,247**	**$165,135**	**$127,651**	**$105,331**	**$1,498,998**	**$95,468**	**$5,300**	**$38,360**	**$26,553**	**$204,100**	**$78,745**	**$34,848**	**$118,794**	**$59,293**	**$314,818**	**$236,896**	**$5,045**
INCOMING CASH:																				
Operating Surplus/(Deficit) 2023	$3,059,965	$1,809	$240,450	$0	$962,451	($38,769)	($51,168)	$1,006,818	$23,514	$16,207	$25,170	$56,157	$135,664	$28,710	$52,006	$51,980	$14,406	$290,642	$224,877	$19,042
Cash from Reserves	$144,000	$0	$0	$0	$0	$0	$0	$0	$0	$10,000	$0	$0	$29,000	$35,000	$0	$7,500	$22,500	$20,000	$20,000	$0
Other Financing (CDBG)	$868,000	$0	$0	$0	$0	$0	$0	$868,000	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
MTW funding 2022 HUD HELD funds	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
MTW funding 2023 for NON-HAP available	($22,661)	$0	$0	$0	($962,438)	$38,357	$50,734	$707,687	$10,000	$0	$0	$71,000	$0	$0	$62,000	$0	$0	$0	$0	$0
MTW funding 2023 HUD HELD to 2024	($5,687)	$0	$0	$130,573	$0	$0	$0	($136,260)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Development Fee Received	$0	$0	$100,000	$0	$0	$0	$0	$0	$0	$0	$0	$0	($100,000)	$0	$0	$0	$0	$0	$0	$0
OUTGOING CASH:																				
CASH outlay 2023(principal)	($677,161)	$0	($21,093)	$0	$0	$0	$0	($244,965)	($18,555)	($17,043)	$0	($36,919)	($94,698)	($19,143)	($50,704)	($16,494)	($22,147)	($19,337)	($114,065)	($2,000)
CASH paid to GP/LP from Surplus Cash	($380,000)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	($20,000)	($10,000)	($250,000)	($100,000)	$0
CASH Loaned to other properties	$0	$0	($230,000)	$0	$0	$0	$0	$230,000	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
CASH to purchase Building Site	($1,400,000)	$0	($1,400,000)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
CASH/financing to renovate 105 Castle St	($3,270,000)	$0	$0	$0	$0	$0	$0	($3,270,000)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Capital Improvements 2023 proposed	**($1,068,627)**	**($167,700)**	**$0**	**$0**	**$0**	**$0**	**$0**	**($571,427)**	**($10,000)**	**($10,000)**	**$0**	**($71,000)**	**($29,000)**	**($92,500)**	**($62,000)**	**($7,500)**	**($7,500)**	**($20,000)**	**($20,000)**	**$0**
Cash to Reserves	($283,175)	$0	$0	$0	$0	$0	$0	($87,838)	($9,641)	($4,116)	($7,410)	($3,240)	($48,048)	($30,804)	($14,400)	($11,580)	($15,888)	($24,754)	($13,056)	($12,400)
Ending Balance 12/2023	**$5,723,366**	**$3,186,977**	**$48,618**	**$1,061,820**	**$165,147**	**$127,239**	**$104,897**	**$1,013**	**$90,786**	**$347**	**$56,120**	**$42,551**	**$97,018**	**$8**	**$21,751**	**$122,700**	**$40,664**	**$311,369**	**$234,652**	**$9,687**

Keene Housing

INFORMATIONAL MEMORANDUM

To: Joshua R. Meehan, Executive Director
From: Linda Griffin, Finance Director
Cc: Sandy Clark, Director of Facilities and Assets
Subject: DRAFT Capital Planning Budget FY 2023
Date: November 9, 2022

This memorandum provides a draft 2023 capital budget for Keene Housing (inclusive of properties owned by KH, its affiliates, and managed properties). The intent of this draft budget is to provide a summary of capital improvement work that is proposed for 2023. Attached is the listing of capital improvements by property for the Board of Commissioners to discuss at their November meeting. A final budget proposal will be presented to the Commissioners for their adoption at the December 2022 meeting.

In summary, the 2023 draft capital improvement project budget totals $1.1m, compared to $2.4m expected by the end of 2022. The rebuild project at 105 Castle St is not included in this project list/costs and will be tracked separately. The detailed items on the attached reports were produced by reviewing the current property Capital Needs Assessment (C.N.A.) with the Director of Facilities and Assets, the Property Managers, and the Executive Director. Most of the items for 2023 have been recently quoted and current estimates are used in the proposed budget when available.

Most of our projects are eligible for non-HAP MTW funds. It is estimated that there will be $845k of MTW funds available from 2023 operations and a carryover of $931k from 2022 operations which can be used towards the capital improvements listed in this 2023 project list. Not all the MTW funds will be spent on these capital projects and we expect to have $1.1m available to be used for development or carry over for 2024.

In 2023, replacement reserve funds estimated at $196k will fund projects at Brookbend East/West, Central Square Terrace, Evergreen Knoll, Stone Arch Village Family/Senior, and Emerald House. In addition, there will be cash from KH/MAHC needed for items not eligible for MTW funds, estimated at $178k.

The 105 Castle St. rebuild project will be reported separately with an estimated project cost of $3.3m. There are a number of funding sources for the project: 1) an insurance claim settlement for $1.1m along with an additional $250k for additional code upgrades 2) a $472k CDBG grant award with an additional CDBG request being submitted to help with the increased costs of the project caused by COVID-related supply chain disruptions 3) energy savings rebates through NH Saves 4) Monadnock Care Collaborative's contribution and 5) cash on hand at MAHC. See the attached summary for source and use.

Capital Purchases/Renovations details 2023

Description	Location	Priority 1	Priority 2	FUNDING STATUS:
KAHP-Harper Acres	Unplanned Life/Safety or RA	$10,000		MTW funding
KAHP-Harper Acres	Tub roll-in (5 units at $4000)	$20,000		MTW funding
KAHP-Harper Acres	Hot Water Heaters (2 per building =8)	$32,000		MTW funding
KAHP-Harper Acres	Ceiling insulation in crawlspace	$2,177		MTW funding
KAHP-Harper Acres	HC lift seats for stairs (5 @6000)	$30,000		MTW funding
KAHP-Forest View	Repair,replace, stain patio, shed, fencing/gates (1000 ec)	$38,000		MTW funding
KAHP-N&G	Siding FAC	$8,000		MTW funding
KAHP-N&G	Repair,replace, stain patio, shed, fencing/gates (1000 ec)	$29,000		MTW funding
KAHP-N&G	Landscaping w/Sod (6 bldg @ $1775)	$15,000		
KAHP-Bennett	Security Camera project	$10,000		MTW funding
KAHP-Damon St	Wood posts along walkway paths Path fences (150units)	$2,250		MTW funding
Pine	Entire Paint/repair exterior	$100,000		MTW funding
Pine	Landscaping	$25,000		MTW funding
Marlboro St	Site work for drainage (plus Eng fees $25k)	$220,000		MTW funding
Hampshire House	Asphalt walkway extension	$10,000		MTW funding
KAHP various properties	Security Camera project	$20,000		MTW funding
				MTW funding
Riverbend Apartments	Security Camera System	$15,000		MTW funding
Riverbend Apartments	Playground		$120,000	MTW funding
Riverbend Apartments	Mail Kiosk (roof/siding/trim)	$6,000		MTW funding
Riverbend Apartments	Kitchen/Bathroom replace (2 untis)	$30,000		MTW funding
Riverbend Apartments	Landscaping w/Sod (3 bldg)	$11,000		MTW funding
Meadow rd	Kitchen/stairs/Bathroom (2)	$50,000		MTW funding
Meadow rd	New Bathrooms (2 @ $7500)	$15,000		MTW funding
Meadow rd	Landscaping w/Sod (3 bldg)	$6,000		MTW funding
Ash Brook Apt	Security Camera	$10,000		MTW funding
Emerald House	Handicap ramp railing-concrete ramp rear entrance	$10,000		Reserves
Evergreen Knoll	Paving vehicular: asphalt entrance	$15,000		Cash on hand
Evergreen Knoll	Paving vehicular: asphalt parking area	$75,000		Reserves
SAV Family	dumpster fence and pad concrete	$7,500		Reserves/Cash on Hand
SAV Senior	dumpster fence and pad concrete	$7,500		Reserves/Cash on Hand
SAV Senior	acoustic tiles in community room	$12,000		Reserves/Cash on Hand
CST	Security Camera expansion	$15,000		Reserves
CST	Elevator interior rehab	$14,000		Reserves
Brookbend East	Curbing and HC sidewalk transition	$20,000		Reserves
Brookbend West	Curbing and HC sidewalk transition	$20,000		Reserves
Locals	Vehicles (1)	$50,000		Cash
Locals	Salt Spreader (1) general use	$7,200		Cash
Locals	Bobcat / Spreader for sidewalks	$95,000		Cash
Locals	Security Camera	$10,000		Cash
Locals	Public Art	$10,000		Cash
Locals	Backup Datto equipment	$5,500		Cash
	TOTAL Keene Housing costs	**$1,088,127**	**$120,000**	
SOURCE OF REVENUE				
MTW Funding carry over from 2022		**$931,286**		as of 10/25/2022
MTW Funding expected in 2023		**$845,000**		as of 10/25/2022
KH and MAHC Cash on hand		**$177,700**		Cash for Locals/MAHC items
Eversource Rebate (for N&G heal pump project, based on estimate from Dana)		**$0**		unconfirmed
Replacement Reserves	or Cash on Hand from Operating	**$196,000**		RR/Cash
	Available funds unspent/(funds needed)	**$1,061,859**	**$941,859**	

105 CASTLE ST REHAB 2022	
USES:	**Current Budget**
Construction Costs Contract	$2,935,351
Construction Change Orders	$0
Arch/Engineering Contract	$167,366
Owner's contingency	$91,064
Construction Soft costs/asbestos testing	$44,000
CDBG Admin paid to SWRPC/County directly	$32,000
TOTAL USES FOR REBUILD	**$3,270,000**
Stabilization Costs/Prior to Rebuild	$67,061
TOTAL USES FOR ENTIRE PROJECT	**$3,337,000**
SOURCES:	**Current Budget**
CDBG	$500,000
CDBG Gap Funds	$400,000
Monadnock Collab/NHCares	$309,000
Insurance Recovery	$1,376,000
Eversource Rebates	$0
MAHC cash	$685,000
CO reductions	$0
TOTAL SOURCES FOR REBUILD	**$3,270,000**
KAHP/MAHC Cash	$67,061
TOTAL SOURCES FOR ENTIRE PROJECT	**$3,337,000**

Keene Housing

INFORMATIONAL MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration
Subject: Quarterly Safety/Risk Management Report
Date: November 1, 2022

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 workplace safety. The Joint Loss Management Committee meets on a quarterly basis, and a standing agenda item is to review reported employee workplace injuries and property incidents/claims.

Quarterly Safety Summary

Date	Employee Injuries Reported	Department	Medical Treatment	Lost Time from Work
9/27/2022	An employee was bitten by a dog owned by a resident at Stone Arch Village Senior. Puncture wound to the left hand.	Administration	Yes	No

Date	Property	Resident Injury/Property Claim Reported	Claim Filed with Insurance Company
9/1/2022	Stone Arch Village Senior	A resident tripped and fell on a section of heaved sidewalk. Bruised right knee and scraped hands.	Notice only
10/6/2022	Central Square Terrace	A resident burned their left middle finger with a hot glue gun during a Community Garden craft activity.	Notice only
10/19/2022	Evergreen Knoll	A visitor backed out of a parking space and hit a Keene Housing maintenance truck. No injuries reported and damage to both vehicles.	Claim filed with the visitor's auto insurance company

The Director of Administration receives all incident reports and addresses with the claimant things that could have been done to prevent the incident; including appropriate

footwear, appropriate lifting techniques, etc. In most cases, the Property Managers address any items related to safe tenancy and lease violations.

Safety tips are also included in the Quarterly Human Resource Newsletter, the resident Grapevine Newsletter and posted to the employee intranet targeting high risk factors relevant to KH staff.

Keene Housing

INFORMATIONAL MEMORANDUM

To: Joshua Meehan, Executive Director
From: Ellen Wishart, Voucher Program Manager
Subject: Q3 Voucher Activity Report
Date: November 1, 2022

Voucher Activity Quarter 3 2022

Program	Issued-OTC	Eligibility Scheduled	Goal
FYI	0	0 referrals	20
NED	1	0	10
MS	1	0	6
2017 MS	5	4	15 (incl. PBV)
Pathway Home	1	0 referrals	7
HCV	7	7 includes 1 PBV Mobility	93% util.

Of the above 15 households searching for units, 7 are single member households.

Landlord Incentive Data Quarter 3 2022

New Landlord = 3

Existing Landlord =7

Keene Housing

Resident Self-Reliance (RSR) Program Survey

Summary Report

October 2022

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I. Introduction

To assess satisfaction and opinions about Keene Housing's (KH) Resident Self-Reliance (RSR) Program and to help KH develop a better understanding of residents' and clients' concerns, priorities and needs, KH hired an independent firm to conduct a survey of residents and clients.

On October 6, 2022, 114 households that participate in the RSR Program were contacted via email by KH to request their participation in an on-line survey. A link to the on-line survey was provided. As an incentive to complete the survey, respondents who provided their contact information were entered into a lottery and one winner was randomly selected to receive a $100 Target gift card. To maintain confidentiality, survey responses are anonymous and are combined with other survey responses. Sixty-two households participated in the survey, which represents a response rate of 54%.

Included in this report are the following:

- Summary Results: High level summary results for responses to the KH RSR Survey.
- Statistical Results for each survey question.
- Survey Comments/Suggestions: Includes the survey questions and responses to the open-ended questions.

II. Summary Results

The table below shows high level summary results for the KH-RSR Survey.

Question	% of Respondents[1]
Overall, how would you describe the RSR Program?	81.7% respondents answered "Extremely Helpful" or "Helpful" (n=60)
How well do you understand how the RSR Program works?	96.7% % of respondents answered "Completely" or "Somewhat" (n=62)
Do you understand what your responsibilities are in the RSR Program?	90.2% of respondents answered "Yes" or "Mostly" (n=61)
Do you feel that your Resident Service Coordinator is a resource for help and support?	93.1% of respondents answered "Yes" (n=58)
How useful are the resources and materials that your Resident Service Coordinator provides to you?	96.6% of respondents answered "Very useful" or "Somewhat useful" (n=59)

[1] "N" represents the total number of responses to the survey question.

III. Survey Results

1. **How long have you been a participant in the Resident Self Reliance (RSR) program?**

Response	%	#
Less than 1 year	11.3%	7
1 year	4.8%	3
2 years	12.9%	98
3 years	8.1%	5
More than 3 years	62.9%	39
Total		62

2. **Do you live in a Keene Housing property?**

Response	%	#
Yes	82.0%	50
No	18.0%	11
Total		61

3. **Do you know how your portion of rent is calculated?**

Response	%	#
Yes	78.3%	47
No	21.7%	13
Total		60

4. **How well do you understand how the Resident Self-Reliance Program works?**

Response	%	#
Completely	55.7%	34
Somewhat	41.0%	25
Not at all	3.3%	2
Total		61

5. Do you understand what your responsibilities are in the Resident Self-Reliance Program?

Response	%	#
Yes	65.6%	40
Mostly	24.6%	15
Somewhat	6.6%	4
Not at all	3.3%	2
Total		61

Safety Net Program

6. Are you aware of Safety Net, Keene Housing's hardship program?

Response	%	#
Yes	71.0%	44
No	29.0%	18
Total		62

7. Have you ever applied for Safety Net?

Response	%	#
Yes	40.3%	25
No	59.7%	37
Total		62

8. Was the process of applying for Safety Net, clear and easy to follow?

Note: This question does not apply to respondents that answered "No" to Question 7.

Response	%	#
Yes	88.5%	23
No	11.5%	3
Total		26

Development Grants

9. Do you know how Development Grants work?

Response	%	#
Yes	62.3%	38
No	37.7%	23
Total		61

10. Have you received a Development Grant in the past?

Note: This question does not apply to respondents that answered "No" to Question 9.

Response	%	#
Yes	60.5%	23
No	39.5%	15
Total		38

11. Why haven't you received a Development Grant in the past?

Note: This question does not apply to respondents that answered "Yes" to Question 10.

Response	%	#
I didn't know about them	26.7%	4
I never needed one	53.3%	8
The process is too complicated	20.0%	3
Total		15

Rent Credits

12. Do you know how Rent Credits work?

Response	%	#
Yes	75.4%	46
No	24.6%	15
Total		61

13. Have you received Rent Credits in the past?

Note: This question does not apply to respondents that answered "No" to Question 12.

Response	%	#
Yes	70.2%	33
No	29.8%	14
Total		47

14. Why haven't you received Rent Credits in the past?

Note: This question does not apply to respondents that answered "Yes" to Question 13.

Response	%	#
I didn't know about them	46.2%	6
I never needed one	46.2%	6
The process is too complicated	7.7%	1
Total		13

Goal Action Plan

15. Did making a Goal Action Plan help you plan for your future?

Response	%	#
Yes	84.7%	50
No	15.3%	9
Total		59

16. How confident are you that you will achieve your goals on schedule?

Response	%	#
Very confident	32.2%	19
Somewhat confident	59.3%	35
Not confident	8.5%	5
Total		59

Resident Service Coordinator (RSC)

17. How helpful was your Resident Service Coordinator (RSC) in setting up your Goal Action Plan?

Response	%	#
Very helpful	84.7%	50
Somewhat helpful	15.3%	9
Not at all helpful	0.0%	0
Total		59

18. How much is your Resident Service Coordinator helping you achieve your goals?

Response	%	#
A lot	69.5%	41
Somewhat	28.8%	17
Not at all	1.7%	1
Total		59

19. Do you feel that your Resident Service Coordinator is a resource for help and support?

Response	%	#
Yes	93.1%	54
No	6.9%	4
Total		58

20. How useful are the resources and materials that your Resident Service Coordinator provides to you?

Response	%	#
Very useful	67.8%	40
Somewhat useful	28.8%	17

Response	%	#
Not useful	3.4%	2
Total		59

21. What are the biggest barriers that prevent you from fully participating in the Resident Self-Reliance Program (select all that apply)?

Response	%[2]	#
Childcare	14.5%	9
Transportation	6.5%	4
Mental health challenges	17.7%	11
Physical challenges	6.5%	4
Lack of education	4.8%	3
Employment	25.8%	16
Other (See the **Survey Comments/Suggestions** section of this report for the responses)	41.9%	26

22. What has benefitted you the most from the Resident Self-Reliance Program (select all that apply)?

Response	%[3]	#
Development grants	27.4%	17
Rent credits	43.5%	27
Quarterly meetings with my Resident Service Coordinator	53.2%	33
Referrals to other resources	46.8%	29
Financial coaching	21.0%	13
Other (See the **Survey Comments/Suggestions** section of this report for the responses)	17.7%	11

[2] Percentages are based on the total number of survey respondents
[3] Percentages are based on the total number of survey respondents

23. What are your main concerns about the Resident Self-Reliance Program (select all that apply)?

Response	%[4]	#
Rent portion increases	61.3%	38
Subsidy termination for failure to meet program requirements	32.3%	20
Meeting attendance	12.9%	8
Not enough support from Resident Service Coordinators	3.2%	2
Other (See the **Survey Comments/Suggestions** section of this report for the responses	25.8%	16

24. What method do you prefer for meeting with your Resident Service Coordinator?

Response	%	#
By phone	33.3%	20
At a property office	6.7%	4
Via Zoom	26.7%	16
At Keene Housing's main office	33.3%	20
Total		60

25. How do you feel about the level of interaction you have with your Resident Service Coordinator?

Response	%	#
The right amount of interaction	89.8%	53
Not enough interaction	3.4%	2
Too much interaction	6.8%	4
Total		59

[4] Percentages are based on the total number of survey respondents

26. Overall, how would you describe the Resident Self-Reliance Program?

Response	%	#
Extremely helpful	45.0%	27
Helpful	36.7%	22
Somewhat helpful	16.7%	10
Not helpful	1.7%	1
Total		60

27. Do you have any comments or suggestions you would like to make about Keene Housing's Resident Self-Reliance Program?

See the **Survey Comments/Suggestions** section of this report for the responses.

IV. Survey Comments/Suggestions[5]

Question: Other - What are the biggest barriers that prevent you from fully participating in the Resident Self-Reliance Program?

- None/Nothing (7 responses)
- N/A (4 responses)
- Time (3 responses)
- Alone
- Constant Custody Battle
- Emotional stability
- family members with mental health challenges
- Fulltime student, look forward to setting future goals after I obtain my degree. Example: making goal for buying first home.
- I fully participated in it
- I had no barriers
- I homeschool 6 children and things can be challenging at times but they aren't terrible at this moment.
- I work alot and have a busy lifestyle
- Now retired
- The time in my already very busy life

Question: Other - What has benefitted you the most from the Resident Self-Reliance Program?

- Accountability
- All above
- Cheaper rent so I can build by credit and reach my goals of owning a home
- Community support
- Financial help
- Helping me with financial places to get help ..
- I don't know
- I wish I wasn't so depressed for so long, that I could have really been able to fully engage in the program. I know I have what it takes. I am organized and driven. But I

[5] Spelling and grammar reflect responses, which were not modified except for eliminating references to individuals.

was so very depressed from having to had moved away from my sons. Supwr lonely. Took me a couple years to get back into a program that helped my emotional stability, spiritual and mental health to finally feel like I could move forward
- _____ is amazing!!
- Nothing
- Support and info

Question: Other - What are your main concerns about the Resident Self-Reliance Program?

- None/Nothing (7 responses)
- Being overwhelmed
- I really do worrie about when my rent will increase when I graduate. There will be a great change all at yhe same time
- Loosing my subsidy cause my daughter has a job and she graduated from high school and went to work and not college.
- Losing subsidy for being over income due to my adult child working full time
- Lost after my daughter graduated and start working
- Neighbors writing up me for opening window and getting strikes for it risking me to be thrown out and got one for missing one meeting so I'm in fear every day this honest truth
- the challenges were nothing that RSR program created or had any control over. my challenges were life circumstances throwing me off
- The program ending and rent assistance now that I am in a better place emotionally and mentally

Do you have any comments or suggestions you would like to make about Keene Housing's Resident Self-Reliance Program?

- every 6 months not 3 months
- Everyone so far has been super helpful I have never needed to use a system like this before or ask for help and my son and I are in hardship we so greatly appreciate everyone's mindfulness and helpfulness! Love the help I've received so far and cannot thank everyone enough !!
- Getting strikes is very frustrating especially when we don't get appointment reminders and they are set months in advance. When you struggle with mental health issues remembering things that far out is very difficult .
- Give us more detail on rent credit.

- Giving me a break in the strikes I'm at 2 because my son opened the window and I wasn't aware and got a strike for it n a fine then missing my meeting lack of sleep n overwhelmed with work I work nights n starting new job been working 16 hour shift on 3 hours of sleep I feel I should be get a break not asking for pity but to be recognized that im doing my best n ask to have a chance and don't want to be thrown out which can happen any moment I feel my neighbor is always looking for reason to get me in trouble said I blare my music which I don't never have n called the police on me cause my son shut the door to hard apparently that's ridiculous and not necessary wasting police time for nonsense Litterally
- Honestly, the program is wonderful. I do fear the rent increase when it happens because it is practically doubling. So it makes one uneasy.
- I am very grateful for the program!
- I am greatful that I met every three months with _____. I got really depressed in the last couple years, relapsed and started drinking again. Felt like I didn't have anyone. Meeting with _____ every three months felt like I had someone wanting to help me. It was a strand of hope I kept holding onto. Even though I felt I could barely make the bare minimum.. it kept me going. Was referred to a councilor that I spoke with for a while that I could afford as I didn't have insurance and not making the best money. Kept me going. Getting help. I am in a much better place than I was 3 years ago. I am extremely greatful for all the help and support I have received. Everyone has been truly wonderful. Genuine, caring people. Thank you
- I am just so grateful for all of the support that myself and my children benefit from being in this program
- I appreciate having a coach. Its great!
- I don't think it's helpful for me personally. I know how to budget, I know I have to pay my debt, I know to do everything my coordinator wants me to do and I am doing it. The documents I am required to bring to my meetings feel like an invasion of privacy, such as my bank statements and total debt. I live here for housing assistance because I am the only one able to work in my household. Whether or not I am "financially stable" and complete the program, I still will not make enough money to pay rent at non-subsidized apartments. So either way I will still be a KHA renter, self reliance program or not. I just don't have a high enough income to not live here.
- I enjoy having a support system in the program as well as the resources that they provide.
- I found KHA self reliance program requirements to be very reasonable. Whenever I was faced with challenges at my end, things that were totally out of the control of KHA RSR the staff at KHA went above & beyond to help me. KHA staff are among the most caring and dedicated people I have ever had the good fortune to work with. Their kindness & understanding never failed to help me tackle whatever barriers

that I was encountering. _____ & _____ are 2 of the most decent human beings I've ever been lucky enough to meet.

- I just really appreciate the help. Couldn't do it without it
- I love my rsr leader. _____ is amazing and super helpful.
- I really don't know alot about the grant programs,,even though I definitely was told about them.. I'll ask my service coordinator at next meeting..
- If you do what they ask the program is very helpful
- It's helpful but only as the children are young as they grow older and graduate from school and decide to not go to college and go to work to be able to start be an adult and try to save money it's difficult...
- It's helpful In some ways ..
- _____ was very good in explaining everything to me.
- My coordinator is awesome.
- My RSR Coordinator helped me keep my vision for the future on track. She was very courteous and helpful, kind and encouraging, and I have enjoyed working with her.
- No. everything is good!😊
- Not at this time
- Resident self-reliance program has been an integral part of mine and my daughters lives. It has changed our trajectory and put us on pathways to success in climate, physical and mental health, and finances. Although we had a very rough year and are in a much different place than we were last year financially, I feel confident that with my RSR coordinator and the resources I have available that I can get back into balance and confidently make and achieve new goals. We are so grateful for all that Keene housing does for its residents. Everyone definitely seems to communicate in the different departments and there is a unity at KH that provides the best for its tenants and always going above and beyond! As a personal sidenote, my daughter align with her and absolutely terrifying time with threats of violence and physical and verbal abuse where we had to get a restraining order with a previous neighbor... You all worked together seamlessly to provide a resolution and get that tenant out as soon as possible. This greatly improved the health of our lives thank YOU!
- Thank you for all your help!
- Thank you _____! So very helpful for me!
- THANK YOU!

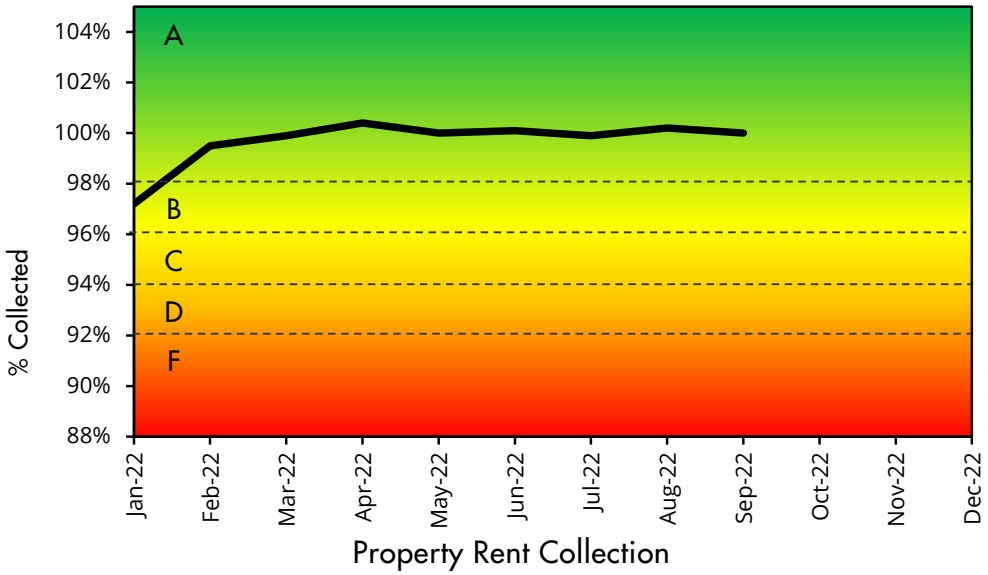
Keene Housing

MANAGEMENT REPORT
OCTOBER 2022

Residential Property Rent Collection Report
October 2022

Community	Month Billed	Month Collected	% Collected	Monthly Grade	YTD Billed	YTD Collected	% YTD Collected	YTD Grade
Ash Brook Apartments	$9,850	$10,007	101.6%	**A**	$79,906	$79,914	100.0%	**A**
Bennett Block	$5,870	$6,488	110.5%	**A**	$57,140	$57,915	101.4%	**A**
Brookbend East	$22,087	$23,293	105.5%	**A**	$178,903	$178,831	100.0%	**A**
Brookbend West	$16,702	$18,280	109.4%	**A**	$159,369	$162,623	102.0%	**A**
Central Square Terrace	$31,822	$31,654	99.5%	**A**	$306,199	$307,972	100.6%	**A**
Cottage Street	$500	$500	100.0%	**A**	$4,737	$4,747	100.2%	**A**
Evergreen Knoll LP	$14,529	$14,386	99.0%	**A**	$131,723	$133,270	101.2%	**A**
Forest View	$25,324	$26,407	104.3%	**C**	$224,381	$223,149	99.5%	**A**
Hampshire House	$5,552	$5,441	98.0%	**A**	$52,161	$51,945	99.6%	**A**
Harper Acres	$47,902	$49,935	104.2%	**A**	$461,804	$462,929	100.2%	**A**
Meadow Road Apartments	$7,677	$7,499	97.7%	**B**	$75,684	$75,489	99.7%	**A**
North and Gilsum	$19,020	$20,375	107.1%	**A**	$183,749	$186,369	101.4%	**A**
Riverbend Apartments	$12,703	$12,424	97.8%	**B**	$128,290	$128,065	99.8%	**A**
Scattered Sites	$10,796	$10,796	100.0%	**A**	$101,596	$102,518	100.9%	**A**
Scattered Sites 2	$17,076	$15,368	90.0%	**F**	$150,442	$146,779	97.6%	**B**
Stone Arch Village Family	$14,294	$13,895	97.2%	**B**	$130,054	$129,634	99.7%	**A**
Stone Arch Village Senior	$14,501	$14,502	100.0%	**A**	$130,272	$130,568	100.2%	**A**
Totals	$276,205	$281,249	101.8%	A	$2,556,410	$2,562,717	100.2%	A

Active Households Only

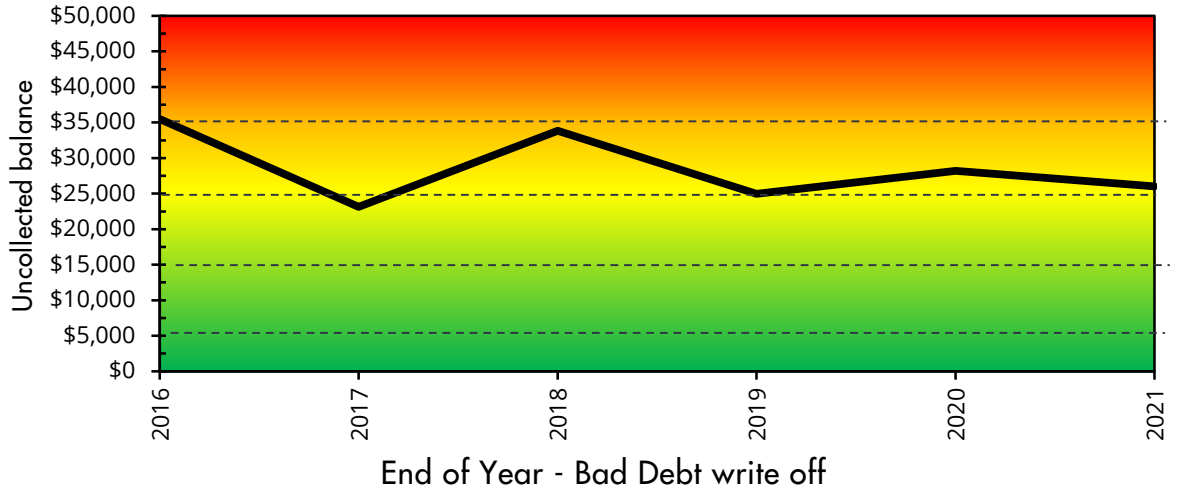


This report compares current tenant's rent billed to rent collected. The percent collected can exceed 100% when back rent is collected. Our goal is to collect at least 98% of rent billed.

Residential Property Uncollected Accounts - Inactive Tenants - Report
October 2022

Community	# of Households	Current	30 days	60 days	90 days	120 days and over	total
Ash Brook Apartments	2	($513)	$0	$0	$0	$0	($513)
Bennett Block	1	$0	$0	$0	$0	$150	$150
Brookbend East	2	$0	$0	$0	$0	$899	$899
Brookbend West	4	$419	$620	$5	$312	$3,934	$5,290
Central Square Terrace	4	($105)	$0	$0	$4,788	$4,545	$9,228
Cottage Street	0	$0	$0	$0	$0	$0	$0
Emerald Street	1	($70)	$0	$0	$0	$0	($70)
Evergreen Knoll LP	3	($14)	$185	$10	$355	$617	$1,153
Forest View	5	$75	$0	$0	$1,185	$3,961	$5,221
Hampshire House	2	($162)	$0	$0	$0	$12	($150)
Harper Acres	3	$0	($1,383)	$0	$955	$1,472	$1,044
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	$0	$0	$580	$20	$1,101	$1,701
Scattered Sites	1	$0	$0	$0	$0	$69	$69
Scattered Sites 2	0	$0	$0	$0	$0	$0	$0
Stone Arch Village Family	2	$0	$0	$0	$0	$2,683	$2,683
Stone Arch Village Senior	1	$0	$0	$0	$0	$4	$4
Totals	37	($370)	($578)	$595	$7,615	$33,767	$41,028

Inactive Households Only

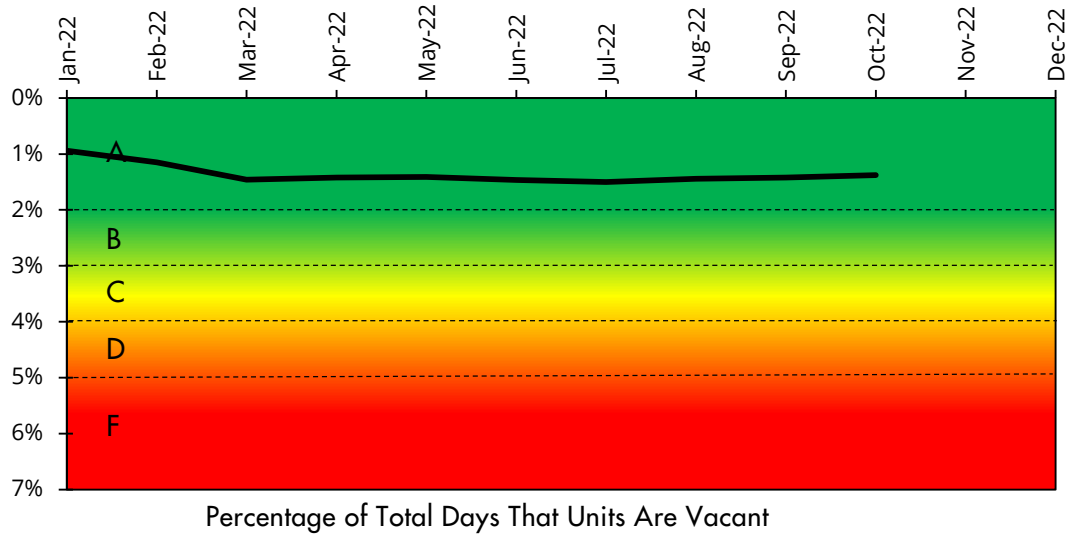


This report tracks the balance that is owed to KH and what remains upaid. Most of these tenants have moved from a KH property and are considered Inactive Tenants.

Monthly Vacancy Report

October 2022

Community	Units Available	Available Days	Vacant Days	Monthly Vacancy Percentage	Monthly Grade	YTD Vacancy Percentage	YTD Grade
Ash Brook Apartments	24	716	0	0.0%	**A**	1.3%	**A**
Bennett Block	14	434	0	0.0%	**A**	0.0%	**A**
Brookbend East	40	1240	0	0.0%	**A**	1.3%	**A**
Brookbend West	35	1085	11	1.0%	**A**	1.6%	**A**
Central Square Terrace	90	2790	29	1.0%	**A**	0.9%	**A**
Evergreen Knoll LP	32	992	74	7.5%	**F**	3.5%	**C**
Forest View	38	1178	0	0.0%	**A**	0.6%	**A**
Hampshire House	18	558	11	2.0%	**A**	2.2%	**B**
Harper Acres	112	3472	44	1.3%	**A**	1.2%	**A**
Meadow Road Apartments	18	558	0	0.0%	**A**	1.6%	**A**
North and Gilsum	29	899	0	0.0%	**A**	1.6%	**A**
Riverbend Apartments	24	744	16	2.2%	**B**	1.2%	**A**
Scattered Sites	18	558	0	0.0%	**A**	0.2%	**A**
Scattered Sites 2	30	930	0	0.0%	**A**	0.7%	**A**
Stone Arch Village Family	24	744	0	0.0%	**A**	2.0%	**B**
Stone Arch Village Senior	33	1023	0	0.0%	**A**	2.6%	**B**
Report Totals:	579	17,921	185	1.0%	A	1.4%	A

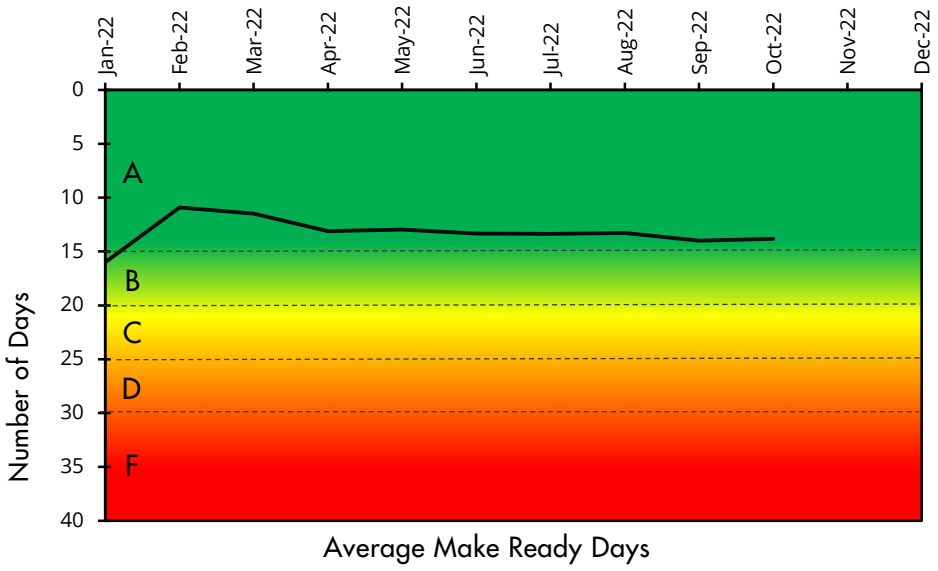


Percentage of Total Days That Units Are Vacant

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
October 2022

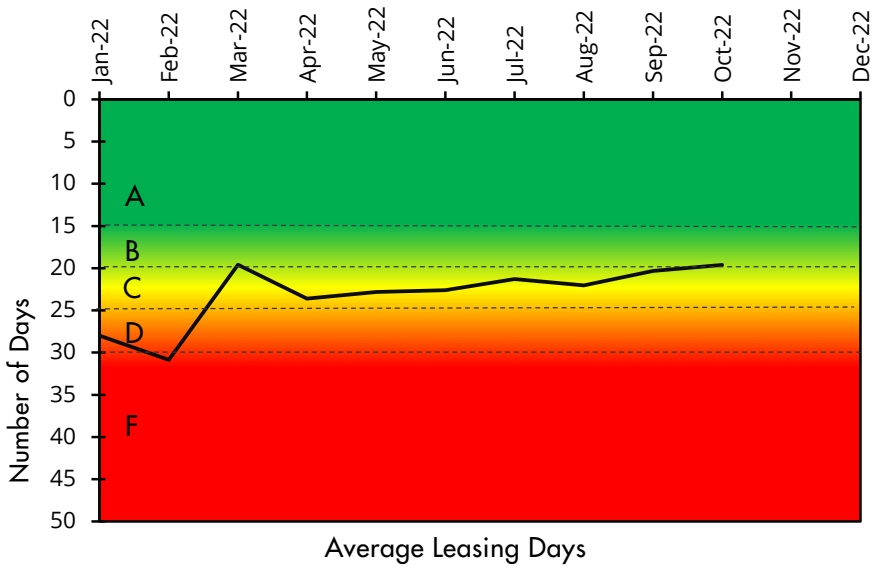
Community	Number of Units Made Ready	Avg. Make Ready Days	YTD Number of Units Made Ready	YTD Avg. Make Ready Days	YTD Grade
Ash Brook Apartments	0	-	3	27	**D**
Bennett Block	0	-	0	-	**NONE**
Brookbend East	0	-	6	15	**B**
Brookbend West	1	5	6	10	**A**
Central Square Terrace	1	3	8	6	**A**
Evergreen Knoll LP	3	18	7	16	**B**
Forest View	0	-	5	14	**A**
Hampshire House	1	3	5	13	**A**
Harper Acres	1	12	7	8	**A**
Meadow Road Apartments	0	-	3	16	**B**
North and Gilsum	0	-	7	18	**B**
Riverbend Apartments	1	23	3	24	**C**
Scattered Sites	0	-	1	1	**A**
Scattered Sites 2	0	-	3	19	**B**
Stone Arch Village Family	0	-	2	13	**A**
Stone Arch Village Senior	0	-	5	15	**B**
Report Totals:	8	12	71	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
October 2022

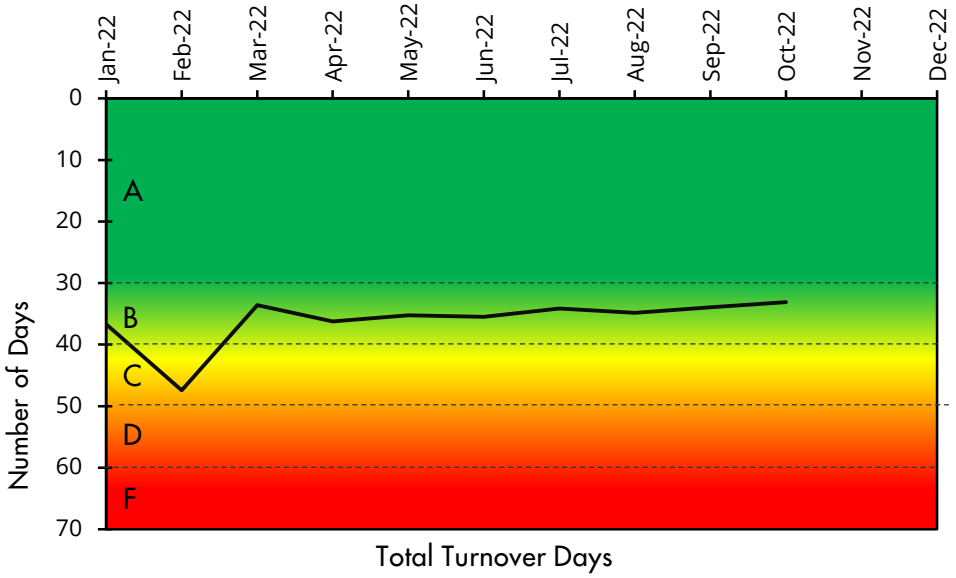
Community	Number of Units Leased	Average Leasing Days	YTD Number of Units Leased	YTD Avg Leasing Days	YTD Grade
Ash Brook Apartments	0	-	3	6	**A**
Bennett Block	0	-	0	-	**NONE**
Brookbend East	0	-	6	13	**A**
Brookbend West	1	8	6	20	**B**
Central Square Terrace	1	32	7	29	**D**
Evergreen Knoll LP	1	5	5	38	**F**
Forest View	0	-	5	3	**A**
Hampshire House	0	-	5	25	**C**
Harper Acres	1	1	6	20	**C**
Meadow Road Apartments	0	-	3	15	**A**
North and Gilsum	0	-	7	5	**A**
Riverbend Apartments	1	5	3	6	**A**
Scattered Sites	0	-	1	15	**A**
Scattered Sites 2	0	-	3	3	**A**
Stone Arch Village Family	0	-	3	44	**F**
Stone Arch Village Senior	0	-	6	39	**F**
Report Totals:	5	10	69	20	B



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
October 2022

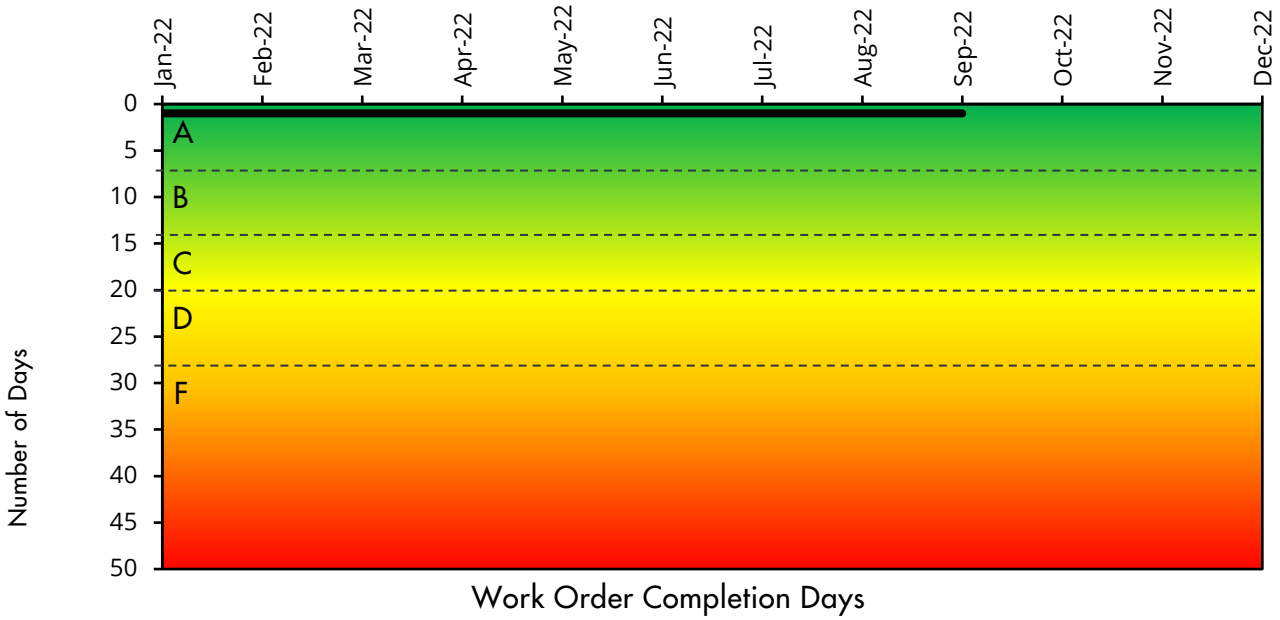
Community	Number of Units Turned in Month	Average Turnover Days	YTD Number of Units Turned	YTD Avg Turnover Days	YTD Grade
Ash Brook Apartments	0	-	3	32	**B**
Bennett Block	0	-	0	-	**NONE**
Brookbend East	0	-	6	27	**A**
Brookbend West	1	12	6	29	**A**
Central Square Terrace	1	36	7	34	**B**
Evergreen Knoll LP	1	26	5	53	**D**
Forest View	0	-	5	16	**A**
Hampshire House	0	-	5	38	**B**
Harper Acres	1	12	6	28	**A**
Meadow Road Apartments	0	-	3	29	**A**
North and Gilsum	0	-	7	21	**A**
Riverbend Apartments	1	27	3	30	**A**
Scattered Sites	0	-	1	15	**A**
Scattered Sites 2	0	-	3	21	**A**
Stone Arch Village Family	0	-	3	59	**D**
Stone Arch Village Senior	0	-	6	55	**D**
Report Totals:	5	23	69	33	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
October 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	14	1	A	153	1	A
Bennett Block	8	0	A	62	1	A
Brookbend East	43	1	A	220	1	A
Brookbend West	34	1	A	161	1	A
Central Square Terrace	48	0	A	443	1	A
Cottage Street	2	6	A	24	1	A
Emerald Street House	18	0	A	108	1	A
Evergreen Knoll LP	15	1	A	107	1	A
Forest View	20	0	A	217	1	A
Hampshire House	6	1	A	48	1	A
Harper Acres	121	1	A	574	1	A
Keene Housing Main Office	4	2	A	36	1	A
Meadow Road	8	1	A	82	1	A
North and Gilsum	19	0	A	168	1	A
Riverbend Apartments	4	0	A	93	1	A
Scattered Sites	8	0	A	80	1	A
Scattered Sites 2	12	1	A	91	1	A
Stone Arch Village Family	12	1	A	118	1	A
Stone Arch Village Senior	71	1	A	338	1	A
Report Totals:	467	1	A	3,123	1	A



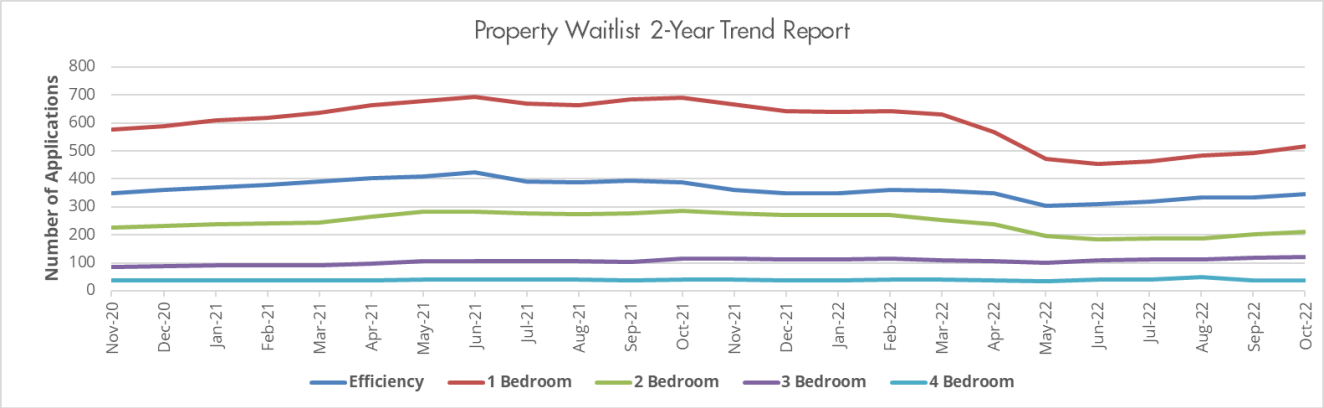
This report tracks the number of days it takes the Facilities and Assets team to complete non-emergency work orders. Our goal is to complete non-emergency work orders in 5 days or less.

Residential Property Emergency Work Order Completion Days
October 2022

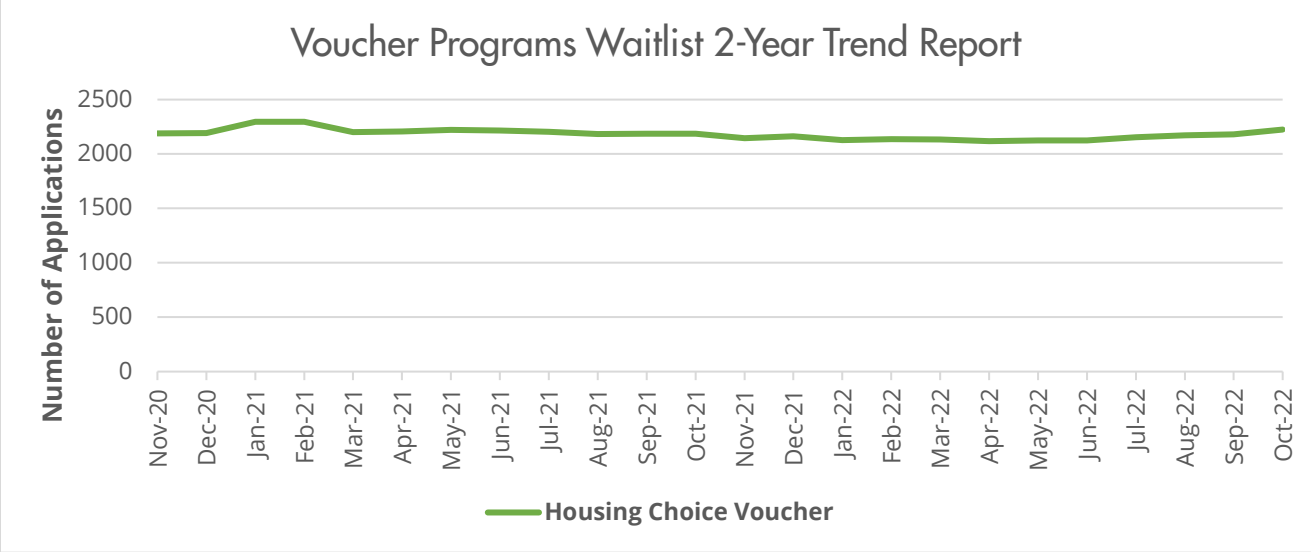
Community	Number of Work Orders	Average Days To Complete	Monthly Grade	YTD Number of Work Orders	YTD Average Days To Complete	YTD Grade
Ash Brook Apartments	-	-	NONE	15	0	P
Bennett Block	1	0	P	9	0	P
Brookbend East	1	0	P	10	0	P
Brookbend West	-	-	NONE	5	0	P
Central Square Terrace	5	0	P	42	0	P
Cottage Street	-	-	NONE	-	-	NONE
Emerald Street House	1	0	P	4	0	P
Evergreen Knoll LP	1	0	P	8	0	P
Forest View	3	0	P	18	0	P
Hampshire House	-	-	NONE	1	0	P
Harper Acres	3	0	P	53	0	P
Keene Housing Main Office	-	-	NONE	-	-	NONE
Meadow Road	1	0	P	11	0	P
North and Gilsum	1	0	P	7	0	P
Riverbend Apartments	-	-	NONE	7	0	P
Scattered Sites	-	-	NONE	3	0	P
Scattered Sites 2	1	0	P	9	0	P
Stone Arch Village Family	4	0	P	17	0	P
Stone Arch Village Senior	3	0	P	25	0	P
Report Totals:	25	0	P	244	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
October 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	$466,394	$323,545	69%	621	$521	105%	592	$1,588	$142,849
October	$466,394	$332,451	71%	607	$548	103%	592	$150	$133,943
November									
December									
Total	$4,663,942	$3,261,378	70%	6147	$531	105%	5,880	$9,110	$1,402,564

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	$466,394	$311,060	67%	500	$622	84%	592	$1,588	$155,334
October	$466,394	$318,852	68%	495	$644	84%	592	$150	$147,542
November									
December									
Total	$4,663,942	$3,145,959	68%	5063	$621	86%	5,880	$9,110	$1,517,983

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	$4,232	$16,549	391%	18	$919	100%	18	$0	($12,317)
September	$12,883	$16,549	128%	18	$919	100%	18	$0	($3,666)
October	$38,343	$16,549	43%	18	$919	100%	18	$0	$21,794
November									
December									
Total	$138,924	$142,590	134%	174	$816	97%	180	$0	($3,666)

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	$49,724	$60,012	121%	89	$674	89%	100	$0	($10,288)
October	$69,569	$62,893	90%	90	$699	90%	100	$0	$6,676
November									
December									
Total	$588,935	$591,185	104%	916	$646	92%	1,000	$0	($2,250)

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	$72,209	$46,114	100%	77	$599	77%	100	$0	$26,095
October	$51,302	$47,782	100%	77	$621	77%	100	$0	$3,520
November									
December									
Total	$364,033	$428,513	103%	717	$597	72%	1000	$98	($64,480)

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	$644	$644	100%	1	$644	33%	3	$0	$0
October	$644	$644	100%	1	$644	33%	3	$0	$0
November									
December									
Total	$3,220	$3,220	50%	7	$322	23%	30	$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	26%	3	$988	100%	3	$0	8,286.00
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	$758	$4,476	141%	5	$895	167%	3	$0	(1,296.00)
October	$758	$4,476	141%	5	$895	167%	3	$0	(1,296.00)
November									
December									
Total	$18,391	$33,943	108%	35	$982	117%	30	$0	$4,050

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
OCTOBER 2022

Keene Housing	KEENE HOUSING Consolidated			
	INCOME STATEMENT			
	Actual	Budget	Variance	
	YTD Activity as of October 31, 2022	YTD Activity as of October 31, 2022	$ Variance (under)/over	% Variance
Total Operating Revenue	16,333,497	15,973,081	360,416	2%
Total Operating Expenses	12,109,416	13,370,960	(1,261,544)	-10%
NET OPERATING INCOME	**$4,224,081**	**$2,602,120**	**1,621,961**	**38%**

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

Non-Operating Expense	Actual	Budget	Variance	
Total Depreciation Expense	$2,096,568	$1,855,852	$240,716	11%

Keene Housing

KEENE HOUSING

INCOME STATEMENT CONSOLIDATED SUMMARY

	Actual	Budget	Variance	
	YTD Activity as of October 31, 2022	YTD Activity as of October 31, 2022	$ Variance (under)/over	% Variance
REVENUE				
Rents/HAP/Subsidy Income	13,326,126	13,851,130	(525,004)	-4%
Vacancy Loss	(70,138)	(93,364)	23,226	-33%
Admin Fee Income	962,744	926,530	36,214	4%
Managmeent Fees	545,851	562,200	(16,349)	-3%
Interest Income	49,795	35,682	14,113	28%
Partnership/Incentive Fees	437,087	385,000	52,087	12%
Other Income	1,036,009	262,300	773,709	75%
Misc Tenant Income	46,022	43,602	2,420	5%
Total Revenue	$ 16,333,497	$ 15,973,081	$ 360,416	2%
EXPENSES				
Administrative	791,536	961,565	(170,028)	-21%
Operational	445,827	444,016	1,811	0%
Payroll	2,590,269	2,801,706	(211,437)	-8%
Utilities	962,345	864,466	97,879	10%
Maintenance	1,148,220	1,039,282	108,938	9%
Taxes & Insurance	883,643	977,531	(93,888)	-11%
Interest	663,257	665,296	(2,039)	0%
Amortization of Finance Costs	-	5,902	(5,902)	0%
Tenant Programs	172,139	271,886	(99,747)	-58%
HAP	4,452,179	5,339,310	(887,131)	-20%
Total Operating Expenses	$ 12,109,416	$ 13,370,960	$ (1,261,544)	-10%
NET OPERATING INCOME	**$ 4,224,081**	**$ 2,602,120**	**$ 1,621,961**	**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 $4.2m, over budget by $1.6m.

OPERATING REVENUES are $16.3m a net increase of $.4m as compared to the budget of $16.0m.

OPERATING EXPENSES are $12.1m a decrease of $1.3m as compared to the budget of $13.4m.

REVENUE	VARIANCES for Revenue categories (Less)/Higher than Budget	
Rent/HAP/Subsidy Income	(1,360,977)	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	835,973	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 $1.4m.
Vacancy Loss	23,226	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	36,214	HUD Admin Fee are over budget. The Section 8 admin fees are on budget, actuals are based on the actual admin expensed. MS in over budget by $33k and we received the additional admin award of $50k that HUD had approved. Special Purpose Voucher admin fee are on over budget by $3k.
Interest Income	14,113	
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	(16,349)	Slightly under budget.
Other Income	773,709	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	2,420	on budget.
Total Operating Revenue	360,416	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	(168,217)	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 fully engaged at this time.
Payroll/Benefits	(211,437)	Benefit Expenses are under budget by $124k. This variance is expected to remain for the year and possibly continue to increase slightly. Salaries are under budget by $88k, we have had no vacant positions during 2022.
Utilities	97,879	Fuel Expense is over budget by $27k. Water & Sewer is over budget by $45k. Electric is over budget by $24k. Timing.
Maintenance	108,938	Most of the maintenance line items are over budget by $166k due to the rising cost of materials and repairs. There are a few maintenance line items under budget by $58k.
Taxes & Insurance	(93,888)	Property Tax is under budget by $70k. 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	(7,941)	Timing.
Tenant Programs	(99,747)	Tenant programs are under budget by $34k, 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 $65k.
HAP	(887,131)	HAP disbursements are under budget in MTW by $746k and MS by $138k. NEDs expenses are under budget by $4k.
Total Operating Expenses	(1,261,544)	Lower than Budget
Net Variance for Net Income	**$1,621,961**	**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	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)	35,396	332,525	(347,670) Lower Revenue	(50,541) Lower Expenses	
Monadnock Affordable (MAHC)	418,716	(28,307)	384,064 Higher Revenue	(62,959) Lower Expenses	
Keene Affordable (KAHP)	1,211,338	504,796	654,509 Higher Revenue	(52,032) Lower Expenses	
Meadow Road	52,972	30,089	(18,507) Lower Revenue	(41,390) Lower Expenses	
Ash Brook Apartment	35,154	78,242	(22,864) Lower Revenue	20,224 Higher Expenses	
Emerald Street	6,590	5,395	19,197 Higher Revenue	18,003 Higher Expenses	
Hampshire House	39,275	19,005	1,979 Higher Revenue	3,292 Higher Expenses	
Section 8 Voucher Program (MTW)	1,398,337	577,907	(60,247) Lower Revenue	(880,677) Lower Expenses	
Mainstream Voucher Program	(68,121)	(39,740)	(170,540) Lower Revenue	(142,159) Lower Expenses	
Special Purpose Vouchers (NEDs, AHPP,FYI	(32,233)	(34,690)	(9,641) Lower Revenue	(12,098) Lower Expenses	
Riverbend (and LIHTC)	95,202	112,379	(23,215) Lower Revenue	(6,039) Lower Expenses	
TOTALS	$3,192,627	$1,557,602	$407,065 Higher Revenue	($1,206,377) Lower Expenses	
PARTNERSHIPS AND MANAGED ENTITIES					
Low Income Tax Credits Properties (LIHTC)					
Evergreen Knoll	62,817	112,590	(26,524) Lower Revenue	23,248 Higher Expenses	
Brookbend West	256,231	200,365	10,359 Higher Revenue	(45,508) Lower Expenses	
Stone Arch Family	67,099	83,385	(33,750) Lower Revenue	(17,465) Lower Expenses	
Stone Arch Senior	32,818	68,626	(28,577) Lower Revenue	7,231 Higher Expenses	
LIHTC with 10/31 year ends					
Brookbend East	377,800	323,668	6,229 Higher Revenue	(47,902) Lower Expenses.	
Central Square (multifamily)	233,954	240,851	34,063 Higher Revenue	40,960 Higher Expenses	
Non-Owned/Managed Properties					
Cottage Street	734	15,033	(8,448) Lower Revenue	5,850 Higher Expenses	
TOTALS	1,031,454	$1,044,518	($46,649) Lower Revenue	($33,584) Lower Expenses	

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

Keene Housing	KEENE HOUSING Consolidated BALANCE SHEET - summary			
	Ending balance as of October 31, 2022	Ending balance as of December 31, 2021	$ Variance Incr/(Decr)	% Variance
ASSETS				
Total Current Assets	26,854,514	25,666,561	1,187,953	4%
Total Fixed Assets	57,687,314	57,446,472	240,842	0%
Total Other Assets	1,591,583	1,591,583	0	0%
Total Assets	**$86,133,411**	**$84,704,617**	**$1,428,795**	**2%**
LIABILITIES and EQUITY				
Total Current Liabilities	1,493,378	1,459,292	34,087	2%
Total Long Term Liabilities	32,383,799	32,722,011	(338,211)	-1%
Total Liabilities	**$33,877,178**	**$34,181,302**	**($304,124)**	**-1%**
Total Equity	**$52,256,233**	**$50,523,314**	**$1,732,919**	**3%**
Total Liabilities & Equity	**$86,133,411**	**$84,704,617**	**$1,428,795**	**2%**

KEENE HOUSING AND COMPONENT UNIT ENTITIES			
Debt Current Ratio	12.91%	12.54%	
Debt Current Ratio shows how many times an entity can cover current debt with cash and cash equivalents.			

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
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: 0	RFP Pending	$68,550
Lawn Care	AGM Landscaping	04/01/19 -11/30/20	11/30/2022	remaining renewal options: 0	RFP Pending	$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)		
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	
Snow Removal	AGM Landscaping	10/01/22- 05/01/24	5/1/2024	remaining renewal options: 3 (2024, 2025, 2026)	BBE, BBW, AB & MR, BB, DC, West, HH, Pine, Elm	$81,400
Snow Removal	Arlen Landscaping	10/01/22-05/01/24	5/1/2024	remaining renewal options: 3 (2024, 2025, 2026)	Marlboro Properties, Marlboro St, Water, ES & Dover, Cottage, RC	$22,600
Snow Removal	Connecticut Valley Yard Works	10/01/22-05/01/24	5/1/2024	remaining renewal options: 3 (2024, 2025, 2026)	Forestview & North & Gilsum	$55,800
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		

Keene Housing

MTW HCV Quarterly
Dashboard Report

Excludes Mainstream, NED,
HOVO and Shelters; also
excludes RCT NO Services

Submitted 10/07/2022

$0 HAP Households

Status	Program	Household ID#	$0 HAP Effective	EOP Date	Resident Service Coordinator
Active	Project-based	46139	07/01/2022	01/01/2023	Kelly White
Active	Project-based	44834	10/01/2022	03/31/2023	Kelly White

TANF Stepped Subsidy Households

Program	Household ID#	MTW Step		
PBV	48790	2		
PBV	48819	1	In school- 'frozen' at step 1	working PT and TANF
PBV	48925	RCT-IB		

RSR Compliance

Households with No Assessment	2	New participants, some included in strike data
Households with No Strikes	30	
Households with 1 Strike	28	
Households with 2 Strikes	22	
Households with 3 Strikes	17	
Total Households:	97	***Unduplicated count and includes HH that were EOP due to non-complaince.**

Rent Burden for Stepped Subsidy Households (Excludes Zero Income Households and IB RCT HH)

30% and Under Rent Burden	61	
31%-45% Rent Burden	8	
Over 45% Rent Burden	8	
		See sheet 2 for explanation of over 45% RB.

Safety Net Overview

	MONTHLY HAP	SAFETY NET HAP	HAP DIFFERENCE	APPROVED APPS	DENIED APPS	WITHDRAWN APPS	TOTAL APPS
PBV Subtotal	$1,000	$1,974	$974	2	1		3
HCV Subtotal	$1,300	$1,939	$639	2	0		2
Quarter Total	**$2,300**	**$3,913**	**$1,613**	**4**	**1**		**5**

City/Town Assistance	**$1,205**
MASS	**$1,000**
HCS	**$804**
SCS COVID-19 Assistance	**$73,429**

Gross Income Change Overtime (Includes Active and Inactive Households, and excludes 0 income HH)

2021 Q-3

Average	$31,519.00

Median	$32,559.00
Number Households	94

2022 Q-3

Average	$35,801.00
Median	$34,707.00
Number Households	93

Notes:

Total Households may differ due to
missed meetings, strikes, and different RCT categories.

November 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2 CST Bingo	3	4 CST Boost Your Brain Health Workshop	5
6 CST Coloring Group	7 CST Cooking Group SAVS Bingo	8 CST Craft Group	9 Staff Annual Strategic Plan Review CST Bingo	10	11 Office Closed Veterans Day	12
13 CST Coloring Group	14 CST Boost Your Brain Health Workshop SAVS Bingo	15 CST Card Making	16 CST Bingo	17 Board of Commissioners Meeting	18 CST Boost Your Brain Health Workshop	19
20 CST Coloring Group	21 Harper Identity Theft Prevention Workshop SAVS Bingo	22	23 CST Bingo	24 Office Closed Thanksgiving	25 Office Closed Day after Thanksgiving	26 CST Holiday Decorating
27 CST Coloring Group	28 SAVS Bingo	29	30 CST Bingo			

Keene Housing

DECEMBER 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1 SAVS Ready, Steady, Balance Workshop	2 CST Boost Your Brain Health Workshop	3
4 CST Coloring Group	5 SAVS Bingo Harper Craft Group	6 Brookbend Kids Holiday Bazaar CST Craft Group	7 CST Bingo SAVS Craft Group	8	9	10
11 CST Coloring Group	12 SAVS Bingo CST Resident Cooking Group	13 Forest View Kids Holiday Bazaar CST Card Making	14 CST Bingo SAVS Pretzel Dipping	15 Bennett Block Craft Group	16 Staff Holiday Party at Papagallos CST Pretzel Dipping	17
18 CST Coloring Group	19 SAVS Bingo	20	21 CST Bingo	22 Board of Commissioners Meeting	23	24
25 CST Coloring Group	26 Office Closed Christmas	27	28 CST Bingo	29	30	31

Keene Housing