Keene Housing

Keene Housing
Board of Commissioners Meeting
January 19, 2023

Central Square Terrace Holiday Party

Meeting Location:
Bennett Block
32 Washington Street
Keene, NH 03431

Keene Housing

Board of Commissioners Meeting
Thursday, January 19, 2023
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Keene Housing

BOARD OF COMMISSIONERS MEETING
THURSDAY, JANUARY 19, 2023
12:00 P.M.
BENNETT BLOCK
32 WASHINGTON STREET, KEENE, NH

AGENDA

I. Call to Order

II. Roll Call

III. Approval of the December 15, 2022 Keene Housing Board Meeting Minutes

IV. Executive Director's Report

V. Management Report

VI. Finance Report

VII. Old Business

VIII. New Business

a. Informational Memo: 2020 – 2025 Strategic Plan (2022 Progress Report)

b. Informational Memo: Biannual Community Gardens Board Report

c. Keene Housing Garden Survey 2022 Responses

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, December 15, 2022

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

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

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

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

MINUTES:

Vice Chairperson Elliott called for approval of the November 17, 2022 Board of Commissioners meeting minutes. Commissioner Shaw made a motion to approve the minutes. Commissioner Bianco seconded the motion, which upon being put to vote, the minutes passed unanimously.

EXECUTIVE DIRECTOR'S REPORT:

Secretary Meehan stated a Continuing Resolution (CR) is in effect through the end of next week. The CR extends federal funding at current levels and any funding increases in 2023 appropriations, when they are passed, will be retroactive to the start of the federal fiscal year.

Secretary Meehan stated the Homes for School initiative will begin once HUD approves Keene Housing's Moving to Work (MTW) Administrative Plan. The Homes for School program is a Housing First program that will provide housing subsidy to unsheltered households with students at Franklin and Symonds Elementary Schools referred by Keene School District staff. Karen Graveline, Keene Housing's Community Connections Manager will coordinate with school staff and participating households.

The closing of Cottage Street has been delayed and will not be completed by the close of fiscal year 2022, as originally planned.

Secretary Meehan is executing a contract with Stevens & Associates to conduct a site alternative study to identify land for potential future acquisition and development.

The Keene Housing holiday party is being rescheduled due to inclement weather. The party is now being held at 5:30pm on Tuesday, December 20th at Papagallos.
Secretary Meehan invited Ms. Clark to give an update on Keene Housing's capital projects. Ms. Clark stated the team is wrapping up its 2022 capital projects. The 105 Castle Street

construction project is underway. The four exterior walls are in place and Cheshire Builders is waiting for the delivery of the roof trusses.

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

Ms. Malay reviewed the KHKC November 2022 Dashboard Report. She announced 243 children participated in 491 community activities. Ms. Malay stated 150 kids participated in the 2022 KHKC Kids Holiday Bazaars and approximately 650 presents were distributed. This year, KHKC offered a shuttle from neighboring Keene Housing and Southwestern Community Services properties and 50 kids utilized the service. Ms. Malay thanked everyone for their support and contributions. Ms. Malay stated KHKC will reach out to Homes for School families and encourage them to participate in KHKC community activities.

Resolution No. 742 – Approval of Bad Debt Write Offs for 2022

The Keene Housing Board of Commissioners authorizes the Finance Department to write-off tenant's old accounts receivable for approximately $31,950 as uncollectible bad debt for fiscal year ending December 31, 2022 pursuant to the December 8, 2022 memorandum from Linda Griffin, Director of Finance to Joshua R. Meehan, Executive Director. Commissioner Bianco moved the motion to approve the resolution. Commissioner Shaw seconded the motion, which upon being put to vote, was passed unanimously.

Resolution No. 743 – Approval of the 2023 Operating and Capital Budget

The Keene Housing Board of Commissioners authorizes the adoption of the proposed consolidated Keene Housing 2023 Operating and Capital Budget as presented, and further authorizes the Director of Finance to make any necessary line item adjustments at the discretion of the Executive Director, not to exceed a 10% increase over the approved budgets or an aggregate total not to exceed $100,000, pursuant to the December 1, 2022 memorandum from Linda Griffin, Finance Director to Joshua Meehan, Executive Director. Commissioner Shaw moved the motion to approve the resolution. Commissioner Bianco seconded the motion, which upon being put to vote, was passed unanimously.

Resolution No. 744 – Approval of 2023 Tenant Selection and Occupancy Plan (TSOP)

The Keene Housing Board of Commissioners approve and adopt the revised TSOP; and further authorize the Executive Director to make any technical corrections necessary pursuant to the memorandum dated December 7, 2022 from Denise Pratt, Director of Housing and Services, to Joshua R. Meehan, Executive Director. Commissioner Shaw moved the motion to approve the resolution. Commissioner Bianco seconded the motion, which upon being put to vote, was passed unanimously.

Resolution No. 745 – Approval of 2023 Moving to Work (MTW) Administrative Plan

The Keene Housing Board of Commissioners approve and adopt the updated and 2023 MTW Administrative Plan; and further authorize the Executive Director to make any technical corrections necessary pursuant to the memorandum dated November 30, 2022 from Denise Pratt, Director of Housing and Services, to Joshua R. Meehan, Executive Director. Commissioner Bianco moved the motion to approve the resolution. Commissioner Shaw seconded the motion, which upon being put to vote, was passed unanimously.

Resolution No. 746 – Approval of the Occupancy Rules Handbook

The Keene Housing Board of Commissioners approve and adopt the revised Occupancy Rules Handbook; and further authorize the Executive Director to make any technical corrections necessary pursuant to the memorandum dated December 7, 2022 from Denise Pratt, Director of Housing and Services, to Joshua R. Meehan, Executive Director. Commissioner Shaw moved the motion to approve the resolution. Commissioner Bianco seconded the motion, which upon being put to vote, was passed unanimously.

Resolution No. 747 – Fiscal Year 2023 Voucher Payment Standards

The Keene Housing Board of Commissioners Keene Housing Board of Commissioners approves and adopts Keene Housing's Fiscal Year 2023 Voucher Payment Standards, and further authorizes the Executive Director to make any technical corrections necessary pursuant to the memorandum dated December 1, 2022 from Denise Pratt, Director of Housing and Services, to Joshua Meehan, Executive Director. Commissioner Shaw moved the motion to approve the resolution. Commissioner Bianco seconded the motion, which upon being put to vote, was passed unanimously.

Informational Memo: Quarter 4 Voucher Activity Report

Secretary Meehan reviewed the Quarter 4 Voucher Activity Report as outlined in the Informational Memo dated December 2, 2022.

OLD BUSINESS:

No topics were presented.

PUBLIC COMMENT:

No members of the public were present.

NON-PUBLIC SESSION:

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

Vice Chairperson Elliott suspended the Public Session at 12:54 p.m. on Thursday, December 15, 2022, to convene a Non-Public Session.

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

PUBLIC SESSION RECONVENED:

Vice Chairperson Elliott reconvened the Public Session on Thursday, December 15, 2022, at 1:15 p.m. Vice Chairperson Elliott stated the Board of Commissioners voted during non-public session to seal the minutes of that session.

Commissioner Bianco made a motion to adjourn the Keene Housing Board of Commissioners meeting. Commissioner Shaw seconded the motion, which upon being put to vote, was passed unanimously. There being no further business, Vice Chairperson Elliott adjourned the Board meeting at 1:16 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

12/20/2022
Date

Keene Housing

INFORMATIONAL MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration AW
Subject: 2020 – 2025 Strategic Plan (2022 Progress Report)
Date: January 3, 2023

This Informational Memorandum provides an update regarding Keene Housing 2020 – 2025 Strategic Plan.

The 2020 - 2025 Strategic Plan was developed with active engagement and feedback from Keene Housing's Board of Commissioners, staff, residents, voucher holders, landlords and community partners. Keene Housing's Board of Commissioners and staff review the Strategic Plan each year to check our progress and make adjustments, when needed.

On November 9, 2022, all Keene Housing staff reviewed the Plan and discussed the status of each priority project together. Senior staff and the Board of Commissioners then met on December 13, 2022 to review the Plan, review staff feedback, and review the status of each project. The annual review process ensures Keene Housing achieves its goals and remains focused on achieving its mission. The attached Plan is amended to reflect the status of each project.

2020-2025

Keene Housing

STRATEGIC PLAN

“Progress is not in enhancing what is, but in advancing toward what will be.”

Khalil Gibran

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INTRODUCTION

This Strategic Plan provides Keene Housing's Board of Commissioners, our staff, the people we serve, and our partners – local, regional and national – with a road map that identifies the strategic goals Keene Housing will strive to achieve by 2025. This plan was developed with active engagement and feedback from our Board of Commissioners, staff, residents, voucher holders, landlords, and community partners from as nearby as City Hall and as far away as Washington, DC.

This strategic plan finds us at a very different place organizationally than we were at when the last strategic plan was developed, in 2015. In 2015 much of Keene Housing's senior staff and several Board Commissioners were relatively new to the organization, having only worked together for a few years. We were in the early stages of developing a strategy for addressing the portfolio's long-term capital needs, and we were just beginning to understand the portfolio's energy costs and opportunities for savings. Similarly, in 2015 we started to think differently about how we could better help the young people we house become successful adults, and about what more we could do to help the elderly and disabled neighbors we serve live healthier, happier, more independent lives.

By early 2019, when work on this Strategic Plan began, we were encouraged that we'd achieved many of the goals we'd set for ourselves in 2015. We'd spent the last five years aggressively addressing the portfolio's most pressing capital needs, including a massive rehabilitation project at Central Square Terrace, our 90-unit historic building in the heart of downtown Keene. Our understanding of the portfolio's energy performance and strategies for improvements had also come into focus. By 2019 we'd made significant strides towards decreasing our energy needs and had already made great progress towards reaching our goal of relying 100% on renewable energy by 2035.

Since providing it with seed funding in December 2014, the Keene Housing Kids Collaborative (KHKC) has grown from a small start-up nonprofit serving a few children, to one of the city's most recognized service organizations, serving hundreds of Keene Housing kids each year. We are also pleased that goals related to our elderly and disabled residents' quality of life were largely achieved, in great part due to the addition of a dedicated Elderly/Disabled Resident Service Coordinator in 2016. Thanks to her hard work, our elderly and disabled residents had many more opportunities to participate in activities that helped maintain their mental and physical health, social connections and sense of belonging. Similarly, our Community Garden program took off with over 35 dedicated Community Gardeners maintaining over 60 raised beds across our real estate portfolio.

Even with all of these accomplishments, there is still much work to be done, and this Strategic Plan is the guide we will use to identify and track our progress over the coming five years.

2022 Progress Report

Goal 1: Preserve, Improve and Expand Affordable Housing Stock

- Preventive maintenance plan, with focus on reducing energy consumption ◎
- Landscape and grounds improvement and maintenance plan ◎
- Implement annual and five year Capital Plans ◎
- Update Capital Needs Assessments on a five-year cycle ◎
- Rehabilitation of Bennett Block ✓
- Recapitalization plans for Stone Arch Village and Evergreen Knoll ✓
- Rehabilitation of 105 Castle Street ◎
- Identify and undertake at least one additional development project ◎

Goal 2: Promote Energy Conservation and Sustainability

- Implement Energy Strategic Plan in coordination with Capital Plan ◎
- Maintain and update Energy Strategic Plan ◎
- Replace Electric Thermal Storage units with high efficiency HVAC systems ◎
- Water conservation plan for community gardens ◎
- Monitor utility consumption ◎
- Educate residents about energy conservation benefits ◎

Goal 3: Prudently Manage and Oversee Agency Finances

- Annual update of the agency-wide Financial Management Plan ◎
- ~~Opportunities for residents to contribute to curb appeals~~ (REMOVED 2022)
- Annual review of rent and management fees ◎
- Monitor vacancy loss ◎
- Regularly renew and update cost allocation methodology ◎
- Conduct analysis of benefits and health insurance costs ◎
- Conduct analysis of property insurance costs ◎
- Identify and secure additional revenue ◎
- ~~Revenue opportunities for community rooms~~ (REMOVED 2022)

Goal 4: Achieve Excellence in Management

- Achieve annual voucher program utilization goals ◎
- Achieve annual property management and maintenance goals ◎
- Annual update of TSOP and MTW Administrative Plan ◎
- Software platform conversion for voucher, property management and finace operations ◎
- Identify areas of risk and implement quality controls where needed ◎
- Streamline housing and voucher administrative processes and systems ◎
- Receive accreditation from the Affordable Housing Accreditation Board ✓

Completed ✓ Underway ◎ Not Started ○

Goal 5: Promote Wellness and Independence Among Seniors and Residents with Disabilities

- Opportunities for additional resident services through recurring federal and state resources ◎
- Implement strategies to ensure successful housing search and tenancy ◎
- Expand partnerships providing on-site quality of life programs and services ◎

Goal 6: Support Resident Economic Development

- Develop, implement and evaluate Rent Reform RCT Study ◎
- Look for additional THASP partners and other sponsor-based subsidy programs ◎
- Increase the use of FACs by local service providers and residents ◎

Goal 7: Support Youth Development Through Collaboration with KHKC

- Improve communications between KHKC and KH BOC ◎
- Reduce MTW contribution toward KHKC operating costs ◎
- Introduce KHKC leadership to additional affordable housing partners ◎

Goal 8: Build Board and Staff Capacity and Skills

- Continue bonus program that recognizes extraordinary performance ◎
- Continue conducting employee satisfaction/feedback surveys ◎
- Annually update Board training materials and schedule ◎
- Increase training opportunities for Board members and to engage with KH staff ◎
- Continue developing strategies to attract and retain quality staff ◎
- ~~Implement interdepartmental cross training initiatives~~ (REMOVED 2022)
- Implement interdepartmental "Shadow Days" ○

Goal 9: Enhance Customer Service and Operational Efficiency

- Develop and implement a plan to improve the website ✓
- Develop and implement a security plan ◎
- Assess and implement enhancements to KH's hardware, software and IT network ◎
- Use technology to improve communications ◎
- Solicit input from residents and stakeholders on KH programs and initiatives ◎
- Develop a disaster response plan to recover quickly from a natural disaster ◎
- Evaluate and deploy technological tools to assist residents and applicants ◎

Goal 10: Be a Strong and Effective Advocate for Innovation in Affordable Housing and Supportive Service Programs

- Actively participate in and support the MTW Collaborative ◎
- ~~Actively participate in and support AHAB~~ (REMOVED 2022)
- Actively participate in and support the New Hampshire Housing Authority Corp. ◎
- Actively participate in and support PHADA ◎
- Actively support the advocacy efforts of Housing Action New Hampshire ◎
- Staff hold leadership positions with local, state and federal organizations ◎
- Continue advocating for low and moderate-income people to elected officials ◎

Completed ✓ Underway ◎ Not Started ○

A ROADMAP TO 2025

As was the case with our previous five-year strategic plan, this plan is organized by goal, with each goal broken down into a series of related objectives and projects that will help ensure that we stay grounded and focused on our way to 2025. We will also continue the practice of reviewing and when needed, revising, the Strategic Plan each year.

These annual reviews give the Board of Commissioners and staff opportunities to check on our progress towards the goals, objectives and projects articulated in this plan. These check-ins also give us opportunities to make revisions when circumstances "on the ground" change. If it is to be a useful tool, the strategic plan must be a living document; we must be able to adjust and revise it in response to emerging opportunities and threats.

As we look ahead to 2025, we are excited by what is to come. We look forward to completing the portfolio's remaining rehabilitation projects and turning our attention to creating new affordable housing for our neighbors who need it. We look forward to continuing to be leaders in the areas of energy efficiency and solar energy production. We are excited to find new ways to support the health and well-being of our frailest residents and helping our working families achieve greater economic independence. And, as always, we are grateful that, thanks to our designation as a U.S. Department of Housing and Urban Development Moving to Work (MTW) Agency, we have the flexibility to respond to emerging opportunities and threats in ways that most other Public Housing Authorities cannot. Much of what we have accomplished, and what we hope to achieve in the years ahead is largely possible because of our MTW designation.

Finally, we look forward to working with all of our partners; as we try to meet our shared challenges over the next five years. This Strategic Plan is being printed at a time when business leaders, politicians and policy makers of all political and philosophical stripes are beginning to recognize the effect the affordable housing shortage is having on our communities' social, physical and economic health. While we wish it didn't take as long as it has for the housing crisis to be recognized for what it is, we are grateful that from Keene to Concord to Washington, decision makers are starting to work on solutions. We look forward to doing our part to help.

MISSION STATEMENT

"Keene Housing provides and advocates for affordable housing and supportive services that strengthen and empower low and moderate-income households in the Monadnock region."

GOAL 1:

Preserve, Improve and Expand Affordable Housing Stock

KH's existing real estate portfolio is a critical component of the region's affordable housing stock. Maintaining and improving the portfolio for future generations is amongst KH's primary responsibilities. This goal captures a broad range of initiatives that help ensure the portfolio's long-term viability including capital improvements, landscaping and other activities to improve "curb appeal", preventive maintenance and, when appropriate, recapitalization.

We also recognize that our current portfolio will never be large enough to meet the growing demand for high quality affordable housing in the Monadnock region. Therefore, this goal also encompasses efforts to address broader regional affordable housing needs through a combination of preservation and development activities.

OBJECTIVES:

- **Address the portfolio's capital needs**
- **Restructure/recapitalize portfolio financing where needed to ensure viability and long-term affordability**
- **Identify and secure new funding to support capital needs including continuing use of MTW funds**
- **Maintain exceptional "curb appeal"**
- **Leverage Project Based Vouchers and the Transitional Housing Assistance Subsidy Program as regional affordable housing preservation and expansion tools**
- **Pursue development opportunities that respond to identified, quantifiable regional housing needs**

PRIORITY PROJECTS:

- **Update annually and implement portfolio-wide preventive maintenance plan, with a focus on activities that reduce energy consumption Underway**
- **Update annually and implement portfolio-wide landscape/grounds improvement and maintenance plan Underway**
- **Implement annual and five-year Capital Plans with a focus on priority needs such as life safety improvements, energy efficiency and accessibility projects (including those that support "aging in place"), in a manner that keeps residents informed, and minimizes disruption to their lives Underway**
- **Update Capital Needs Assessments on a five-year cycle Underway**
- **Develop and implement plan for the rehabilitation of Bennett Block Completed**
- **Develop and implement recapitalization strategy, and related capital improvements, for projects nearing the end of the Low-Income Housing Tax Credit initial compliance period including Stone Arch Village and Evergreen Knoll Completed**

GOAL 1:

Preserve, Improve and Expand Affordable Housing Stock

PRIORITY PROJECTS, CONTINUED:

- **Develop a plan for the rehabilitation of 105 Castle Street, preserving its role as a community space for Harper Acres residents** **Underway**
- **Identify and undertake at least one additional development project by 2025** **Underway**

GOAL 2:

Promote Energy Conservation and Sustainability

With the exception of personnel expenses, energy is Keene Housing's largest operating cost. Recognizing the overriding importance of reducing energy consumption and costs, KH is an active participant in the Better Buildings Challenge established by the US Departments of Energy and Housing and Urban Development. Focusing on reducing utility consumption and incorporating energy efficient, sustainable materials into capital projects is the focus of the Better Buildings Challenge and this Strategic Plan goal.

OBJECTIVES:

- **Achieve carbon neutrality by 2035 (REVISED 2022)**
- **Achieve Better Buildings Challenge goals by 2025**
- **Continue executing energy conservation and investment strategies to lower costs and reduce carbon footprint**
- **Integrate conservation and sustainability into modernization and development planning**
- **Continue accessing available energy efficiency rebate and incentive programs**
- **Stay informed about and take advantage of emerging public policies that incentivize energy efficiency and generation projects**
- **Promote KH's energy efficiency achievements to partners, stakeholders and the general public**

PRIORITY PROJECTS:

- **Implement Energy Strategic Plan in coordination with execution of Capital Plan Underway**
- **Maintain and update Energy Strategic Plan Underway**
- **Replace all Electric Thermal Storage (ETS) units with air source heat pumps or similar high efficiency HVAC system Underway**
- **Develop and implement a water conservation plan for community gardens Underway**
- **Continue monitoring utility consumption to inform choices and quantify savings from energy-related retrofits, improvements, and solar projects Underway**
- **Inform and educate residents about energy conservation benefits at lease up and periodically during tenancy Underway**

GOAL 3:

Prudently Manage and Oversee Agency Finances

Scarce federal and state support for affordable housing severely constrains Keene Housing's ability to fully address capital, supportive service and other needs. Keene Housing must work diligently to maximize the resource leveraging impact of its available funds and seek new income sources, while simultaneously reducing operating costs by pursuing creative management and energy conservation strategies. KH's objectives in this area include diversifying funding sources, increasing non-federal financial reserves and containing operating costs.

OBJECTIVES:

- **Strengthen and expand financial analysis and reporting capabilities**
- **Contain and, whenever possible, reduce operating costs**
- **Expand and diversify funding sources to reduce reliance on HUD and USDA**
- **Increase non-federal operating reserves**
- **Maximize rent and management fee potential**
- **Minimize vacancy loss across the portfolio**
- **Maximize occupancy and rent potential for commercial spaces**

PRIORITY PROJECTS:

- **Annually update and implement the agency-wide Financial Management Plan Underway**
- ~~Explore opportunities for residents to contribute to curb appeal~~ **(REMOVED 2022)**
- **Conduct annual review of rent and management fees Underway**
- **Continually monitor vacancy loss Underway**
- **Regularly renew and update cost allocation methodology Underway**
- **Conduct annual review of benefits and health insurance costs, pursuing cost effective but equitable opportunities where feasible Underway**
- **Conduct annual review of property and casualty insurance costs, pursuing cost effective opportunities whenever feasible Underway**
- **Identify and secure additional revenue through grants, increased management fees, and other initiatives Underway**
- ~~Where permissible, repurpose and identify new revenue opportunities for underutilized community rooms in consultation with residents~~ **(REMOVED 2022)**

GOAL 4:

Achieve Excellence in Management

Providing high quality property management and maintenance services to all residents is a core value that is deeply ingrained into Keene Housing's organizational culture. This strategic goal focuses on achieving industry-leading performance outcomes in key performance indicators including occupancy, vacancy, unit turnaround time, rent collection and work order completion. In achieving its occupancy goals, KH is committed to fair and consistent lease enforcement, and to working closely with residents to minimize the need for evictions.

OBJECTIVES:

- **Maximize utilization of available voucher and housing resources**
- **Meet or exceed performance goals related to voucher utilization, property management and maintenance indicators**
- **Document, maintain, and implement best practices that meet or exceed applicable regulatory requirements**
- **Maximize operational efficiencies created by 2019 reorganization of voucher and property management functions**

PRIORITY PROJECTS:

- **Achieve annual voucher program utilization goals Underway**
- **Achieve annual property management and maintenance goals Underway**
- **Annually update and implement Tenant Selection and Occupancy Plan and MTW Administrative Plan Underway**
- **Convert to a single enterprise software platform for voucher, property management and finance operations Underway**
- **Identify areas of risk, develop and implement quality control protocols where needed Underway**
- **Streamline and wherever possible consolidate housing and voucher administrative processes and systems to maximize efficiencies and improve operational outcomes Underway**
- **Receive accreditation from the Affordable Housing Accreditation Board Completed**

GOAL 5:

Promote Wellness and Independence Among Seniors and Residents with Disabilities

Almost half of the households Keene Housing serves includes at least one member who is elderly or disabled. State and regional demographic data suggest that this trend will continue well into the future. This strategic goal recognizes this trend, and commits Keene Housing to facilitating aging in place, and to pursuing initiatives that enhance elderly and disabled residents' quality of life. Keene Housing will accomplish this goal by partnering with agencies that have the resources and expertise to help, and by integrating residents' physical needs into our capital planning process.

OBJECTIVES:

- **Leverage resources to secure new funding and services**
- **Integrate accessibility features and resident comfort into new and retrofit project designs**

PRIORITY PROJECTS:

- **Explore opportunities for additional resident services through recurring federal and state sources (REVISED 2022) Underway**
- **Implement strategies to ensure successful housing search and long-term tenancies for disabled residents and voucher holders, including educating residents on reasonable accommodations Underway**
- **Expand partnerships providing on-site quality of life programs and services Underway**

GOAL 6:

Support Resident Economic Development

As evidenced by our resident-centric approach to property management and robust resident services programming, helping residents and voucher holders seek well-paying jobs, improve their educations and increase their assets are important KH goals. This strategic goal takes full advantage of Keene Housing's MTW flexibility to develop rent reform and resident service initiatives specifically designed to help working families achieve greater economic independence.

OBJECTIVES:

- **Use MTW flexibility to explore resident service and rent models that provide incentives for employment and asset building**
- **Leverage internal and external resources to help residents and voucher holders build social connections and sense of community**
- **Focus on measurable outcomes and program evaluation**

PRIORITY PROJECTS:

- **Develop, implement and evaluate rent reform and services demonstration project, with support from third party private or academic researchers Underway**
- **Look for additional Transitional Housing Assistance Subsidy Program (THASP) partners and other sponsor-based subsidy programs (REVISED 2021) Underway**
- **Increase the use of the Family Activity Centers by local service providers and residents Underway**

GOAL 7:

Support Youth Development Through Collaboration with the Keene Housing Kids Collaborative

Keene Housing has been the driving force and primary financial supporter of the Keene Housing Kids Collaborative (KHKC), a non-profit organization established in 2014 to support the healthy development and educational success of KH youth. Working in collaboration with KH, the Keene School District and more than 30 partner agencies, KHKC is implementing an ambitious array of after school and summer programs that promote healthy youth development and support parents and children living in Keene Housing owned or assisted homes. During the Strategic Plan term, KH will support and collaborate with KHKC to increase its fund-raising capacity, and to help KHKC become a self-sustaining non-profit organization.

OBJECTIVES:

- **Continue supporting and collaborating with KHKC to expand and strengthen programs that focus on youth development from preschool through high school**
- **Help KHKC become a self-sustaining organization**

PRIORITY PROJECTS:

- **Improve communications between KHKC and KH BOC Underway**
- **Continue reducing MTW contribution towards KHKC operating costs Underway**
- **Introduce KHKC leadership to additional potential affordable housing partners Underway**

GOAL 8:

Build Board and Staff Capacity and Skills

An engaged, well-trained Board and staff are essential for Keene Housing to continue achieving excellence, fostering innovation and most importantly, addressing community needs. This goal incorporates ongoing efforts to increase the Board of Commissioner's engagement in, and advocacy on behalf of KH's strategic goals. It also encompasses supporting and building Board and staff capacity through continuing education, and initiatives that periodically solicit feedback from staff and the Board, especially when major organizational transitions are under consideration.

OBJECTIVES:

- **Recruit and retain a qualified, motivated workforce**
- **Provide staff with the training, including cross training, needed to excel at their jobs and grow within the organization**
- **Ensure that new and current Board members are fully informed of their roles and responsibilities, appropriately engaged in governance and policy matters, and fulfilling their obligation to advocate for KH and the households we serve**
- **Provide opportunities for local stakeholders, including students, to learn about KH's work**

PRIORITY PROJECTS:

- **Continue bonus program to recognize extraordinary performance Underway**
- **Continue conducting employee satisfaction/feedback surveys Underway**
- **Annually update Board training materials and schedule, including on-boarding packet, using the AHAB accreditation standards for Governance as a source for best practices Underway**
- **Increase opportunities for Board members to participate in relevant trainings and to engage with KH staff Underway**
- **Continue developing strategies that attract and retain quality staff at all organizational levels Underway**
- ~~Implement intradepartmental cross training initiatives~~ **(REMOVED 2022)**
- **Implement interdepartmenental "Shadow Days" Not started**

GOAL 9:

Enhance Customer Service and Operational Efficiency

Keene Housing is a service organization. Applicants, residents and voucher holders are our customers. KH is always focused on ways to streamline operations and improve customer service for applicants, residents and voucher holders. This strategic goal incorporates activities that leverage emerging technology, provide increasingly helpful and timely information to our customers and community, and minimize disruption to residents and operations in the event of a natural disaster or other unforeseen event.

OBJECTIVES:

- **Integrate new technologies that streamline work processing and improves public/ resident access to information**
- **Ensure that the providing high quality customer service, based in empathy and fairness, is a fundamental organizational principal**
- **Provide additional opportunities to easily receive and respond to public feedback**
- **Implement a disaster response and recovery plan**

PRIORITY PROJECTS:

- **Develop and implement a plan to improve the website Completed**
- **Develop and implement a security plan Underway**
- **Periodically assess and implement required enhancements to KH's hardware, software and telecommunications network Underway**
- **Use technology to improve the timeliness, accuracy and accessibility of information about KH plans and strategies for applicants, residents, voucher holders, community stakeholders and other target audiences (REVISED 2022) Underway**
- **Regularly solicit input from residents and stakeholders on KH programs and initiatives Underway**
- **Develop a disaster response plan that accounts for the safety of residents and staff as well as the need to recover quickly from a natural disaster Underway**
- **Evaluate and, where cost effective, deploy technological tools such as video updates, kiosks, computers and publicly available printers to assist residents and applicants Underway**

GOAL 10:

Be a Strong and Effective Advocate for Innovation in Affordable Housing and Supportive Service Programs

Keene Housing's organizational culture values and actively supports innovation and excellence in the administration of housing and supportive service programs for low- and moderate-income people. KH strongly believes that we achieve excellence by learning from, and sharing with others engaged in activities that benefit our customers. To that end, KH strives to play a prominent role in local, state and federal efforts to improve, promote and expand affordable housing programs and supportive services. Central to this effort is KH's leadership in the Moving to Work (MTW) program.

OBJECTIVES:

- **Support and participate in the growth of the MTW Collaborative and advocate for the permanent extension of current MTW Agreements**
- **Participate in local, state and national efforts to improve public policy affecting affordable housing development, management and administration**
- **Contribute to efforts to improve local, state and national renewable energy incentive programs and related public policies**
- **Contribute to efforts to improve local, state and national supportive service programs and policies**

PRIORITY PROJECTS:

- **Actively participate in and support the MTW Collaborative Underway**
- ~~Actively participate in and support the Affordable Housing Accreditation Board~~ **(REMOVED 2022)**
- **Actively participate in and support the New Hampshire Housing Authority Corporation Underway**
- **Actively participate in and support the Public Housing Authorities Directors Association Underway**
- **Actively support the advocacy efforts of Housing Action New Hampshire Underway**
- **Ensure that members of staff hold leadership positions with local, state and federal organizations, committees and councils (REVISED 2022) Underway**
- **Continue advocating for low- and moderate-income people to local, state and federally elected officials Underway**

Keene Housing

INFORMATIONAL MEMORANDUM

To: Keene Housing Board
From: Lea Kablik
Subject: Biannual Community Gardens Board Report
Date: January 11, 2023

All the gardens have been neatly put to bed after a very busy year for the garden program. Across the properties, we installed new garden beds, planted new fruit trees, and worked hard to support each new gardener and garden site. Below is a summary of the major events and accomplishments since the June board report.

Gardens

This year, we added eight new garden beds across four properties, increasing from eighty-two garden beds to ninety. The gardening season ended with eighty-three active gardeners, twenty-nine of them were new gardeners. One of the major undertakings this fall across all garden sites was soil testing. I used home soil test kits from Carolina Biological Supply to test soil samples from each property (not including the scattered sites) for pH, nitrogen, potassium, and phosphorus, all important factors that influence a plant's health. Overall, the soil samples tested well; they had mostly adequate levels of each nutrient other than nitrogen (though that is to be expected after a growing season) and good pH levels. Every garden bed got additional compost this fall while putting them to bed, and some received additional potash (to add potassium) and sulfur (to increase acidity) based on the findings. Soil testing is something that should be done every few years, and I will retest next year based on how productive the growing season is.

Last year, I wrote about the battle of the bunny at the Brookbend gardens. This year, I am proud to report that the gardens have finally emerged victorious, and we prevented that determined bunny from having her babies in a garden bed again. We installed a gate at the entrance of the fenced garden and reinforced the bottom of the gate with rabbit fencing. AGM was also able to spread wood chips around the garden beds. This not only significantly cut down the amount of lawn care required around the garden beds, but I also believe that it further deterred any critter from trying to burrow under the fence. In addition to quelling the wrath of the rabbit this year, the Brookbend gardeners have started composting in the gardens. We were originally planning to start composting next year; however, a compost tumbler was donated by a resident who was preparing to move. That tumbler is now being used at the Brookbend gardens and is being managed by one of the gardeners who is already knowledgeable on managing a compost pile. I have been asked several times about composting in the gardens since I have started working at Keene Housing, so this serves as an opportunity to do a trial run of composting. This does not guarantee expanding composting to other garden sites (we were able to start here because a gardener already knew how to compost); however, this is a chance to take a closer look at the logistics of composting in the gardens. This year, we had several gardeners from Meadow Rd. gardening

up at Brookbend. More Brookbend residents throughout the summer expressed interest in gardening next year, so to accommodate the anticipated increase in gardeners we are going to install three VegTrug gardens at Meadow Rd.

This year at Stone Arch Senior, every garden bed was being used by a resident and we even had one family gardening from Stone Arch Family! A few more households at Stone Arch Family have expressed interest in gardening next year as well. I have included a new garden bed at Stone Arch Family in next year's budget to meet the possible new demand. We still need to determine the best place to put a garden bed, given the spacing down there this may be a challenge, but given the new interest, these steps are worth exploring further.

This year, we built two new garden beds at Riverbend to meet the demand for space. Next year, we plan to install two new VegTrug garden beds to accommodate various levels of mobility in the gardens. Riverbend has also started to compost this year with similar parameters to the Brookbend gardens. The gardener overseeing the compost tumbler at Riverbend is undertaking this project as a part of earning her gardening badge with the scouts. While she has gotten all the supplies that she needs to get the compost started, we are still waiting to invite gardeners to start composting their scraps.

One of the biggest undertakings of the summer took place at Forest View with the youth gardening program. You all had met Kelley Shanahan, this year's community garden intern, back in June as she was just starting the youth gardening program. In total, Kelley ran fourteen youth gardening groups. During the groups, they made an array of crafts such as garden snow globes, fairy houses, flower prints, and pinecone bird feeders to name a few. Outside of the group time, she would meet with the kids who came outside to take care of the new youth garden that had tomatoes, a variety of flowers, basil, oregano, rosemary, carrots, peas, beans, and squash. She also worked with the adult gardeners in the long garden beds behind the FAC center. Everyone there loved working with her, and the gardens became so vibrant and lively under her leadership. The impact of her work at Forest View was truly remarkable and we wish her the best of luck in her future endeavors.

In accordance with last year's plans, we installed four new VegTrug garden beds on the patio at Ashbrook. Some of the plants in the VegTrug beds failed to thrive, and I believe this was due to a combination of poor soil quality and different levels of care throughout the summer. This fall, we added compost and potash to increase the quality of the soil and that will hopefully increase the health of the plants next year. There was also difficulty accessing the water for the gardens; a regular hose was too heavy for most gardeners to pull across the parking lot. When we switched to a lighter flex hose, it broke almost immediately after being dragged across the concrete. At Sandy's recommendation, next year I plan to install cable protectors across the driveway so that we can keep the hose stretched out to the gardens and the gardeners will not need to drag the hose long distances. This will hopefully make watering much easier for the gardeners and in turn increase the gardens' productivity. In

addition to adding the elevated garden beds, this year we had planted two peach trees, one granny smith apple tree, and one honey crisp apple tree. Both seemed to have done well this summer, but we likely will not see any fruit on them for a couple of years still.

Carol Jue, the volunteer garden coordinator at Harper Acres, rejoined us in September to the delight of the gardeners. We held a harvest fest for the gardeners with Antioch's Community Garden Connections to celebrate the growing season and put the gardens to bed. While we were putting the gardens to bed, we added sulfur because most of the garden beds were alkaline and potash to increase the potassium content.

In the spring, a resident and her son at Winchester St. converted an old sandbox in the backyard to a garden bed that thrived the entire season. Next year, we are looking into adding a small four foot by four-foot garden bed to grow squash and pumpkins in. A family at McKinley Circle expressed interest in gardening this spring, so together we built an eight foot by four-foot garden bed from a kit and they diligently took care of it throughout the season.

The gardens at Emerald House had mixed success this year, both due to self-professed sporadic care and poor soil conditions. To improve the garden space for next year, we dismantled two of the inground garden beds while putting the one remaining in ground garden to bed. Next year, we will be installing three new VegTrug gardens to accommodate the various levels of mobility that may be at Emerald House at any given time. This will hopefully make taking care of the gardens easier for the staff and residents because raised garden beds offer more control over the quality of soil, and the smaller space available also makes it easier to plant the bed more efficiently.

Events and Workshops

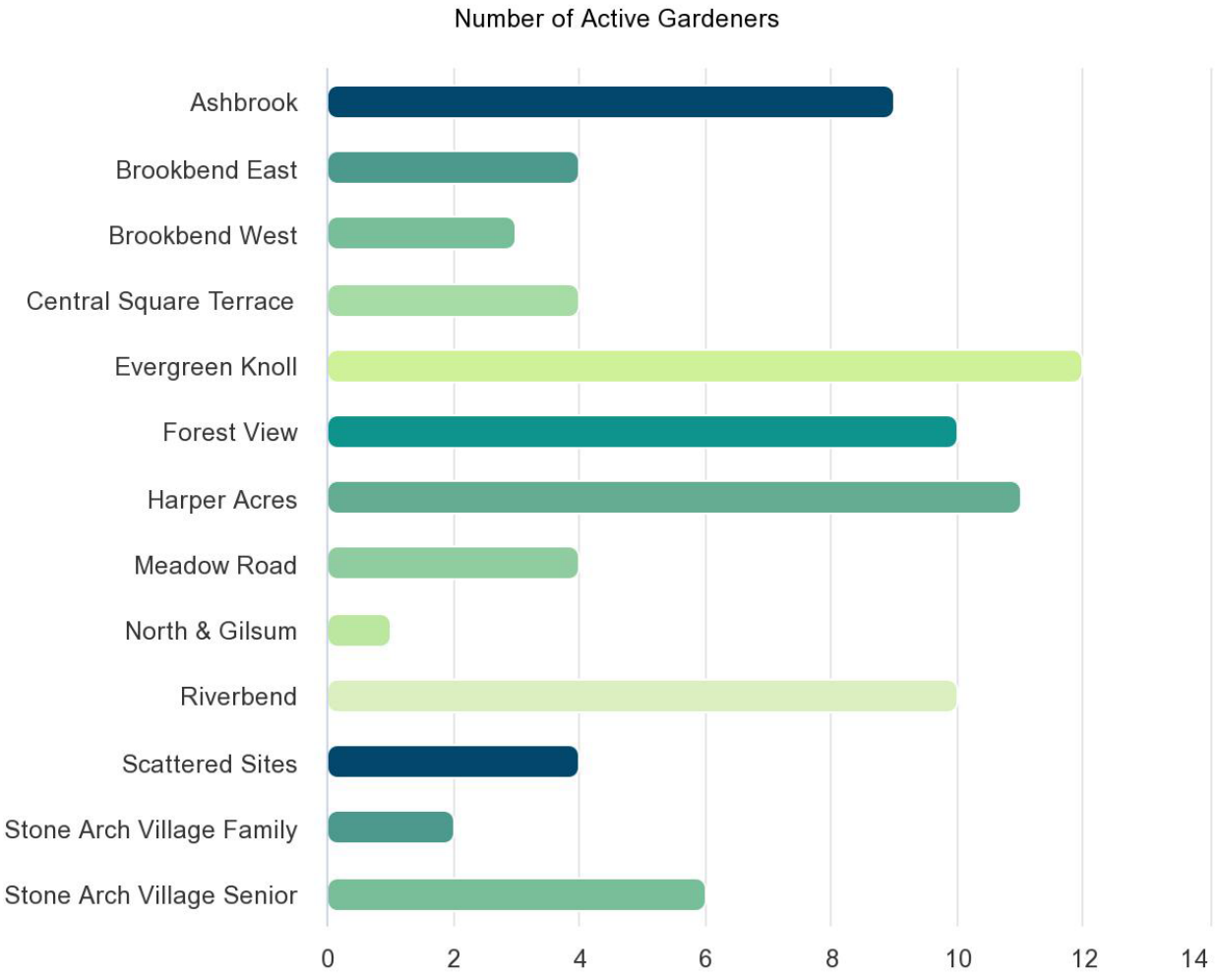
Like last year, we were able to host several events and workshops in addition to the weekly garden meetings and check-ins.

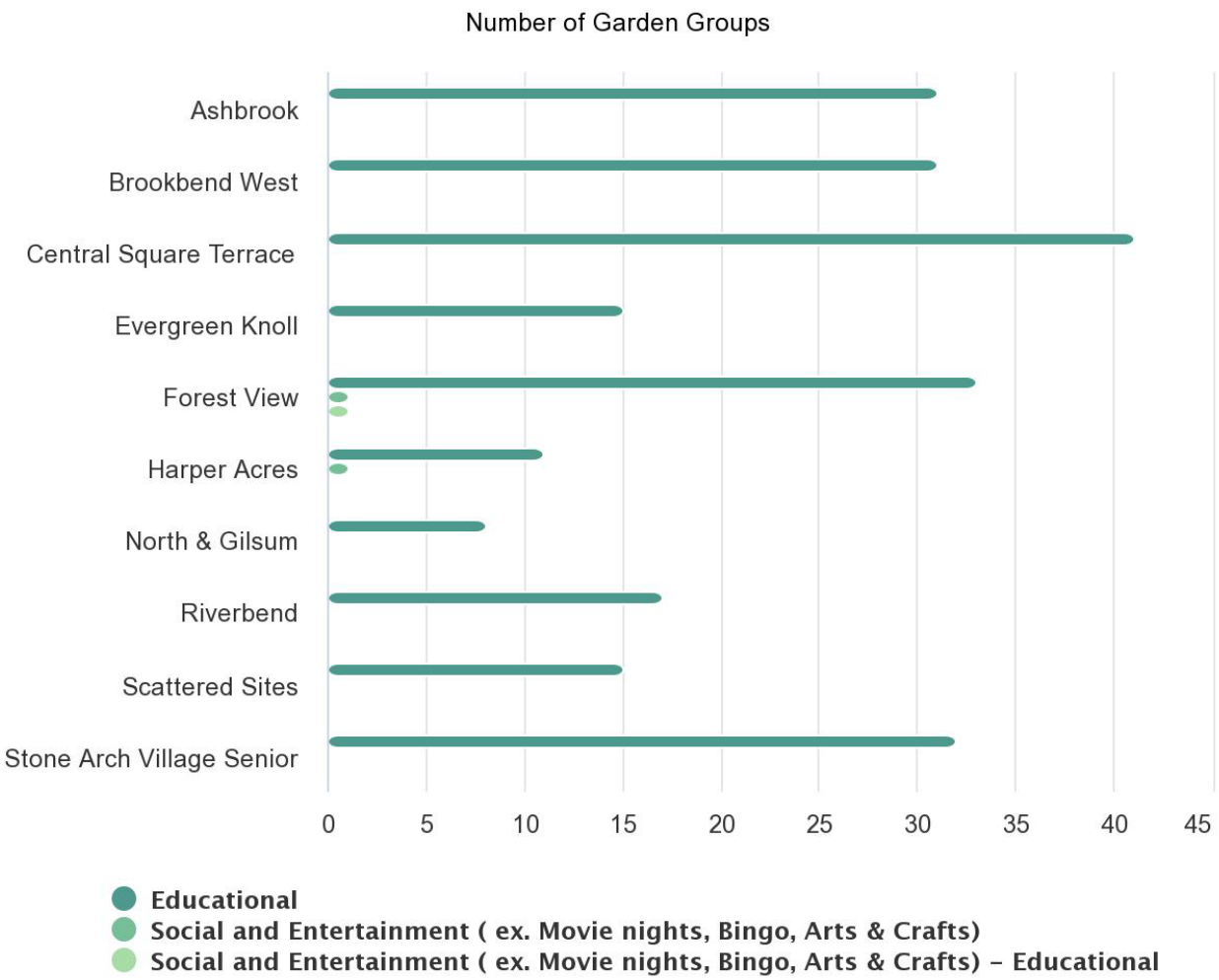
Christine Parshall came to Forest View on August 23rd and September 9th to teach youth cooking classes with Kelley. In August we made some healthy snack dips and in September we made quesadillas. Christine came back to Forest View October 26th through November 30th to teach a slow cooker workshop series geared towards parents where each participant received a slow cooker at the end of the series. The slow cooker series was such a hit with the participants and we will be running more slow cooker workshops in March and April at CST, SAVS, and HA.

Christine has also held three workshops at Emerald House with Jewels, one of the staff members who is primarily responsible for the garden. These workshops have been on a smaller scale with about three residents joining per session; however, it sounds like they have been well received.

This year, rather than hosting garden celebrations to gain feedback from the gardeners, I sent out a survey to the gardeners. After excluding the kids and combining some gardeners into one household, the survey was sent out to sixty-six recipients, and we received twenty-seven back. The goal was to elicit more specific feedback than the informal interviews have produced, and to gain more feedback by offering a chance to win a $100 gift card to Target as an incentive. Most of the feedback received has been very positive with some helpful suggestions about changes we can make next year.

This winter we are running the first Garden Workshop series across the properties. When it comes time for planting in the spring, I find that while I am trying to work hands-on with as many people as possible, I do not have time to review the basics of gardening with people. While I do believe in "learning by doing," this is an opportunity to go over some information without the rush of getting seeds in the ground. As of writing this report, I have held one workshop at Forest View with one new gardener thus far.

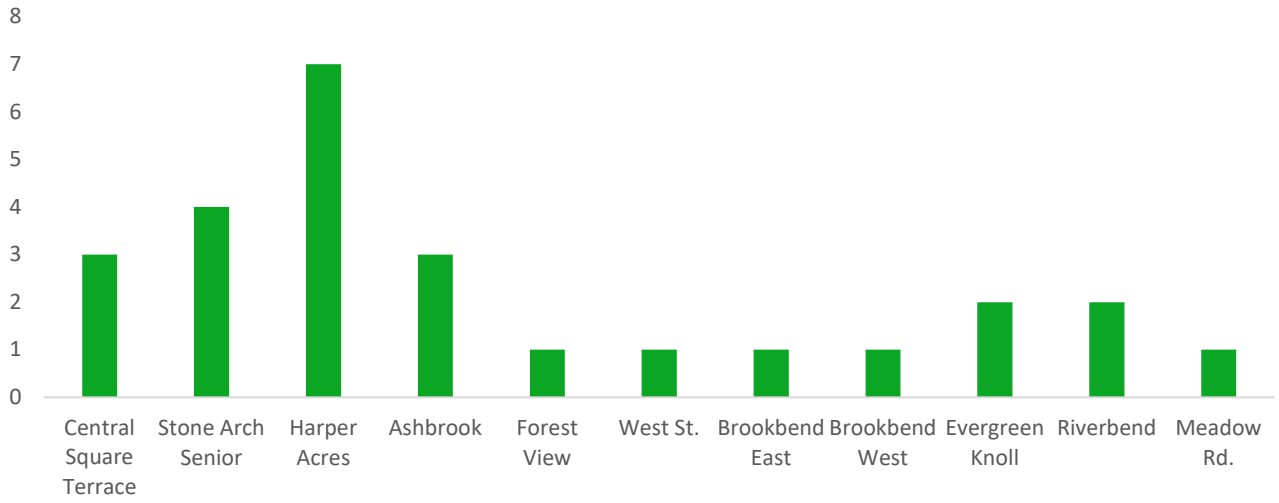



Number of Garden Groups
Ashbrook
Brookbend West
Central Square Terrace
Evergreen Knoll
Forest View
Harper Acres
North & Gilsum
Riverbend
Scattered Sites
Stone Arch Village Senior
0
5
10
15
20
25
30
35
40
45
Educational
Social and Entertainment (ex. Movie nights, Bingo, Arts & Crafts)
Social and Entertainment (ex. Movie nights, Bingo, Arts & Crafts) – Educational

Keene Housing Garden Survey 2022 Responses

Received 26 responses out of 66 sent out- 39.39%

What property did you garden at?



What did you enjoy most about this year's gardens?

1. Seeing how nice the flowers made the benches and building look.
2. nothing
3. the camaraderie
4. It gave me another reason to be outside and getting my hands dirty.
5. Watching them grow. Things done differently that worked.
6. Days when the weather was pleasant
7. That I was able to grow a variety of vegetables
8. Being outside, more variety of what I grew
9. Cabbage great
10. Having Leah to ask? to quick response time.
11. the people and the herbs + veg.
12. The camaraderie which developed with the support of Lea & regular meeting & knowing every request would be followed up.
13. I enjoyed my summer squash and zucchini.
14. eating green beans
15. What I found most enjoyable is learning about how to growing things. Learning about the soil nutrients and how it impacts how things grow. Learning how to plant properly and when issues come up how to address them to ensure the plants heal right. So loved harvesting and sharing what I grow with others and family.
16. Enjoyed watering in early mornings to meet the flowers
17. Best harvest I had since I started.

18. Getting all my fresh vegetables from my garden.
19. I enjoy the interactions with other gardening neighbors. Garden meetings are sometimes more like a social event.
20. "I love watching how fast the yummy things grow!" -Rosalie (age 7) -Leah is very helpful with questions and enjoyed having "our" box AND a group herb box.
21. awesome 2 see, actually see everyone's garden plants grow- exciting
22. Fresh vegetable- visiting with others that garden, also enjoyed our leaders (wonderful)
23. Getting out the house and good veggies
24. Its fun to do & its relaxing. Liked working in it. It was helpful for my disability-medical condition.
25. Having something to do. Being outdoors helping others. Sharing what I have grown.

What did you find most frustrating about your garden this year?

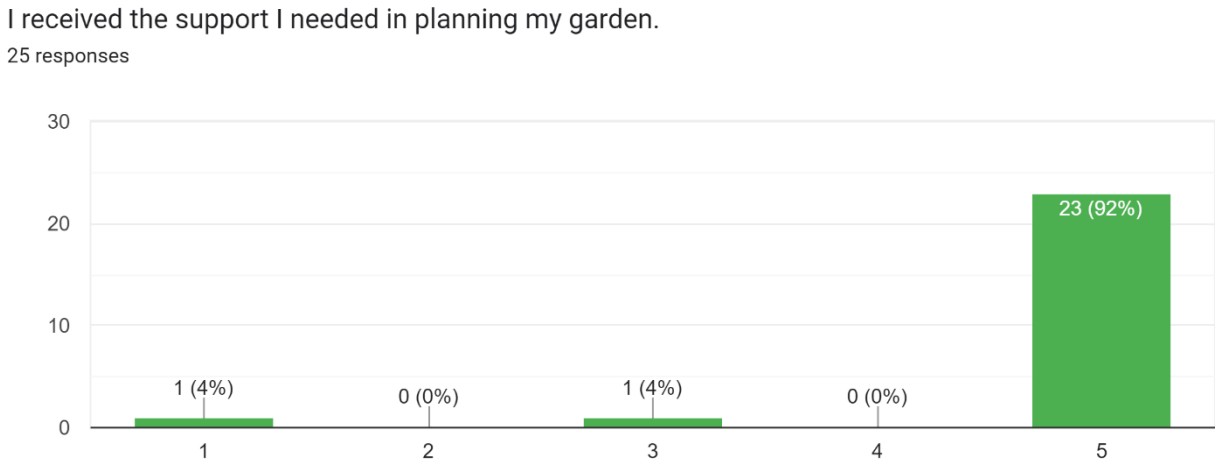
1. When some veggies didn't do very well (cucumbers, specifically)
2. Everything the only thing that grew was cucumbers
3. Our helper, Carol Jue, took time off due to her family loss- I missed her & her help- it threw me off schedule
4. Poor quality plants and seeds yielded minimal, if any, produce.
5. Tomato plants would not grow well. People watering or touching garden without permission.
6. The crummy weather
7. There was nothing frustrating about my garden
8. Some of my plants didn't produce fruits or vegetable
9. dry season
10. "Root Rot" with my lavender
11. went by to fast.
12. The weather and my energy
13. Nothing was frustrating to me.
14. little sun
15. The soil did not have adequate nutrients to grow our plants. I wish we could have afforded better soil. The soil was also very rocky.
16. Watering when no one would.
17. Need to a better job with string beans and tomatoes even though the tomatoes were the healthiest since I started
18. Nothing I loved everything about it.
19. no frustrations
20. "Bugs eating the cucumbers!" Rosie "kids not involved being unmonitored outside eating out of and walking in boxes."
21. I was told that when I had 2 have surgery that people would gladly water my garden 4 a few days- then a guy 2 gardens over from mine told me that no one

watered my garden (people told him oh no- don't water tat old ladies garden) I can't believe what I over heard what other people in the group said about me too I won't go 2 any groups its awful 2 be diagnosed with any mental illnesses people don't understand ptsd major depression borderline personality disorder do what my mum suffered lots [illegible] and I understand completely her struggle in life 2 end it so easy- it's hard 2 be getting older (am old lady)

22. Lack of rain and squirrels eating veggies
23. Wish that we at 74 Meadow Rd. had our own garden some days was hard for me to walk up there.
24. Lea she is to bossy with it. The dirt was bad-dead soil. One person had a bed but never took care of it all season.
25. Lea the garden lady- also how she wanted the project to be about her. Being treated like a child.

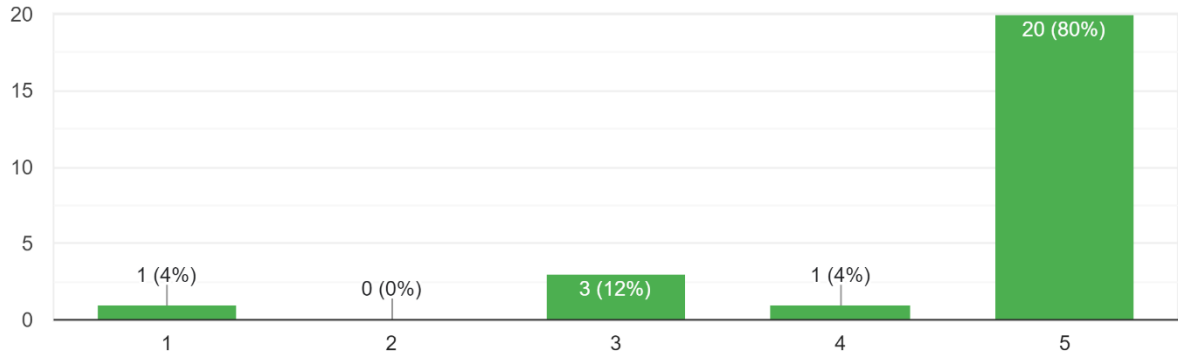
Did you have access to all of the tools you needed? If not, what did you need?

1. yes
2. Yes
3. I fell the beginning of June & fractured my left wrist & fractured my right elbow I never caught up & never came back to my garden.
4. Yes except hooks for window boxes
5. yes!
6. I had all the tools I needed.
7. Getting adequate water is a big issue.
8. Yes I had access to everything I needed.
9. yes, supplies and plant deliveries were on schedule
10. Maybe bug netting or more kid safe sprays? an electric fence? J/k...mostly...
11. Yes- more shovels small ones. Hand ones.
12. I was good with the tools.



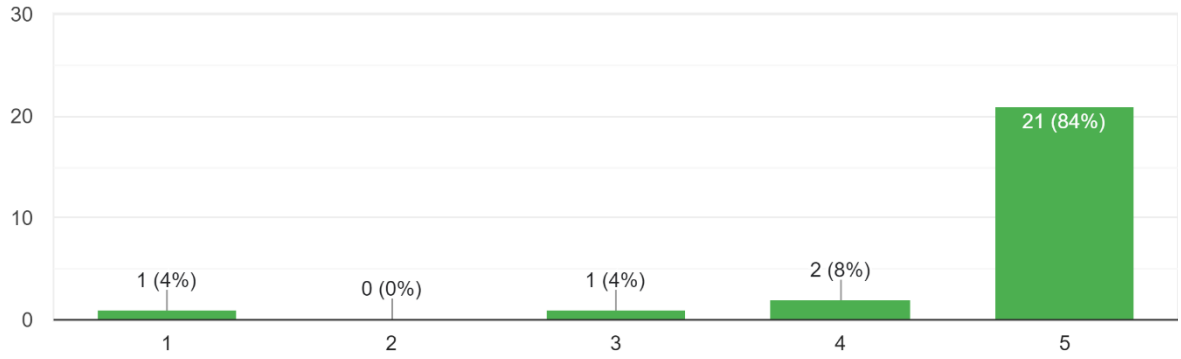
I received the help I needed in troubleshooting challenges that arose in the gardens.

25 responses



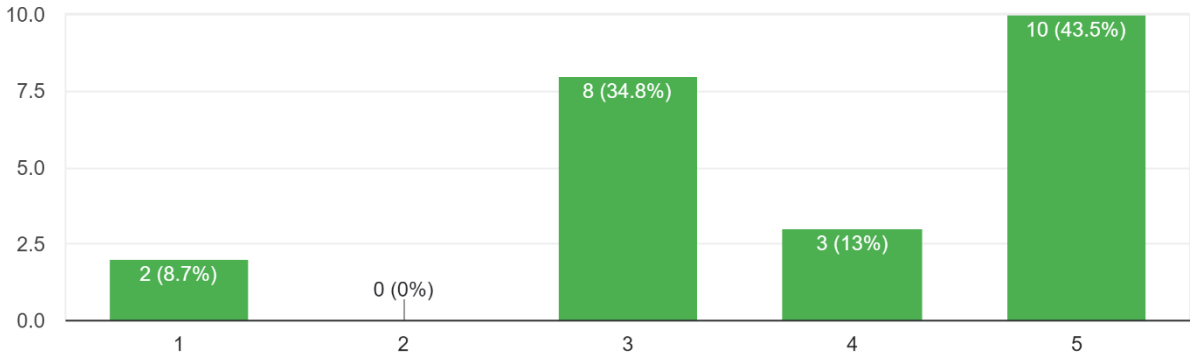
I understood the reasoning behind the garden coordinator's recommendations.

25 responses



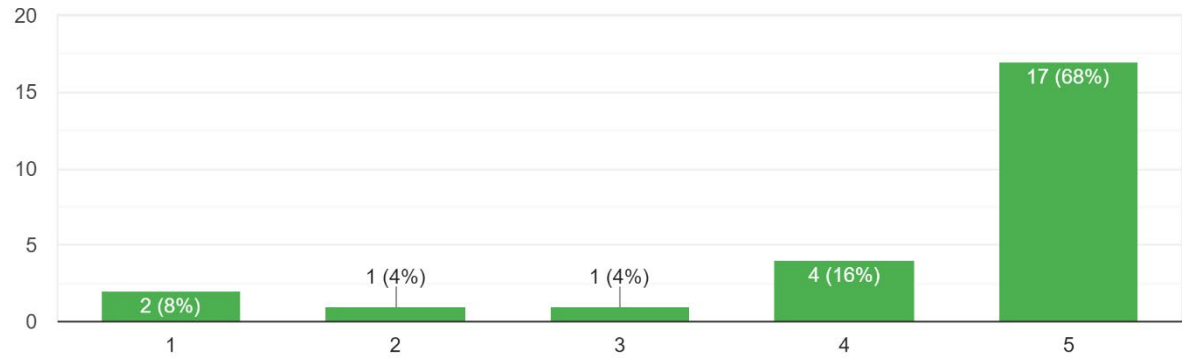
I feel I am better at taking care of my garden than I was last year.

23 responses



I am interested in gardening again next year.

25 responses



Is there anything else you would like to let us to know about the garden program?

1. move the garden to a better location
2. [written at the bottom of the page] If I hadn't fixed my wrist + elbow, I'm sure I would have continued + returned to my garden. I have to be careful in the summer heat, too. I just couldn't get myself strong, to go back to my garden this past summer- no one's fault. I look forward to gardening in the spring + summer next 2023 season!
3. No, believe the garden program has head my complaints & suggestions. [at bottom of page] Other then that, the crew was very knowledgeable and helpful when I needed assistance. Thank you!
4. Its a good program. Keep up the good work!
5. The garden program is amazing.
6. Kudos to Leah! Flexible, timely, clear communicator
7. Grooming someone to take over/assist with the perennial beds (a younger, stronger should, maybe).
8. No comments.
9. I can't always go to meetings because of my work schedule.
10. [written next to questions 5 & 6] Miss Lea, she is so hard working and does a lot! She is very knowledgeable and does her very best to ensure we have access to all we need. I feel she should be rewarded and recognized for all she does! [rest is written in this question] Miss Lea has a really hard job and she works very very hard. She does her best in helping people with their gardens and when issues arise she does her best in resolving them and if she doesn't know the answer she find out and has excellent follow thru. I feel strongly she deserves a lot of recognition. I feel this garden group is so important. One, to bring the community together and two to help the community have adequate healthy food and help people save money. The gardens also create a beautiful place to sit and relax and it also good for the environment and animals.
11. I find it very hard to do everyday things + it is very frustrating

12. [written next to 8] All on me, always room to improve myself [rest is written in this question] Coordinator is probably the best we've had. She is bright, intelligent, vivacious, and I really feel connected to her.
13. I love this program. Leah is cheerful and knowledgeable. I am proud to be part of the garden program and what Lea has accomplished in the past few years.
14. [next to question 8] completely on me tho...work schedule. [rest is written for this question] "Leah, can we pleeeeaaasseee do the garden next year with you?! Can we do more pots with flowers to feed the bees?" -Rosie
15. [wrote next to question 9] no way [the rest is written for this question] It's really great 2 be able 2 have a garden and watch it grow, meat the rewards- great experience. I wasn't able 2 attend the group day + time Wed- 230- 330- I had 2 be at Alpine Nursing homes, applied 4 volunteer, and the INA, [illegible], n visit my ex-husband whom now is there, we were living together at Cheshire Homes, 4 years, 35, now 4 me and at B.B.E. Apts.
16. [written next to question 8] (I have very bad back) [the rest is written for this question] you leaders that we have, do about all there is to help us, we have everything we need and also the little pot luck meals are wonderful. Thank you all, our garden [illegible] and all leaders involved. Thank you very much. (God bless you all)
17. Would really like to see us and Meadow Rd. have our own garden.
18. I would like to do away with Lea. Its like her garden and not ours. We would like bigger garden beds. Please.
19. More freedom- do away with the garden coordinator. Let us do it.

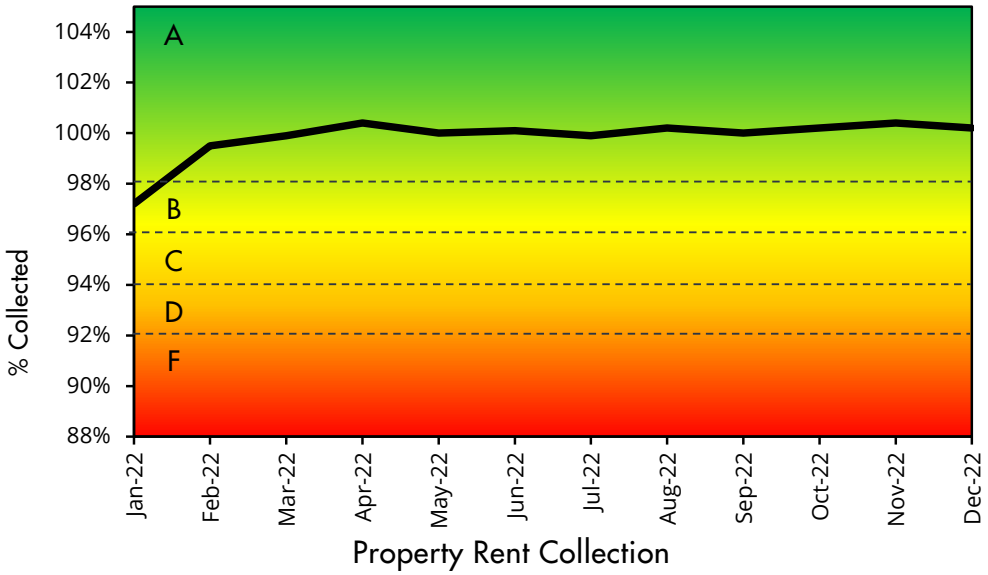
Keene Housing

MANAGEMENT REPORT
DECEMBER 2022

Residential Property Rent Collection Report
December 2022

Community	Month Billed	Month Collected	% Collected	Monthly Grade	YTD Billed	YTD Collected	% YTD Collected	YTD Grade
Ash Brook Apartments	$9,125	$9,070	99.4%	**A**	$96,779	$96,708	99.9%	**A**
Bennett Block	$6,356	$5,217	82.1%	**F**	$69,930	$69,351	99.2%	**A**
Brookbend East	$22,048	$20,395	92.5%	**D**	$220,833	$217,462	98.5%	**A**
Brookbend West	$17,358	$18,600	107.2%	**A**	$193,715	$198,771	102.6%	**A**
Central Square Terrace	$31,778	$31,575	99.4%	**A**	$369,827	$371,798	100.5%	**A**
Cottage Street	$163	$163	100.0%	**A**	$4,784	$4,794	100.2%	**A**
Evergreen Knoll LP	$16,454	$16,425	99.8%	**A**	$157,793	$161,800	102.5%	**A**
Forest View	$25,362	$24,374	96.1%	**C**	$258,751	$256,012	98.9%	**A**
Hampshire House	$5,372	$5,632	104.8%	**A**	$54,138	$54,061	99.9%	**A**
Harper Acres	$48,964	$48,092	98.2%	**A**	$559,115	$559,267	100.0%	**A**
Meadow Road Apartments	$7,577	$7,662	101.1%	**A**	$90,938	$90,934	100.0%	**A**
North and Gilsum	$18,981	$16,644	87.7%	**F**	$209,106	$209,762	100.3%	**A**
Riverbend Apartments	$13,320	$13,458	101.0%	**A**	$154,779	$154,626	99.9%	**A**
Scattered Sites	$10,889	$10,003	91.9%	**D**	$123,207	$123,313	100.1%	**A**
Scattered Sites 2	$16,974	$18,633	109.8%	**F**	$173,664	$173,063	99.7%	**A**
Stone Arch Village Family	$13,764	$13,723	99.7%	**A**	$157,861	$158,301	100.3%	**A**
Stone Arch Village Senior	$14,915	$14,916	100.0%	**A**	$160,018	$160,314	100.2%	**A**
Totals	$279,400	$274,582	98.3%	A	$3,055,238	$3,060,337	100.2%	A

Active Households Only

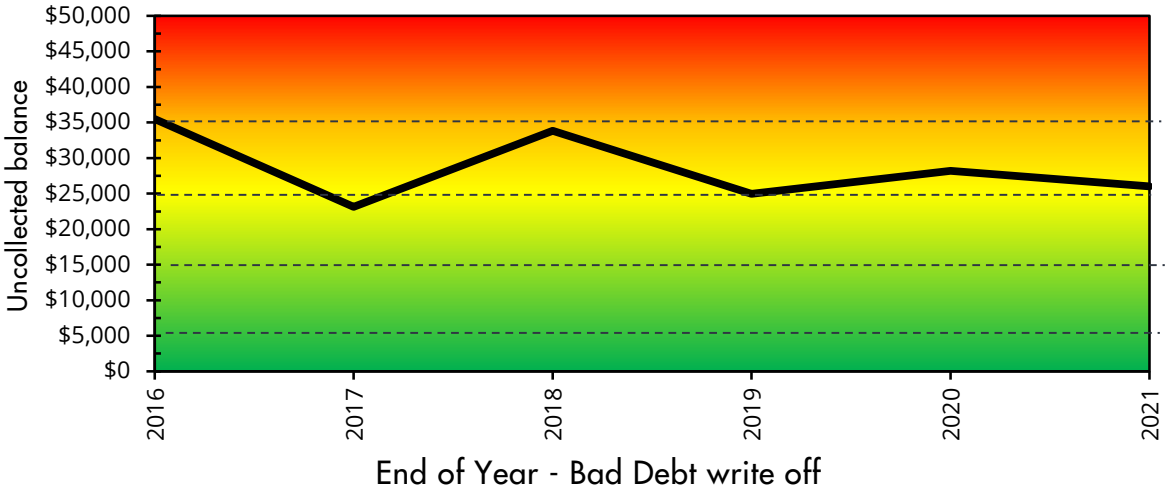


This report compares current tenant's rent billed to rent collected. The percent collected can exceed 100% when back rent is collected. Our goal is to collect at least 98% of rent billed.

Residential Property Uncollected Accounts - Inactive Tenants - Report
December 2022

Community	# of Households	Current	30 days	60 days	90 days	120 days and over	total
Ash Brook Apartments	1	($92)	$0	$0	$0	$0	($92)
Bennett Block	1	$0	$0	$0	$0	$150	$150
Brookbend East	1	($61)	$0	$0	$0	$0	($61)
Brookbend West	2	$0	$0	$245	$0	($8)	$237
Central Square Terrace	0	$0	$0	$0	$0	$0	$0
Cottage Street	0	$0	$0	$0	$0	$0	$0
Emerald Street	0	$0	$0	$0	$0	$0	$0
Evergreen Knoll LP	1	$190	$0	$0	$0	$0	$190
Forest View	4	($766)	$0	$0	$0	$276	($490)
Hampshire House	0	$0	$0	$0	$0	$0	$0
Harper Acres	1	$0	$0	$0	($735)	$0	($735)
Meadow Road Apartments	0	$0	$0	$0	$0	$0	$0
North and Gilsum	0	$0	$0	$0	$0	$0	$0
Riverbend Apartments	0	$0	$0	$0	$0	$0	$0
Scattered Sites	1	$0	$0	$0	$0	$35	$35
Scattered Sites 2	1	$2,000	$568	$65	$842	$882	$4,357
Stone Arch Village Family	1	($279)	$0	$0	$0	$0	($279)
Stone Arch Village Senior	1	$0	$0	$0	$0	$4	$4
Totals	15	$992	$568	$310	$107	$1,339	$3,316

Inactive Households Only

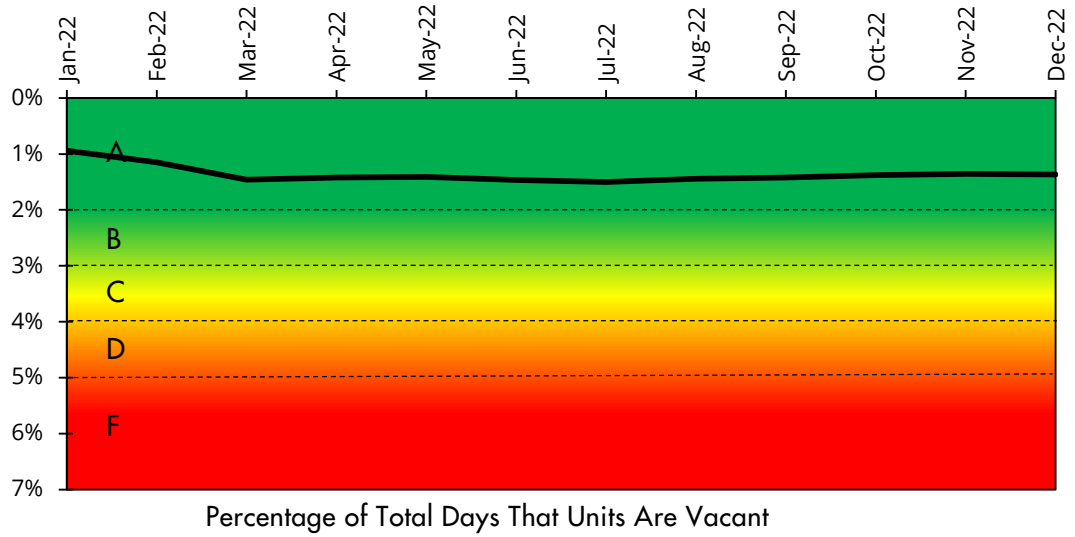


This report tracks the balance that is owed to KH and what remains upaid. Most of these tenants have moved from a KH property and are considered Inactive Tenants.

Monthly Vacancy Report

December 2022

Community	Units Available	Available Days	Vacant Days	Monthly Vacancy Percentage	Monthly Grade	YTD Vacancy Percentage	YTD Grade
Ash Brook Apartments	24	744	15	2.0%	**B**	1.6%	**A**
Bennett Block	14	434	27	6.2%	**F**	0.9%	**A**
Brookbend East	40	1240	16	1.3%	**A**	1.2%	**A**
Brookbend West	35	1085	0	0.0%	**A**	1.3%	**A**
Central Square Terrace	90	2790	1	0.0%	**A**	0.8%	**A**
Evergreen Knoll LP	32	992	33	3.3%	**C**	3.4%	**C**
Forest View	38	1178	27	2.3%	**B**	0.8%	**A**
Hampshire House	18	558	35	6.3%	**F**	2.5%	**B**
Harper Acres	112	3472	31	0.9%	**A**	1.2%	**A**
Meadow Road Apartments	18	558	0	0.0%	**A**	1.4%	**A**
North and Gilsum	29	899	30	3.3%	**C**	1.7%	**A**
Riverbend Apartments	24	744	0	0.0%	**A**	1.0%	**A**
Scattered Sites	18	558	8	1.4%	**A**	0.4%	**A**
Scattered Sites 2	30	930	20	2.2%	**B**	1.0%	**A**
Stone Arch Village Family	24	744	16	2.2%	**B**	1.9%	**A**
Stone Arch Village Senior	33	1023	0	0.0%	**A**	2.1%	**B**
Report Totals:	579	17,949	259	1.4%	A	1.4%	A

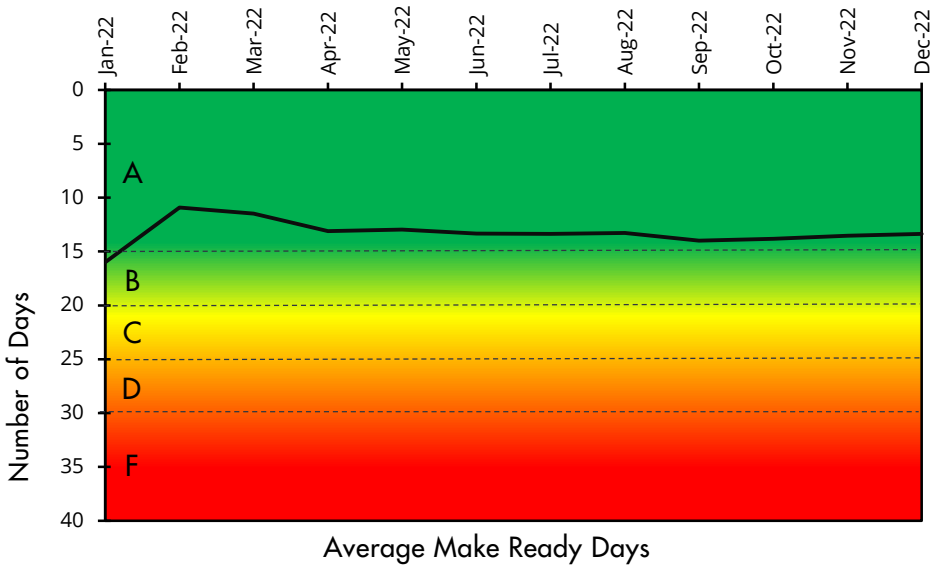


Percentage of Total Days That Units Are Vacant

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
December 2022

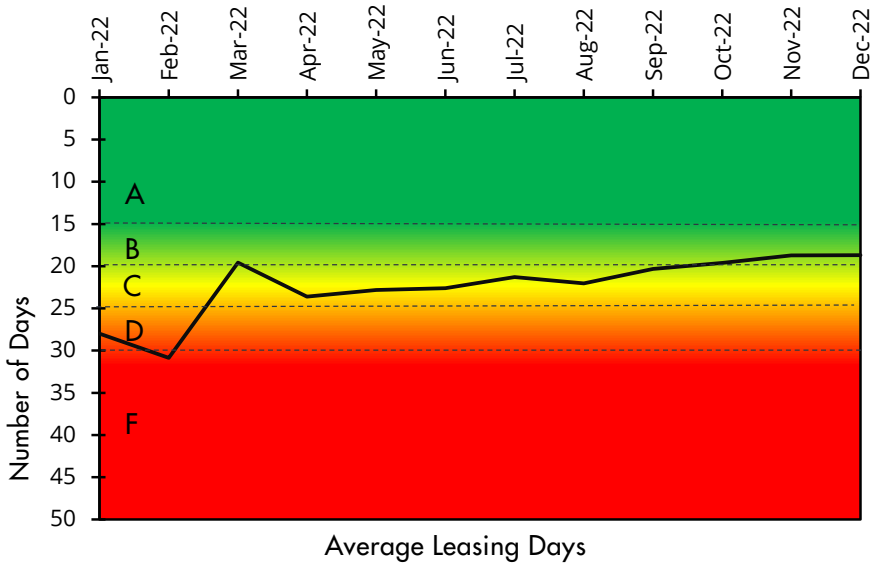
Community	Number of Units Made Ready	Avg. Make Ready Days	YTD Number of Units Made Ready	YTD Avg. Make Ready Days	YTD Grade
Ash Brook Apartments	1	10	6	19	**B**
Bennett Block	0	-	1	4	**A**
Brookbend East	0	-	6	15	**B**
Brookbend West	0	-	6	10	**A**
Central Square Terrace	0	-	8	6	**A**
Evergreen Knoll LP	1	19	8	16	**B**
Forest View	0	-	6	14	**A**
Hampshire House	2	4	7	10	**A**
Harper Acres	0	-	7	8	**A**
Meadow Road Apartments	0	-	3	16	**B**
North and Gilsum	2	14	9	17	**B**
Riverbend Apartments	0	-	3	24	**C**
Scattered Sites	1	10	2	6	**A**
Scattered Sites 2	1	22	5	18	**B**
Stone Arch Village Family	1	11	3	12	**A**
Stone Arch Village Senior	0	-	5	15	**B**
Report Totals:	9	12	85	13	A



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

Leasing Days
December 2022

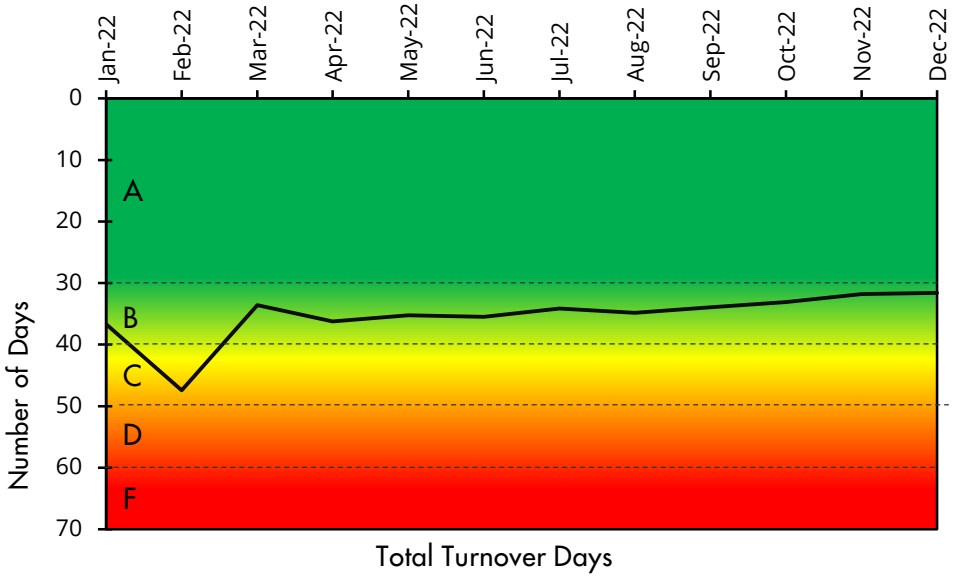
Community	Number of Units Leased	Average Leasing Days	YTD Number of Units Leased	YTD Avg Leasing Days	YTD Grade
Ash Brook Apartments	0	-	5	7	**A**
Bennett Block	1	42	1	42	**F**
Brookbend East	0	-	6	13	**A**
Brookbend West	0	-	6	20	**B**
Central Square Terrace	1	38	8	30	**D**
Evergreen Knoll LP	2	37	8	34	**F**
Forest View	0	-	6	3	**A**
Hampshire House	1	2	7	20	**C**
Harper Acres	0	-	6	20	**C**
Meadow Road Apartments	0	-	3	15	**A**
North and Gilsum	2	3	9	4	**A**
Riverbend Apartments	0	-	3	6	**A**
Scattered Sites	1	3	2	9	**A**
Scattered Sites 2	1	1	5	4	**A**
Stone Arch Village Family	0	-	3	44	**F**
Stone Arch Village Senior	0	-	6	39	**F**
Report Totals:	9	18	84	19	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
December 2022

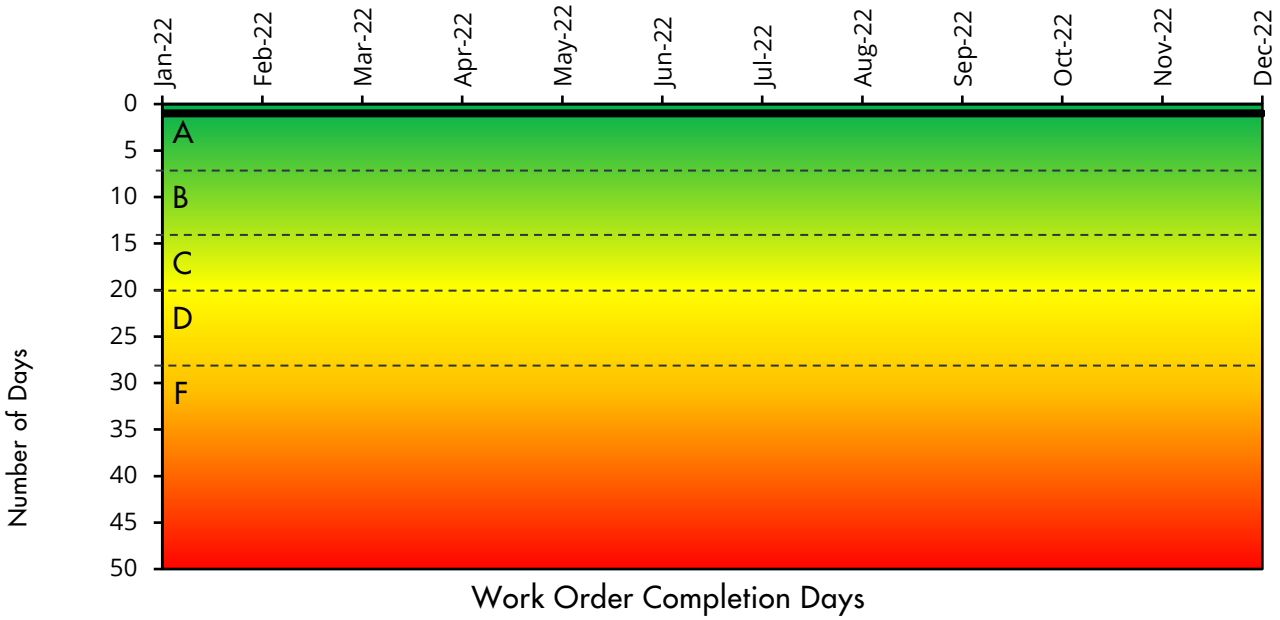
Community	Number of Units Turned in Month	Average Turnover Days	YTD Number of Units Turned	YTD Avg Turnover Days	YTD Grade
Ash Brook Apartments	0	-	5	27	**A**
Bennett Block	1	45	1	45	**C**
Brookbend East	0	-	6	27	**A**
Brookbend West	0	-	6	29	**A**
Central Square Terrace	1	40	8	35	**B**
Evergreen Knoll LP	2	57	8	50	**C**
Forest View	0	-	6	15	**A**
Hampshire House	1	5	7	31	**B**
Harper Acres	0	-	6	28	**A**
Meadow Road Apartments	0	-	3	29	**A**
North and Gilsum	2	16	9	20	**A**
Riverbend Apartments	0	-	3	30	**A**
Scattered Sites	1	12	2	14	**A**
Scattered Sites 2	1	22	5	21	**A**
Stone Arch Village Family	0	-	3	59	**D**
Stone Arch Village Senior	0	-	6	55	**D**
Report Totals:	9	30	84	32	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
December 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	184	1	A
Bennett Block	4	2	A	72	1	A
Brookbend East	7	1	A	239	1	A
Brookbend West	8	1	A	182	1	A
Central Square Terrace	45	0	A	524	1	A
Cottage Street	3	3	A	28	2	A
Emerald Street House	8	0	A	122	1	A
Evergreen Knoll LP	11	1	A	129	1	A
Forest View	26	1	A	273	1	A
Hampshire House	9	1	A	63	1	A
Harper Acres	39	0	A	650	1	A
Keene Housing Main Office	1	0	A	40	1	A
Meadow Road	3	0	A	99	1	A
North and Gilsum	23	1	A	218	1	A
Riverbend Apartments	3	0	A	104	1	A
Scattered Sites	9	1	A	102	1	A
Scattered Sites 2	9	0	A	112	1	A
Stone Arch Village Family	2	3	A	128	1	A
Stone Arch Village Senior	19	0	A	388	1	A
Report Totals:	243	1	A	3,657	1	A



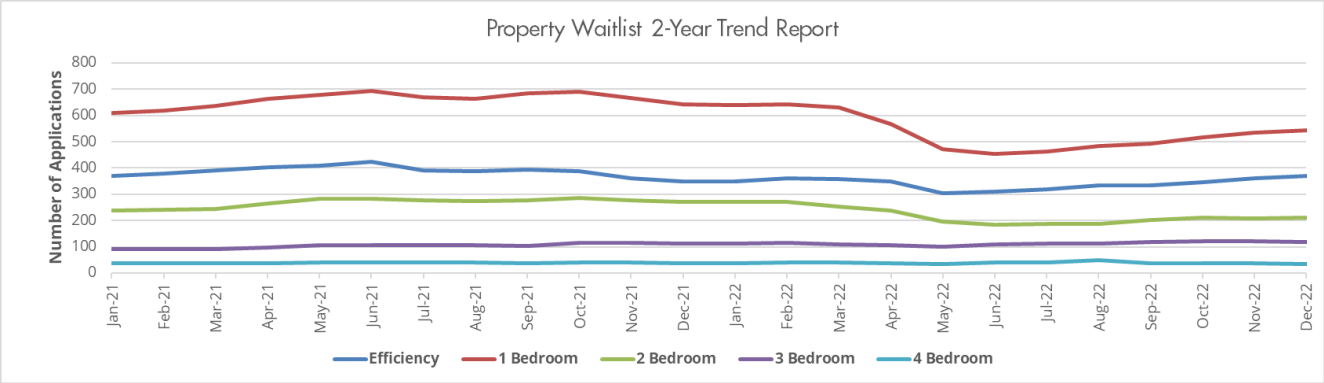
This report tracks the number of days it takes the Facilities and Assets team to complete non-emergency work orders. Our goal is to complete non-emergency work orders in 5 days or less.

Residential Property Emergency Work Order Completion Days
December 2022

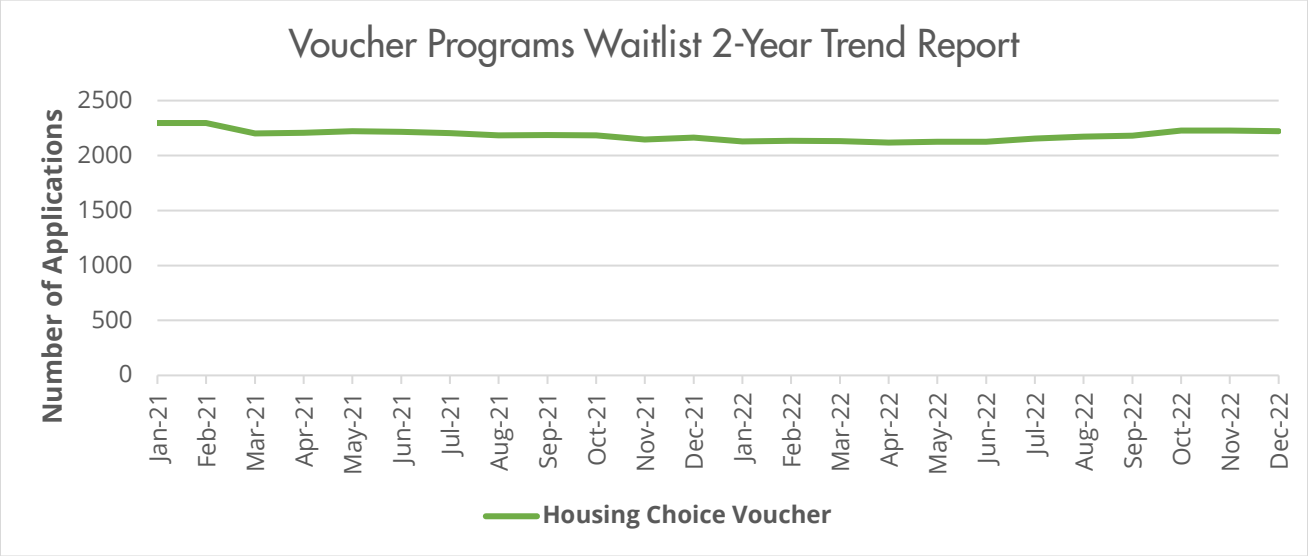
Community	Number of Work Orders	Average Days To Complete	Monthly Grade	YTD Number of Work Orders	YTD Average Days To Complete	YTD Grade
Ash Brook Apartments	4	0	P	21	0	P
Bennett Block	1	0	P	10	0	P
Brookbend East	-	-	NONE	11	0	P
Brookbend West	1	0	P	7	0	P
Central Square Terrace	8	0	P	52	0	P
Cottage Street	-	-	NONE	-	-	NONE
Emerald Street House	-	-	NONE	4	0	P
Evergreen Knoll LP	2	0	P	10	0	P
Forest View	1	0	P	22	0	P
Hampshire House	-	-	NONE	2	0	P
Harper Acres	10	0	P	64	0	P
Keene Housing Main Office	-	-	NONE	-	-	NONE
Meadow Road	1	0	P	13	0	P
North and Gilsum	3	0	P	13	0	P
Riverbend Apartments	1	0	P	9	0	P
Scattered Sites	3	0	P	6	0	P
Scattered Sites 2	2	0	P	14	0	P
Stone Arch Village Family	-	-	NONE	17	0	P
Stone Arch Village Senior	2	0	P	27	0	P
Report Totals:	39	0	P	302	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
December 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	$466,394	$340,021	73%	612	$556	103%	592	$286	$126,373
December	$466,394	$343,698	74%	634	$542	107%	592	$176	$122,696
Total	$5,596,730	$3,945,097	71%	7393	$534	105%	7,064	$9,571	$1,651,633

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	$466,394	$325,666	70%	495	$658	84%	592	$286	$140,728
December	$466,394	$328,638	70%	499	$659	84%	592	$176	$137,756
Total	$5,596,730	$3,800,263	68%	6057	$628	86%	7,064	$9,571	$1,796,467

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	$16,880	$16,549	98%	18	$919	100%	18	$0	$331
December	$20,215	$16,758	83%	18	$931	100%	18	$0	$3,457
Total	$176,019	$175,897	127%	210	$834	97%	216	$0	$122

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	$58,970	$60,759	103%	87	$698	87%	100	$0	($1,789)
December	$64,791	$59,497	92%	86	$692	86%	100	$0	$5,294
Total	$712,696	$711,441	103%	1089	$654	91%	1,200	$0	$1,255

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	$44,992	$47,707	100%	77	$620	77%	100	$0	($2,715)
December	$44,992	$48,789	100%	76	$642	76%	100	$0	($3,797)
Total	$454,017	$525,009	102%	870	$602	73%	1200	$98	($70,992)

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	$644	$644	100%	1	$644	33%	3	$0	$0
December	$644	$644	100%	2	$322	67%	3	$0	$0
Total	$4,508	$4,508	58%	10	$349	28%	36	$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	$758	$4,476	124%	5	$895	167%	3	$0	(879.00)
December	$758	$4,476	122%	5	$895	167%	3	$0	(800.00)
Total	$19,907	$42,895	111%	45	$968	125%	36	$0	$2,371

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
DECEMBER 2022

The Year End Finance Report will be presented at the February Board Meeting.

CAPTIAL IMPROVEMENT PLAN

	Energy			ACTUALS	BUDGET			CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs
Property	Items	**Description**		**2022**	**2023**	**Landscape project**	**CDBG weatherization**	**2024**	**2025**	**2026**	**2027**	**2028**	**2029**	**2030**	**2031**	**2032**	**2033**
KAHP-Harper Acres		Unplanned		$5,050	$10,000			$10,000	$10,000	$10,000	$10,000	$10,000	$10,000	$10,000	$10,000	$10,000	$10,000
KAHP-Harper Acres		Tub roll-in (10 units at $4000)		$0	$20,000			$20,000	$20,000	$20,000	$20,000	$20,000	$20,000	$20,000	$20,000	$20,000	$20,000
KAHP-Harper Acres		Wireless transformers (2) for fire panel (109/Mill bldg)	Site	$0													
KAHP-Harper Acres		Handicapped Ramp	109 Castle St	$45,502													
KAHP-Harper Acres		Brickwork/trim	Mill Buildings	$149,175													
KAHP-Harper Acres	yes	Hot Water Heaters (2@40 gal per buildings (4)= $16k)	Buildings		$32,000			$16,000	$16,000	$16,000							
KAHP-Harper Acres	yes	Ceiling insulation in crawlspace	Building 109 - Crawlspace		$2,177												
KAHP-Harper Acres		HC lift seats for stairs (5 each year @ 2 years	Buildings 10 remaining		$30,000			$30,000									
KAHP-Harper Acres		CFL Bathroom (224units)	Bathroom					$6,720									
KAHP-Harper Acres		Digital non-programmable thermostats Interior (112units	Interior					$4,480									
KAHP-Harper Acres		Electric DWH 120 gallon storage heater in each building M	Mechanical Room					$56,000									
KAHP-Harper Acres		Solar system BuyOut	Roof					$134,253									
KAHP-Harper Acres		Refrigerator, ENERGY STAR Kitchen (16units)	Kitchen							$12,800							
KAHP-Harper Acres		Range hood Kitchen (112units)	Kitchen							$7,280							
KAHP-Harper Acres		Electric DWH 120 gallon storage heater in each building M	Mechanical Room							$56,000							
KAHP-Harper Acres		Vinyl Tile Flooring (6720units)	Flooring								$13,440						
KAHP-Harper Acres		Cabinets Kitchen (112units)	Kitchen									$89,600					
KAHP-Harper Acres		Counter tops Kitchen (112units)	Kitchen									$11,200					
KAHP-Harper Acres		Painting Wall/Ceiling Painting (112units)	Wall/Ceiling Painting									$6,720					
KAHP-Harper Acres		Pull cord emergency call system	Interior									$22,400					
KAHP-Harper Acres		Fences, wood Grounds (240units)	Grounds										$5,760	$5,760	$5,760	$5,760	$5,760
KAHP-Harper Acres		RENOVATIONS at 105 Castle St Building w/fees $3.3m	2022 (17%) and 2023 (83%)	$578,736	$2,765,264												
KAHP-Harper Acres		Electric baseboard 90% old Units and hallways (37units)	Units and hallways					$407,000									
KAHP-Harper Acres		Electric baseboard old Units and hallways (37units)	Units and hallways					$407,000									
KAHP-Harper Acres		Electric baseboard old Units and hallways (38units)	Units and hallways					$418,000									
KAHP-Harper Acres		Gas furnace - York Buildings 168 and 172 (2units)	Buildings 168 and 172					$10,000									
KAHP-Harper Acres		Gas furnace - York Buildings 168 and 172 (2units)	Buildings 168 and 172					$10,000									
KAHP-Forest View	yes	Insulation/foam basements (6 bldg @ $5000)					$30,000										
KAHP-Forest View		Landscaping w/Sod (6 bldg @ $1775)				$15,000											
KAHP-Forest View		Snow guards for Solar Panels-cancelled	Roof														
KAHP-Forest View		Exterior Doors - large Entry Door		$3,481													
KAHP-Forest View		Repair,replace, stain pation fencing/gates (1000 ea)	yard		$38,000												
KAHP-Forest View		Solar system BuyOut	Roof						$375,252								
KAHP-Forest View		Toilet - 1.6 gpf Bathroom (38units)	Bathroom							$4,560							
KAHP-Forest View		Vinyl Flooring (30000units)	Flooring							$150,000							
KAHP-Forest View		Accessories and maintenance	Bathroom @ FAC							$3,800							
KAHP-Forest View	yes	Recirculating range hood , sink	Kitchen @ FAC								$9,500						
KAHP-Forest View	yes	DHW 40-60 gallon electric standalone (38 @ $1500)	units								$57,000						
KAHP-Forest View		Accessories and maintenance Bathrooms (38units)	Bathrooms								$3,800						

CAPTIAL IMPROVEMENT PLAN

	Energy			ACTUALS	BUDGET			CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs
Property	Items	**Description**		**2022**	**2023**	**Landscape project**	**CDBG weatherization**	**2024**	**2025**	**2026**	**2027**	**2028**	**2029**	**2030**	**2031**	**2032**	**2033**
KAHP-Forest View		Sink Kitchen (38units)	Kitchen									$5,700					
KAHP-Forest View		Recirculating range hood Kitchen (38units)	Kitchen									$3,800					
KAHP-Forest View		Heat Pumps (replace 2019 installed 38 in 10 years)	heating										$950,300	$950,300	$950,300	$950,300	$950,300
KAHP-North & Gilsum		Heat Pump project (with fees $80lk)		$26,137					$1,800,000								
KAHP-North & Gilsum		Landscaping w/Sod (6 bldg @ $2000)			$15,000	$15,000											
KAHP-North & Gilsum	yes	Insulation/foam basements (6 bldg @ $5000)					$30,000										
KAHP-North & Gilsum		Exhaust Fan Bath (29units)	Bath					$4,350									
KAHP-North & Gilsum		Siding	repairs		$8,000												
KAHP-North & Gilsum		Repair,replace, stain patio, Shed, fencing/gates (1000 ec)	yard		$29,000												
KAHP-North & Gilsum		Snow guards for Solar Panels	Roof														
KAHP-North & Gilsum	yes	Central Air To FAC						$8,000									
KAHP-North & Gilsum		Radiant heating panel Bath (29units)	Bath					$2,900									
KAHP-North & Gilsum		Refill footings and paint Mail boxes (38units)	Mail boxes					$2,500									
KAHP-North & Gilsum		Glass radiant panels bedrooms Unit interiors (72units)	Unit interiors					$7,200									
KAHP-North & Gilsum		Range hood Kitchen (29units)	Kitchen					$7,250									
KAHP-North & Gilsum		DWH standalone tank, electric, 40 gallon, Rheem 4500 kW	DWH					$30,000									
KAHP-North & Gilsum		Countertops Kitchen (29units)	Kitchen						$14,500								
KAHP-North & Gilsum		Vinyl tile Floors (27479units)	Floors						$137,395								
KAHP-North & Gilsum		Electric baseboards Unit interiors (29units)	Unit interiors						$330,397								
KAHP-North & Gilsum		Refrigerator Kitchen (29units)	Kitchen							$11,600							
KAHP-North & Gilsum		Toilet - 1.6 gpf Bath (29units)	Bath								$3,480						
KAHP-North & Gilsum		Cabinets Kitchen (29units)	Kitchen									$14,500					
KAHP-North & Gilsum		Asphalt Walkways (7647units)	Walkways									$15,294					
KAHP-North & Gilsum		Double pane Windows (2040units)	Windows									$163,200					
KAHP-North & Gilsum		Lighting - T8 4' flourescent tube Kitchen (58units)	Kitchen										$3,480	$3,480	$3,480	$3,480	$3,480
KAHP-North & Gilsum		DWH standalone tank, electric, 50 gallon, Rheem 4500 kW	DWH										$27,000	$27,000	$27,000	$27,000	$27,000
KAHP-Bennett		Remediation Of Ground Soil		$5,063													
KAHP-Bennett		Renovations at Bennett Block - final payments/furniture		$89,638													
KAHP-Bennett		security system			$10,000												
Scattered Sites		Rehabilation Damon, Water, Roxbury Court (Outside and Heat Pumps) w/eng fees		$666,877													
Scattered Sites		Exterior Door at Farmstead Commons															
Scattered Sites		Landscaping				$25,000											
KAHP-17-19 Roxbury Ct	yes	Plastic in dirt basement (add)					$2,000										
KAHP-17-19 Roxbury Ct		Kitchen upgrade 3 (Cabinets, Counters, Oven, Cooktop, Regrigerator, mirror, disposal,)		$17,148													
KAHP-17-19 Roxbury Ct		Porch Ceiling		$7,679													
KAHP-17-19 Roxbury Ct	yes	Seal Basement rim joist	Basement				$20,000										
KAHP-17-19 Roxbury Ct		Vinyl - painting Siding (3300units)	Siding					$3,300									

CAPTIAL IMPROVEMENT PLAN

	Energy			ACTUALS	BUDGET			CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs
Property	Items	**Description**		**2022**	**2023**	**Landscape project**	**CDBG weatherization**	**2024**	**2025**	**2026**	**2027**	**2028**	**2029**	**2030**	**2031**	**2032**	**2033**
KAHP-17-19 Roxbury Ct		DWH - 40 Gallon Electric Basement (3units)	Basement						$3,600								
KAHP-17-19 Roxbury Ct		Countertops Kitchen (20units)	Kitchen								$10,000						
KAHP-17-19 Roxbury Ct		Ceramic tiling Floors - Bathroom (240units)	Floors - Bathroom										$2,400	$2,400	$2,400	$2,400	$2,400
KAHP-Water St 309		Establish basement vents or improve thermal boundary E	Basement				$3,000										
KAHP-Water St 309	yes	Spray foam at rim joist					$3,000										
KAHP-Water St 309		Electric 50 gallon tank .90 EF. Water temp. 130 DWH (Dor	DWH (Domestic Water Heating)							$3,600							
KAHP-Water St 309		Metal Stair Rails, rusted Front/rear (12units)	Front/rear								$3,600						
KAHP-Water St 309		Countertops Kitchen (60units)	Kitchen									$2,400					
KAHP-Water St 309		Asphalt shingles - 25% Roof (525units)	Roof										$2,100	$2,100	$2,100	$2,100	$2,100
KAHP-Damon Ct		DWH - Indirect gas water heater tank, ~80 gal Boiler Roor	Boiler Room	$24,437													
KAHP-Damon Ct		Asphalt shingles Roof (4300units)	Roof	$46,664													
KAHP-Damon Ct		Heating unit replacments		$9,523													
KAHP-Damon Ct		Countertops - plastic laminate Kitchen (150units)	Kitchen					$7,500	$7,500								
KAHP-Damon Ct		Wood posts along walkway paths Path fences (150units)	Path fences		$2,250												
KAHP-Damon Ct		Cabinets - hardwood Kitchen (50units)	Kitchen														
KAHP-Damon Ct		playground	?					$30,000									
KAHP-Damon Ct		Vinyl Floor (6278units)	Floor					$25,112									
KAHP-Damon Ct		Range/oven electric Kitchen (5units)	Kitchen									$3,000					
KAHP-Damon Ct		Wood fence Fence (140units)	Fence									$3,360					
KAHP-Damon Ct		Sheet vinyl flooring Bathrooms (6units)	Bathrooms									$3,600					
KAHP-Damon Ct		Refrigerator Kitchen (6units)	Kitchen										$4,800	$4,800	$4,800	$4,800	$4,800
KAHP-West St		Asphalt shingles replacement/solar	Roof					$100,000									
KAHP-West St	yes	Insulate and plastic floor)	Basement				$3,000										
KAHP-West St		Rim/band joist Basement (250units)	Basement				$3,000										
KAHP-West St		fencing															
KAHP-West St		CO Detector Interior (38units)	Interior						$2,280								
KAHP-West St		Vinyl Floor (2800units)	Floor							$8,400							
KAHP-West St		Vinyl Siding (2900units)	Siding							$11,600							
KAHP-West St		Stove Kitchen (4units)	Kitchen								$2,400						
KAHP-West St		2011 40 Gallon electric hot water tank Basement (2units)	Basement								$6,000						
KAHP-West St		Heat Pumps (replace the 2017 installed 4)	Heating								$20,000						
KAHP-West St		Refrigerator Kitchen (4units)	Kitchen									$3,200					
KAHP-West St		Counters Kitchen (4units)	Kitchen									$3,200					
KAHP-West St		2012 40 Gallon electric hot water tank Basement (2units)	Basement									$6,000					
KAHP-West St		Smoke Detector Interior (38units)	Interior										$2,280	$2,280	$2,280	$2,280	$2,280
KAHP-various sites		Security Camera systems	exterior	$15,000	$20,000												
KAHP-various sites		Asphalt-various sites	exterior	$192,943													

CAPTIAL IMPROVEMENT PLAN

	Energy			ACTUALS	BUDGET			CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs
Property	Items	**Description**		**2022**	**2023**	**Landscape project**	**CDBG weatherization**	**2024**	**2025**	**2026**	**2027**	**2028**	**2029**	**2030**	**2031**	**2032**	**2033**
		TOTAL KAHP		**$1,883,053**	**$2,981,691**	**$55,000**	**$94,000**	**$1,759,589**	**$2,718,949**	**$317,666**	**$161,247**	**$389,202**	**$1,030,149**	**$1,030,150**	**$1,030,151**	**$1,030,152**	**$1,030,153**
6 School		Kitchen	Counter tops Apt #1								$4,500						
6 School		Chimney	Repointing										$2,400	$2,400	$2,400	$2,400	$2,400
6 School		Building - stairwell & floor	Wood and hardwood										$2,000	$2,000	$2,000	$2,000	$2,000
6 School		Roof											$2,000	$2,000	$2,000	$2,000	$2,000
10 Bassett		Basement	Dirt basement					$2,000									
10 Bassett		HVAC	Indirect DWH storage heater					$4,500									
10 Bassett		Main Building	Vinyl double hung windows										$26,600	$26,600	$26,600	$26,600	$26,600
10 Bassett		HVAC	Oil boiler										$14,200	$14,200	$14,200	$14,200	$14,200
25 McKinley		Basement	Dirt basement					$2,000									
25 McKinley		Porch & trim	Paint needed; wood sills, steps and trim					$4,800									
25 McKinley		Basement	Indirect DWH storage heater					$4,500									
135 Elm St		Kitchen	Bathtub						$3,200								
135 Elm St		Basement	Dirt & slab floor, stone & brick foundation							$2,000							
135 Elm St		HVAC	Oil boiler									$14,200					
135 Elm St		Basement	Indirect DHW storage tank										$4,500	$4,500	$4,500	$4,500	$4,500
25 Pine		Entire Paint/repair/landscape	Wood siding- paint repair trim		$125,000					$2,800							
25 Pine		Basement	Domestic hot water heater electric 1 of 3							$3,600							
25 Pine		Kitchen	Refrigerator							$2,400							
657 Marlboro		Foundation wall and drainage	Stone repointing	$28,984	$220,000												
657 Marlboro		Basement	Dirt basement														
657 Marlboro		Siding-wood	Clapboard refurbish						$6,000								
657 Marlboro		Basement	Indirect DWH storage heater										$4,500	$4,500	$4,500	$4,500	$4,500
218 Winchester		Windows replacments		$11,170													
218 Winchester		Front Door replacment		$3,969													
218 Winchester		Basement	Indirect DWH storage heater							$4,500							
228 Winchester		Basement	Dirt & slab floor, stone & brick foundation							$2,000							
228 Winchester		Foundation wall	Brick & concrete masonry unit repointing								$11,250						
228 Winchester		Basement	Indirect DWH storage tank									$9,000					
218 Winchester		Kitchen	Electric range/oven										$3,400	$3,400	$3,400	$3,400	$3,400
58 Dover		Heating unit replacment		$3,970					$3,375								
58 Dover		Foundation wall	Brick repointing						$3,375								
58 Dover		Basement	Domestic hot water heater electric						$3,600								

CAPTIAL IMPROVEMENT PLAN

	Energy			ACTUALS	BUDGET			CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs
Property	Items	**Description**		**2022**	**2023**	**Landscape project**	**CDBG weatherization**	**2024**	**2025**	**2026**	**2027**	**2028**	**2029**	**2030**	**2031**	**2032**	**2033**
62 Dover		Basement	Oil tanks						$3,200								
58 Dover		Basement	Dirt & slab floor, stone & brick foundation							$2,000							
62 Dover		Basement	Dirt & slab floor, stone & brick foundation							$2,000							
62 Dover		Basement	Domestic hot water heater - propane										$4,500	$4,500	$4,500	$4,500	$4,500
62 Dover		Kitchen	Range hood														
Hampshire House		Asphalt walkway extension			$10,000												
Hampshire House		Laundry - 1st Floor	Washer / Dryer														
Hampshire House		Basement	Indirect DWH storage heater								$4,500						
Hampshire House		Building	Wood siding and trim									$5,700					
Various locations		Misc reno															
		TOTAL SCATTERED SITE (2- from CHT)		**$48,093**	**$355,000**	**$0**	**$0**	**$17,800**	**$22,750**	**$21,300**	**$15,750**	**$28,900**	**$64,100**	**$64,100**	**$64,100**	**$64,100**	**$64,100**
Meadow rd		Landscaping w/Sod (3 bldg @ 1905)			$6,000	$5,715											
Meadow rd		Kitchen/Stairs/Bathroom (2 units)		$31,947	$50,000			$30,000	$30,000	$30,000	$30,000						
Meadow rd		Bathroom (2 units)			$15,000			$15,000									
Meadow rd		Security Camera systems						$25,000									
Meadow Rd		Cabinets	Kitchen					$38,400									
Meadow Rd		Laminate Counter	Kitchen					$24,000									
Meadow Rd		Asphalt	Parking Lot						$17,000								
Meadow Rd		Asphalt	Sidewalk						$4,200								
Meadow Rd		Exhaust Fan	Bathroom						$2,800								
Meadow Rd		Interior Doors	Interior						$3,570								
Meadow Rd		Baseboard Radiators	Interior							$1,260							
Meadow Rd		Light Fixtures	Interior							$12,000							
Meadow Rd		Ceiling Fixture	Kitchen							$3,000							
Meadow Rd		Trees in back of building	Behind Buildings									$950					
Meadow Rd		Manual Thermostats	LR, Bedroom									$5,400					
Meadow Rd		CO/Smoke Detectors	Interior									$3,600					
Meadow Rd		Range Hood	Kitchen									$4,500					
Meadow Rd		Grass areas	Parking Lot														
Meadow Rd		Hydronic heating pumps	Boiler Rooms										$16,000				
Meadow Rd		Exhaust Fan	Kitchen										$3,600				
Meadow Rd		Water Closets	Bathroom											$3,000			
Meadow Rd		Pole Lights	Parking Lot												$1,000		
Meadow Rd		Showers/Tubs	Bathroom														$18,000
Riverbend Apartments		office		$105,078													
Riverbend Apartments		security camera			$15,000												
Riverbend Apartments		playground															

CAPTIAL IMPROVEMENT PLAN

	Energy			ACTUALS	BUDGET			CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs
Property	Items	**Description**		**2022**	**2023**	**Landscape project**	**CDBG weatherization**	**2024**	**2025**	**2026**	**2027**	**2028**	**2029**	**2030**	**2031**	**2032**	**2033**
Riverbend Apartments		landscaping			$11,000												
Riverbend		Mail Kiosk	Parking Lot		$6,000												
Riverbend		Benches	Sidewalk		$0												
Riverbend		Kitchen/Bathroom replace (2 units)	Kitchen		$30,000			$30,000	$30,000	$30,000							
Riverbend		Light Fixtures	Entire Unit									$19,200					
Riverbend		Smoke/CO Sensors	Entire Unit									$1,500					
Riverbend		Stairwell: vinyl treads	Stairwell									$5,000					
Riverbend		Ceiling Fixture	Kitchen									$2,000					
Riverbend		Exhaust Fan	Kitchen									$4,800					
Riverbend		Hydronic heating pumps	Basement										$16,000				
Riverbend		Manual Thermostats	LR, Bedroom											$6,000			
Riverbend		Water Closets	Bathroom											$6,000			
Riverbend		Light Posts	Parking Lot												$6,500		
Riverbend		Showers/Tubs	Bathroom														$24,000
Ash Brook		Boilers (2)		$175,918													
Ash Brook		Ashpalt -final work from 2021		$21,173													
Ash Brook		Security Camera			$10,000												
Ash Brook		Unit Doors	Replace Storm Door					$7,000									
Ash Brook		Unit Doors	Replace Doors					$9,000									
Ash Brook		Utility Closet and Laundry Room Doors	Replace Doors					$12,200									
Ash Brook		Bathroom Vanity / Tubs	Replace bathroom vanity in remaining units					$20,000	$20,000	$20,000	$20,000	$20,000					
Ash Brook		Vinyl Siding	Replace Siding										$55,000				
Emerald		Fencing	perimiter	$10,510													
Emerald		Parking lot	Catch basin					$11,000									
Emerald		Rear entrance	Handicap ramp railings - Concrete Ramp		$10,000												
Emerald		2nd Fl. Ceiling Plane	Thermal boundary between 2nd / 3rd floors.					$4,660									
Evergreen knoll		DHW: storage tanks		$12,957													
Evergreen knoll		Roof replacement		$254,759													
Evergreen knoll		Hydrant		$9,100													
Evergreen knoll		Pump replacment		$5,802													
Evergreen knoll		Paving vehicular: asphalt entrance/Parking area			$100,000			$100,000									
Evergreen knoll		Mail Kiosk															
Evergreen knoll		Trash: dumpster enclosure, CMU															
Evergreen knoll		Tot Lot: playground equipment															
Evergreen knoll		Bath/kitchen vent/exhaust fans															
Evergreen knoll		Fencing: Wood Split Rail															
Evergreen knoll		Screen Patio Doors sliders (32 units @1000)															
Evergreen knoll		DHW: storage tanks						$5,250									

CAPTIAL IMPROVEMENT PLAN

	Energy			ACTUALS	BUDGET			CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs
Property	Items	**Description**		**2022**	**2023**	**Landscape project**	**CDBG weatherization**	**2024**	**2025**	**2026**	**2027**	**2028**	**2029**	**2030**	**2031**	**2032**	**2033**
Evergreen knoll		Septic system: aeration pumps							$3,000								
Evergreen knoll		Fencing: PVC							$6,264								
Evergreen knoll		HVAC: hydronic/Water Circulating Pumps							$7,200								
Evergreen knoll		Plumbing: toilets/bidets/urinals							$7,200								
Evergreen knoll		Doors: bifold & sliding doors							$33,300								
Evergreen knoll		Cabinets & vanities							$37,200	$37,200	$37,200	$37,200					
Evergreen knoll		Plumbing: water Softener/Filtration								$16,800							
Evergreen knoll		Doors: bifold & sliding doors										$17,100					
SAV Family		Shutter Replacement	Shutters	$20,243													
SAV Family		Roof replacement	replacement	$162,455													
SAV Family		fencing		$0													
SAV Family		security cameras		$1,528													
SAV Family		Shutters	Exterior Walls														
SAV Family		Ceiling board	Ceiling														
SAV Family		Asphalt on parking lot and sidewalks	Parking Lot					$80,000									
SAV Family		Granite curb	Sidewalk					$7,500									
SAV Family		Concrete Dumpster Pad/Fence	Parking Lot		$7,500												
SAV Family		Baseboard Covers	Wall perimeter					$1,152									
SAV Family		Wooden Fence	Exterior						$10,800								
SAV Family		Lighting - 2L 4' T8 tube fluorescent with electronic ballasts	Kitchen						$6,000								
SAV Family		Lighting - CFL in hanging fixture	Kitchen						$600								
SAV Family		Lighting - 1L 2' T8 tube fluorescent with electronic ballast	Kitchen						$3,600								
SAV Family		Lighting - 2L 2' T8 tube fluorescent with electronic ballasts	Bathroom						$4,800								
SAV Family		Exhaust Fan	Bathroom						$6,000								
SAV Family		Tub enclosure/wall	Bathroom							$1,200							
SAV Family		Unit Thermostats (Simple Comfort digital)	Thermostats								$2,700						
SAV Family		Weil-McLain Boiler	Mechanical Room									$42,780					
SAV Family		Interior Doors	Doors													$12,000	
SAV Senior		Roof	Exterior	$145,349													
SAV Senior		security cameras	Exterior	$2,850													
SAV Senior		Hot Water Boilers, 750 kBtuh Capacity	Boiler Room														
SAV Senior		Pumps	Boiler Room														
SAV Senior		Acoustic tiles	Boiler Room														
SAV Senior		Concrete Dumpster Pad/Fence	community room		$12,000												
SAV Senior		Asphalt parking lot, sidewalks and dumpster corrale	Parking Lot					$220,000									
SAV Senior		Thermal Solutions Boiler	Boiler Rm.						$103,500								
SAV Senior		Circulation Pumps	Boiler Rm.						$6,000								
SAV Senior		Lighting - 2L 4' T8 tube fluorescent with electronic ballasts	Kitchen						$8,000								
SAV Senior		Lighting - 12" ceiling round w/ 2 pin cfl	Kitchen						$4,800								

CAPTIAL IMPROVEMENT PLAN

	Energy			ACTUALS	BUDGET			CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs
Property	Items	**Description**		**2022**	**2023**	**Landscape project**	**CDBG weatherization**	**2024**	**2025**	**2026**	**2027**	**2028**	**2029**	**2030**	**2031**	**2032**	**2033**
SAV Senior		Lighting - 1L 2' T8 tube fluorescent with electronic ballast	Kitchen						$4,800								
SAV Senior		Lighting - CFL in stove hood	Kitchen						$800								
SAV Senior		Lighting - 2L 2' T8 tube fluorescent with electronic ballasts	Bathroom						$6,400								
SAV Senior		Lighting - 4 pin CFL on Occupancy Sensor	Bathroom						$4,800								
SAV Senior		Carport and Photovoltaic	Parking Lot						$200,000								
SAV Senior		Flood Lighting	Lighting								$1,200						
SAV Senior		Windows, double hung, 72x65	Windows								$105,300						
SAV Senior		Windows, double hung, 36x65	Windows								$18,200						
SAV Senior		Hardie board and Aluminum	Siding								$271,842						
SAV Senior		Air Handling Units	Mechanical Rm.								$21,000						
SAV Senior		AC Condensers	Exterior								$7,500						
SAV Senior		Recessed Cans w/ CFLs	Gazebo									$2,400					
SAV Senior		Digital Thermostats	Interior												$2,250		
SAV Senior		Smoke Sensors	Interior												$3,750		
SAV Senior		Smoke Sensors w/ Hearing Impaired Strobe Light	Interior												$3,750		
SAV Senior		Strobe Light Signal	Interior												$3,750		
CST		security cameras		$22,495	$15,000												
CST		Door replacment (automatic)		$7,330													
CST		Rood Replacement		$4,995													
CST		Elevator Wall replacement			$14,000												
CST		Generator	heating					$50,000									
CST		Heat Pumps (replace 2020 installed 90 in 10 years)	heating														
Brookbend West		Landscaping															
Brookbend West		Community Room (50%)						$100,000									
Brookbend WEST		ADA Curb Ramp	Walkways		$20,000												
Brookbend WEST		Handicap Ramps	Unit Exterior					$2,000									
Brookbend WEST		Exterior Doors	Unit Exterior						$2,205								
Brookbend WEST		Dumpster Fencing	Dumpster						$1,200								
Brookbend WEST		Asphalt parking lot	Parking lot						$1,000								
Brookbend WEST		Asphalt walkways	Walkways						$1,000								
Brookbend WEST		Laminate Counters	Kitchen							$18,000							
Brookbend WEST		Indirect DHW	Mechanical Room									$8,400					
Brookbend WEST		Cooling System, Office	Exterior									$2,500					
Brookbend WEST		Lighting Fixtures	Interior											$10,000			
Brookbend WEST		Thermostat	Interior												$3,325		
Brookbend WEST		Interior Doors	Interior												$2,400		
Brookbend WEST		Exterior Doors	Interior													$7,800	
Brookbend WEST		Asphalt shingle	Roof														$155,400
Brookbend WEST		Weil-McLain Boiler	Mechanical Room														$85,560

CAPTIAL IMPROVEMENT PLAN

	Energy			ACTUALS	BUDGET			CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs
Property	Items	**Description**		**2022**	**2023**	**Landscape project**	**CDBG weatherization**	**2024**	**2025**	**2026**	**2027**	**2028**	**2029**	**2030**	**2031**	**2032**	**2033**
Brookbend WEST		Heat Recovery Ventilator	Interior														$45,500
Brookbend WEST		Laminate Counters	Kitchen														$18,000
Brookbend WEST		HHW Pump	Mechanical Room														$7,200
Brookbend WEST		DHW Pump	Mechanical Room														$3,600
Brookbend WEST		Water Closets	Bathroom														$3,000
Brookbend East		Landscaping															
Brookbend East		Community Room (50%)						$100,000									
Brookbend EAST		ADA curb ramp	Walkways		$20,000												
Brookbend EAST		Exterior Door Threshold	Interior					$500									
Brookbend EAST		Exterior Doors	Unit Exterior						$2,205								
Brookbend EAST		Dumpster Fencing	Dumpster						$1,200								
Brookbend EAST		Asphalt parking lot	Parking lot						$1,000								
Brookbend EAST		Asphalt walkways	Walkways						$1,000								
Brookbend EAST		Indirect DHW	Mechanical Room									$8,400					
Brookbend EAST		Lighting Fixtures	Interior											$12,000			
Brookbend EAST		Thermostat	Interior												$3,325		
Brookbend EAST		Interior Doors	Interior												$3,000		
Brookbend EAST		Asphalt shingle	Roof														$181,300
Brookbend EAST		Weil-McLain Boiler	Mechanical Room														$99,820
Brookbend EAST		HHW Pump	Mechanical Room														$7,200
Brookbend EAST		DHW Pump	Mechanical Room														$3,600
Brookbend EAST		Heat Recovery Ventilator	Interior														$52,000
Brookbend EAST		Laminate Counter	Kitchen														$30,000
Brookbend EAST		Water Closets	Bathroom														$3,000
Locals		Vehicles (1)		$69,666	$50,000			$65,000	$65,000	$65,000	$65,000	$65,000	$65,000	$65,000	$65,000	$65,000	$65,000
Locals		Salt Spreader (1) general use		$4,845													
Locals		Bobcat (HA) or Spreader		$92,399													
Locals		Security Camera		$0	$10,000												
Locals		Public Art		$10,000	$10,000												
Locals		Backup Datto equipment		$5,443	$0												
MAHC-SAV office		Roof replacement		$54,911													
MAHC-SAV office		Outside -employee entrance		$8,784													
MAHC-SAV office		Land purchase			$1,100,000												
MAHC-SAV office		Rear entry, door	Parking Lot					$1,500									
MAHC-SAV office		Dumpster Pad	Parking Lot					$1,920									
MAHC-SAV office		Dumpster Fence	Dumpster					$1,840									
MAHC-SAV office		Concrete pad, entry	Front entrance					$500									
MAHC-SAV office		Asphalt sidewalks	Sidewalks						$500								
MAHC-SAV office		Asphalt Parking Lot	Parking Lot						$30,000								
MAHC-SAV office		Condensers	Exterior						$20,000								

CAPTIAL IMPROVEMENT PLAN

	Energy			ACTUALS	BUDGET			CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs	CNAs
Property	Items	**Description**		**2022**	**2023**	**Landscape project**	**CDBG weatherization**	**2024**	**2025**	**2026**	**2027**	**2028**	**2029**	**2030**	**2031**	**2032**	**2033**
MAHC-SAV office		Windows	Windows														
MAHC-SAV office		Lighting	Hallways									$4,000					
MAHC-SAV office		Siding	Siding														$67,500
		total capital purchases/renovations		**$3,171,683**	**$4,848,191**	**$60,715**	**$94,000**	**$2,733,027**	**$3,388,118**	**$571,400**	**$759,412**	**$666,804**	**$1,247,820**	**$1,194,220**	**$1,190,270**	**$1,177,020**	**$1,894,400**

KAHP AB, MR, RB	MTW Funding (non-HAP) 2021																
KAHP AB, MR, RB	MTW Funding (non-HAP) 2022		($1,668,081)														
KAHP AB, MR, RB	MTW Funding (non-HAP) 2023		$0	($1,789,000)													
MAHC	Cash		($283,661)	($203,127)													
SAV F	MAHC financing to partnerships		($170,000)														
SAV S	MAHC financing to partnerships		($50,000)														
Evergreen	MAHC financing to partnerships		($105,000)														
SAV Senior, EK,CST,BBE/BBW	Replacement Reserves		($316,205)	($196,000)													
KAHP 105 Castle	Insurance Recovery		($578,736)	($797,078)													
KAHP 105 Castle	CDBG 105 Castle St Renov		$0	($900,000)													
KAHP 105 Castle	Monadnock Coll		$0	($309,000)													
KAHP 105 Castle	Cash		$0	($653,986)													
		Cash needed	**($0)**	**($0)**	**($60,715)**	**($94,000)**	**($2,733,027)**	**($3,388,118)**	**($571,400)**	**($759,412)**	**($666,804)**	**($1,247,820)**	**($1,194,220)**	**($1,190,270)**	**($1,177,020)**	**($1,894,400)**

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
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)		
Lawn Care	AGM Landscaping	04/01/23-11/30/23	11/30/2023	remaining renewal options: 2 (2024,2026)	FV, NG, DC, Rox Ct, Elm, Pine, Bassett, HH, RB, EK, SAV	$105,525
Lawn Care	Arlen Landscaping	04/01/23-11/30/23	11/30/2023	remaining renewal options: 2 (2024,2026)	West, Water, Winchester, Dover, Marlboro, School, Mckinley, ES, Cottage	$23,100
	Homegrown Lawn Garden & Landscaping	04/01/23-11/30/23	11/30/2023	remaining renewal options: 2 (2024,2026)	HA, AB, MR, BBE, BBW	$63,960
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	$59,750
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	$18,500
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

Capital Needs Assessment	GDS Associates	12/18/19- 12/17/22	12/17/2024	remaining renewal options: 1 (2024)		
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
Legal - RE Law & Federal Reg	Ballard Spahr	11/01/22-11/30/25	10/31/2025	remaining renewal options: 2 (2026, 2027)	as needed	
Printing/Binding	Silver Direct	11/1/22-/31/25	10/31/2025	remaining renewal options: 2 (2026, 2027)	as needed	
Legal - RE & Landlord/Tenant Law	Bragdon, Dowd & Kossayda	11/01/22 - 10/31/25	10/31/2025	remaining renewal options: 2 (2026, 2027)	as needed	
Legal - RE Law & Federal Reg	Reno Cavanaugh	11/01/22 - 10/31/25	10/31/2025	remaining renewal options: 2 (2026, 2027)	as needed	
Legal - RE Law & Federal Reg	Sheehan Phinney Bass & Green	11/01/22 - 10/31/25	10/31/2025	remaining renewal options: 2 (2026, 2027)	as needed	
Legal - Labor & Employment Law	Sheehan Phinney Bass & Green	11/01/22 - 10/31/25	10/31/2025	remaining renewal options: 2 (2026, 2027)	as needed	
Legal - RE Law & Federal Reg	Hawkins Delafield & Wood	11/01/22 - 11/30/25	10/31/2025	remaining renewal options: 2 (2026, 2027)	as needed	
Legal - RE Law & Federal Reg	PretiFlaherty	11/01/22-11/30/25	10/31/2025	remaining renewal options: 2 (2026, 2027)	as needed	
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		

Heard it Through the GRAPEVINE

WINTER 2023

POINTS OF INTEREST

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Work Orders

Did you know you can submit a non-emergency work order through KH's website? If you need something fixed in your apartment or see something broken on property, please visit www.keenehousing.org and click "Submit a Work Order" and follow the prompts.

Keene Housing

The Executive Director's Corner

Happy New Year, everyone! I hope you had a wonderful Holiday Season and are enjoying this mild winter weather. Hard to believe we've only had one storm so far and temperatures in the 50s in early January. While this weather's been terrible for the snowmobilers, skiers, and snowshoers, it's made snow removal a breeze (so far). That said, the snow will come again at some point, so please familiarize yourself with Keene Housing's snow removal policies included on page 2 and 3.

Ordinarily things slow down for us on construction-wise this time of year, but this year is different. I'm very glad to report that construction of the new and improved 105 Castle Street is well underway, with hopes of having the new building completed by next fall. We've finished the rehabilitation projects at Damon Court, Water St. and Roxbury Court, ensuring that those properties will continue being high quality, energy efficient homes for Keene families for generations to come. We are thankful to Resilient Buildings Group and Eversource for their contributions to the projects' energy efficiency improvements.

Even when winter is as warm as this one, it's still too easy to stay inside and not do much. Luckily, Karen and Lea are here to make sure that there's lots going on across the properties even in the winter. From lessons on watering your gardens to BINGO and everything in between there's always something going on. Lea and Karen spend a lot of time thinking-up fun things to do! Thanks to the Keene Housing Kids Collaborative, there's no shortage of things for young residents to do during the winter, too. Please check your property bulletin board and our Facebook page for the latest news and events. Have a great winter. See you in the spring!

Snow Removal

AGM is the snow removal contractor for: Bennett Block, Brookbend East, Brookbend West, Ashbrook and Meadow Road, Hampshire House (86 Winter Street), 135 Elm Street, 25 Pine Street, 537-539 West Street, and 45 Damon Court.

Connecticut Valley Yard Works is the contractor for: Forest View and North & Gilsum Street.

Arlen Landscaping is the contractor for: 657 Marlborough Street, 6 School Street, 10 Basset Court, 25 McKinley Circle, 58-62 Dover Street, 309 Water Street, 17-19 Roxbury Court, 71, 73, 75 Cottage Street, and 32 Emerald Street.

Keene Housing Staff will handle snow removal for: Stone Arch Village, Harper Acres, Riverbend, Evergreen, and 218-228 Winchester Street.

Keene Housing's Responsibilities:

- Maintenance/Contractors will plow the parking lots, common areas and the common sidewalks at the end of the snowfall. Generally, you will not have to move your cars before 7 A.M. or after 7 P.M.
- We will clear down to the pavement as soon as possible after a storm. Until that happens you must pay attention and move your car when the plow(s) arrive, so the lots can be completely cleared.
- At most properties when the plow enters the lot the driver will blow the horn. They will NOT knock-on doors.
- We first plow ONLY those areas where NO CARS ARE PARKED. Your vehicle must be moved during plowing to ensure your parking area is open and ready for plowing.
- We will not plow or shovel between or next to cars, and we cannot clear off or move your vehicle(s) for you.
- Maintenance staff will shovel snow and spread salt ONLY on common sidewalks.
- Maintenance staff or contractors will salt and shovel the walkways for all handicapped/ADA units and those with a Reasonable Accommodation only.
- PLEASE do not pull the nose of your car up over the sidewalks, the sidewalk machine cannot get all the snow off if you do.

Tenants' Responsibilities:

- Keene Housing parking permits are required on all vehicles.
- Vehicles with or without permits that are not moved while the plow is on the property or in any way interfere with plowing will be towed without notice by Emerson's Towing (603-357-1028) at the owner's expense.
- You are expected to be aware of the weather and be prepared for storms. This includes having a snow shovel available. You are responsible to shovel snow and salt your own sidewalks,

Snow Removal, Continued

- It is your responsibility to move your vehicle(s) immediately when the plow operator arrives on the property for final clean up. If you are unable to meet this responsibility (such as you are on vacation, out of town, in the hospital, sick) you must make other arrangements (ask a neighbor, friend or relative to clean off and move your car).
- In Keene, sand is available at no charge (lot in front of City Public Works 350 Marlboro Street. You must bring your own container). Keene Housing places salt buckets around the common spaces (FAC or Community rooms, mailbox areas, handicapped walks, bus stops) on all properties for resident use.

Cooperation among residents to get cars moved is appreciated. Keene Housing and our contractors will plow spaces when every car is moved out of the lot (remember, do not move until we are doing final clean up between 7 a.m. – 7 p.m. - not before then).

Residents of the following properties, except for handicapped/ADA units, are responsible for clearing their entry walks/steps and back doors:

- Forest View, North and Gilsum, the Brookbends, Stone Arch Family, 309 Water St., Damon Court, West St., Meadow Road, Riverbend, Evergreen Knoll, Roxbury Court, Cottage St., Winchester St., Elm St., Pine St., Dover St., Marlborough St., School St., Bassett Ct., and McKinley Circle.

Window Reminders

It's that time of year again! Please keep all windows securely closed when temperatures are at or below 40 degrees Fahrenheit. This also applies to hallway windows in buildings. Any open windows in cold weather are considered a maintenance emergency. Either maintenance staff or the Property Manager will respond to an open window by knocking on your door to request that you close the window, or by entering your apartment if no one is home to close the open window. Please keep in mind that a $30.00 fee will be charged. If you have your heat turned down and find that your baseboards are still heating up, please call our office at (603) 352-6161 or visit www.keenehousing.org to place a work order.

Safety Reminders

It is our goal to make sure that you and your neighbors avoid health and safety hazards in apartments and on the property. With safety in mind, please abide by the following rules (this is not an all-inclusive list of possible safety hazards to avoid, these are simply a few examples):

- Please do not disconnect/remove or in any way prevent smoke alarms/detectors from functioning as intended.

Continued on Page 8

HOUSING AND SERVICES NEWS

Resident Self-Reliance (RSR) Program News: Credit Scores

In this quarter's newsletter, we look at your credit score- one of the important factors in your financial well-being. Having a good credit score is not just important for receiving loans (house, car, or personal) but may also impact your insurance rates, ability to rent an apartment, and even employment opportunities.

Your credit history determines your score, and the higher the score, the better any loan terms become. You are entitled to a free credit report once every 12 months from each of the three nationwide credit bureaus. Go to www.AnnualCreditReport.com, and request your reports.

Here is a breakdown of the five major components that make up your credit score.

1. Payment History – Reported payments account for 35% of your total credit score. Late payments will affect your score negatively, so it's important to consistently make payments on time.
2. Credit Utilization – How much of your credit is in use makes up 30% of your score. If you reach the credit limit on your credit cards, it lowers your credit score.
3. Length of Credit History – How long you have been using credit and making payments as well as the amount of time each of your credit accounts have been open is 15% of your total credit score.
4. New Credit – Be cautious when opening new credit accounts, which accounts for 10% of your score.
5. Credit Mix – The remaining 10% of your score relies on the variety of credit accounts you have.

The information above was taken from the FDIC Consumer Newsletter in June 2022. Improving your overall financial well-being is more of a marathon than a sprint, and the sooner you begin, the sooner you will receive results! Reach out to us or bring it up at our regular meetings.

As always, you can reach your RSC by phone or email. To contact Melody, please call 603-283-5452 or email mblanchette@keenehousing.org. Kelly can be reached at 603- 283-5454 or email kgriffin@keenehousing.org.

COMMUNITY CONNECTIONS PHOTO GALLERY

Bennett Block

Stone Arch Village Senior

Central Square Terrace

COMMUNITY CONNECTIONS CORNER

A Note From Karen Graveline

Last quarter, Community Connections announced plans for Central Square Terrace (CST) to host our friends at UNH Cooperative Extension for a workshop series focused on Brain Health called "Boost Your Brain and Memory." The evidenced-based program is designed to teach the most promising strategies for keeping your brain healthy as you age. The program uses a unique approach to brain fitness, providing healthy practices that can help you to remember things better, be more organized, pay closer attention, reduce stress and risk of dementia. A small group of CST residents found the series to be very informative and fun. Residents reported learning new ways to support healthy aging and have begun making changes to help support their brain health. We hope to host the series in the future at other properties. A few takeaways to share about what the residents learned about brain health: Dementia is not a normal part of aging. It is a disease, and while common in older adults, does not affect all older adults. Alzheimer's is the most common disease that causes dementia. Genetics is only responsible for about thirty percent of the risk for Alzheimer's, seventy percent is environmental which is why lifestyle is an important factor in brain health. Six areas that affect brain health are physical health, emotional health, intellectual health, nutrition, spiritual activity, and social engagement. Research shows increasing activity in each of these areas gives you the best chance of maintaining your brain health throughout life. Setting short-term and long-term goals in each area helps you get on track to new habits and healthy brain health.

As part of the focus on nutrition, educational workshops, and social engagement, we will be hosting UNH Cooperative Extension Nutrition Connects for a crockpot cooking series in the spring. The four-week series will teach residents to make easy and healthy slow cooker meals on a budget. The Central Square Terrace workshop series will be every Tuesday in March at 1:30PM. The Harper Acres workshop series will be every Monday in March at 1:00PM. The Stone Arch Village Senior workshop series will start the second Wednesday in May at 12:30PM and meet every Wednesday in May thereafter.

Community Connections Office Hours

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

Harper Acres: Mondays 2:00 - 4:30PM (Mill Building)
Central Square Terrace (CST): Tuesdays 1:00 - 4:30PM
Stone Arch Village Senior (SAVS): Wednesdays 1:30 - 3:30PM
Bennett Block: Thursdays 2:00 - 4:00PM

Keene Housing COMMUNITY GARDENS Plant Grow YUM!

CULTIVATING COMMUNITY

FROM THE GARDEN

Happy New Year from the Community Garden Program! Before you know it, spring will be here, and it will be time to start planting again. It is never too early to start planning your garden, here are a few tips to consider to make the most out of your garden bed.

Favorite plants- There are a lot of choices when it comes to deciding what to plant, it can be overwhelming! Start with a list of things you like to eat or cook with, or even veggies you want to try.

Growing space- Every plant needs a certain amount of room; small plants like carrots only need a few inches in between each plant, whereas big plants like pumpkins may need 3 square feet! Once you have a list of your favorite plants, looking at how much room you have can help you determine what goes in and where.

Companion planting- Planting basil near tomatoes can improve the tomatoes flavor, peas can provide nutrients for eggplants, marigold can keep pests away; there are lots of combinations of plants that thrive when you plant them together! Looking up different ways to companion plants can not only help save space but also help grow healthier plants.

Succession planting- There are some plants that prefer cool springs and some that prefer hot summers. Knowing when to plant certain vegetables can help you get the most out of your garden; when it's time to harvest the cool season plants you can put in your warm season!

Planning a garden can seem like a daunting task, but you don't have to do it by yourself! Lea is available to help plan your garden and will provide support throughout the entire growing season. If you are interested in learning more about gardening at Kene Housing, you can contact Lea at 603-283-5440 or lkablik@keenehousing.org.

LOOKING AHEAD

Gardening Workshop Series

In the spring, there is such a whirlwind of planning, prepping, and planting that learning basic garden skills can be overlooked. Join Lea in a series of workshops to go over basic garden care to get ready for the spring! Dates to be determined, so keep an eye out for flyers and notices.

Garden Activity Kit - Garden sensory Bottles

If we can't garden outside in the winter, we can bring the garden indoors with a garden sensory bottle! For a kit that includes all the supplies you will need and step by step instructions to make a garden sensory bottle, contact Lea at 603-283-5440 or lkablik@keenehousing.org. There are a limited number of kits available, so first come first serve!

Keene Housing Kids Collaborative
WINTER 2023 PROGRAMS

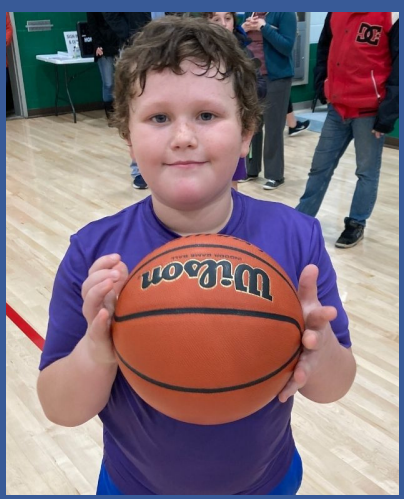
khkc.org/youth-activities

Are you a Keene Housing or Southwestern Community Services Resident?

As a resident of Keene Housing, Housing Choice Voucher Program or SCS (Keene Highlands, CitySide, Swanzey Township and Woodcrest Drive) your child can participate in activities in the community **at no cost to you.** Get started today! **KHKC covers 100% of the tuition fees for all of these programs.** Registration processes vary. When you're ready to signup email Anna at **info@khkc.org.**

603-352-0109 | **KH & SCS Kids Collaborative Family Group** | **5 Harmony Lane, Keene**

Grand Monadnock Youth Choirs - Grades K – 12
MoCo Arts - Dance & Theater Classes 18 months to 18 years
Monadnock Violin Studio - Violin Lessons Ages 6 – 18 years
The Music Kit - Piano, Guitar, Ukulele, Fiddle, and Harmonica Lessons Ages 5 – 18 years
Wakadoodles Art Studio - Art Classes Grades 1 - 8



American School of Gymnastics - Ages 18 months – 18 years
Boy Scouts of America - Grades K – 12
Keene Parks & Recreation - Sport Leagues, Intramurals & Rec Passes Grades 1 - 8
Keene Family YMCA - Youth Classes 18 months - 18 years
Keene ICE - Learn to Skate Ages 6 - 18
Monadnock Brazilian Jiujitsu - Ages 5 – 18 years
Northern Lights Athletics - Ages 3 -18 years
Steve Demasco's Shaolin Studios - Shaolin Kempo, traditional Kung Fu Ages 3 – 18
Swanzey Recreation Department - Seasonal Sport Leagues Ages 4 - 12
The Fieldhouse at Homestead Mills - Intramural Sports Leagues Ages 8 - 18
White Crane Martial Arts - Karate Lessons Ages 7 – 18 years

Beyond the Bell – Monadnock Regional School District afterschool program
Civil Air Patrol - Dreaming about a career in aviation, space or the military Ages 12 - 18 years
Cheshire Career Center - Preschool Program Ages 3 - 5 years
Cheshire Children's Museum - FREE DAY PASSES
Cheshire County 4-H Ages 5 - 17
First Book - FREE eBooks for all grade levels
Imagination Library - FREE BOOKS TO YOUR DOOR EVERY MONTH (Ages 0 – 5 years)
Project KEEP - Keene School District afterschool program
Sophia's Hearth – Joyful Beginnings Playgroups Babies & Toddlers

Join our newsletter and text alerts - email info@khkc.org

PROPERTY NEWS (CONT.)

Continued from Page 3

- Do not leave items on the stove top or in the oven unattended.
- Please do not tamper with thermostats.
- Only appliances approved by KH can be used for heating.
- Do not idle any vehicle on the property for more than 5 minutes (and please do not rev the engine at any time).

The Property Management team hopes you and yours had a very happy holiday season! May 2023 be filled with much happiness and good health for all!

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

JANUARY 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2 Office Closed New Year's Day (Observed)	3	4 CST Bingo	5 CST Garden Meeting Ash Brook Garden Workshop	6	7
8 CST Coloring Group	9 SAVS Bingo	10 Forest View Garden Workshop	11 CST Bingo	12 CST Garden Meeting Ash Brook Garden Workshop	13	14
15 CST Coloring Group	16 Office Closed Martin Luther King Jr. Day	17 Forest View Garden Workshop	18 CST Bingo	19 Board of Commissioners Meeting CST Garden Meeting	20	21
22 CST Coloring Group	23 SAVS Bingo Brookbend Garden Workshop	24 Forest View Garden Workshop	25 CST Bingo	26 CST Garden Meeting Ash Brook Garden Workshop	27	28
29 CST Coloring Group	30 SAVS Bingo Brookbend Garden Workshop	31 Forest View Garden Workshop				

Keene Housing

FEBRUARY 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 CST Bingo	2 Ash Brook Garden Meeting	3	4
5 CST Coloring Group	6 SAVS Bingo	7	8 CST Bingo	9	10	11
12 CST Coloring Group	13 2/13- 2/17 Otis Atwell Audit SAVS Bingo	14	15 CST Bingo	16 Board of Commissioners Meeting	17	18
19 CST Coloring Group	20 Office Closed Presidents' Day SAVS Bingo	21	22 CST Bingo Quarterly Staff Training	23	24	25
26 CST Coloring Group	27 SAVS Bingo	28				

Keene Housing