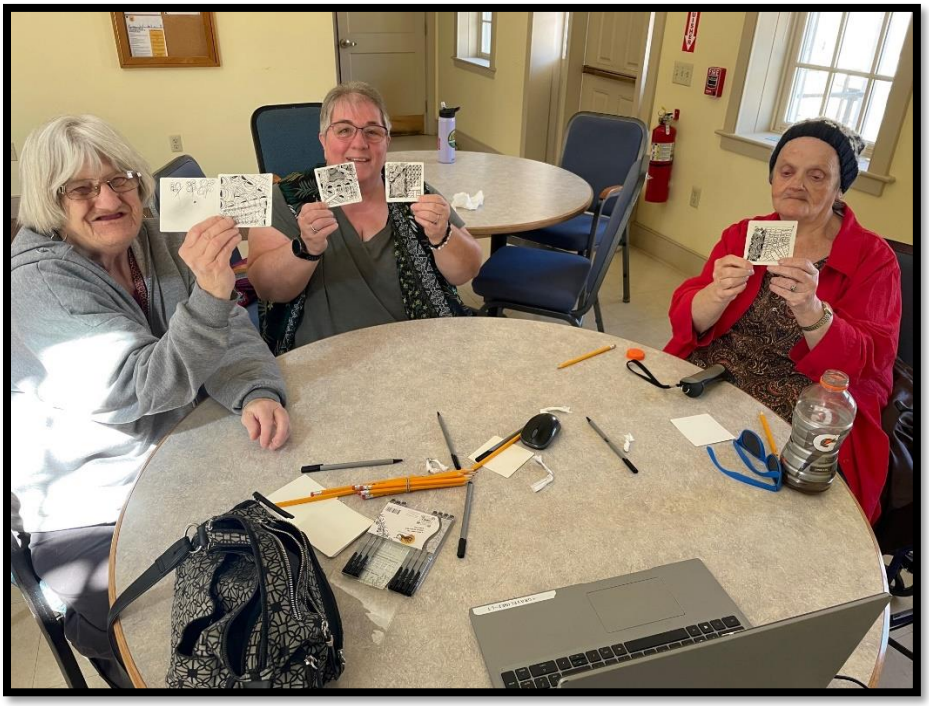
Keene Housing

Keene Housing
Board of Commissioners Annual Meeting
May 18, 2023



Community Connections
Harper Acres Card Making Group

Meeting Location:
Keene Housing
831 Court Street
Keene, NH 03431

Keene Housing

Board of Commissioners Annual Meeting
Thursday, May 18, 2023
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Keene Housing

BOARD OF COMMISSIONERS ANNUAL MEETING
THURSDAY, MAY 18, 2023
5:30 P.M.
KEENE HOUSING
831 COURT, KEENE, NH

AGENDA

I. Call to Order

II. Roll Call

III. Approval of the April 20, 2023 Keene Housing Board Meeting Minutes

IV. Executive Director's Report

V. Management Report

VI. Finance Report

VII. Old Business

VIII. New Business

a. Approval to Adopt Slate of Officers (Resolution No. 753)

b. Informational Memo: Approval of Construction Manager for Roosevelt School Phase 1

c. Informational Memo: Safety/Risk Management Report

IX. Public Comment

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

XI. Adjournment

Minutes of the Keene Housing Board of Commissioners Meeting
Thursday, April 20, 2023

Vice Chairperson Elliott called the Keene Housing Board of Commissioners meeting to order at 12:01 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
- Pam Slack, Commissioner

Absent:
- Chris Coates, Chairperson

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

MINUTES:

Vice Chairperson Elliott called for approval of the March 30, 2023 Board of Commissioners meeting minutes. Commissioner Bianco made a motion to approve the minutes. Commissioner Slack seconded the motion, which upon being put to vote, the minutes passed unanimously.

EXECUTIVE DIRECTOR'S REPORT:

Secretary Meehan stated the Roosevelt School project needs to go before the Keene Zoning Board of Adjustment on May 1st for approval of a coverage variance. The project is going before the Planning Board for approval on May 22nd. Secretary Meehan will be at the Public Housing Authorities Directors Association's (PHADA) Convention then and Chairperson Coates, Commissioner Slack, and Ms. Clark plan to attend and represent Keene Housing in his absence. Phase I and II of the project are being swapped due to Community Development Block Grant (CDBG) limitations regarding sitework. The existing building will be renovated first, followed by construction of a new 30-unit building on site after Phase 1 is complete.

Keene Housing is working on securing funding sources for the Roosevelt School project including Community Project Funds from Senator Shaheen and Congresswoman Annie Kuster's offices, InvestNH funds, Northern Borders funding and energy rebates through Resilient Building Group. The City of Keene agreed to sponsor Keene Housing's Community Development Block Grant (CDBG) application. The project received negative press in a Letter to the Editor in the Keene Sentinel.

On the federal side, the Moving to Work (MTW) Collaborative is working with legislators to include language in 2024 appropriations to extend MTW agreements for the 39 original MTW agencies beyond 2028.

Keene Housing is issuing a Request for Proposals for a solar developer to apply for Clean Energy Investment Tax Credit (ITC) funds, Community Solar funds and develop future photovoltaic projects.

Secretary Meehan invited Ms. Clark to give an update on Keene Housing's capital projects. Ms. Clark reported that construction of 105 Castle Street is progressing with an estimated completion date of September 2023. All Seasons Construction will be installing acoustic tiles in the Stone Arch Village Senior Community Room. The Facilities and Assets team is booked with projects throughout the summer.

Secretary Meehan stated Ms. Pratt will be on medical leave the month of May and plans are in place to ensure department needs are met.

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:

Resolution No. 752 – Adoption of the Revised Employee Handbook

The Keene Housing Board of Commissioners adopts the revised Employee Handbook pursuant to the April 11, 2023 memorandum from Amy Wright, Director of Administration to Joshua Meehan, Executive Director. Commissioner Slack moved the motion to approve the resolution. Commissioner Shaw seconded the motion, which upon being put to vote, was passed unanimously.

Informational Memo: Quarter 1 2023 Voucher Activity Report

Ms. Pratt reviewed the Quarter 1 2023 Voucher Activity Report outlined in the Informational Memo dated April 13, 2023.

Moving to Work (MTW) Housing Choice Voucher (HCV) Quarterly Dashboard Report

Ms. Pratt reviewed the MTW HCV Quarterly Dashboard Report dated April 10, 2023.

OLD BUSINESS:

No topics were presented.

PUBLIC COMMENT:

No members of the public were present.

NON-PUBLIC SESSION:

No motion was made to move to Non-Public Session.

Commissioner Slack made a motion to adjourn the meeting. Commissioner Shaw seconded the motion, which upon being put to vote, was passed unanimously. There being no further business, Chairperson Coates adjourned the Board meeting at 12:42 p.m.

Joshua Meehan, Secretary of Keene Housing Board of Commissioners

5/11/23
Date

Keene Housing

Resolution No. 753

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item:

   Approval to Adopt Slate of Officers

2. Date of Board Meeting: May 18, 2022

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners adopts the slate of officers as presented, pursuant to the May 10, 2023 memorandum from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director.

4. All Backup Attached? Yes X No ☐

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

5. Department Head Approval Signature Amy Wright Date: 5/10/2023

6. Statement of availability of funds by Director of Finance

   Funds Budgeted and Available Yes ☐ No ☐ Source _____

   Account # _____

   Director of Finance Approval Signature _____ Date: _____

7. Executive Director Approval Signature _____ Date: 5/11/23

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration
Subject: Approval to Adopt Slate of Officers
Date: May 10, 2023

This memorandum recommends that the Board of Commissioners adopt the slate of officers as presented below:

Chairperson: Chris Coates
Vice Chairperson: Bob Elliott
Secretary: Joshua Meehan

Commissioners: Chris Coates, Bob Elliott, Pam Slack, Steve Bianco and Susan Shaw

RECOMMENDATION

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

Resolution: That the Keene Housing Board of Commissioners adopts the slate of officers as presented, pursuant to the May 10, 2023 memorandum from Amy Wright, Director of Administration to Joshua R. Meehan, Executive Director.

Keene Housing

INFORMATIONAL MEMORANDUM

To: Joshua R. Meehan, Executive Director
From: Sandy Clark, Facilities and Asset Director
Subject: Approval of Construction Manager for Roosevelt School Phase 1
Date: May 1, 2023

This memorandum summarizes the procurement process Monadnock Affordable Housing Corp. (MAHC) used to procure Cheshire Builders as Construction Managers for Roosevelt School Phase 1.

BACKGROUND

WarrenStreet Architects, the firm working with MAHC on this project strongly recommended that we bring a Construction Manager (CM) into this project as soon as possible to aid in value engineering to help keep costs down wherever practicable. The project is expected to rely largely on the Low Income Housing Tax Credit program (LIHTC) for financing. The LIHTC program, administered by New Hampshire Housing Finance Authority (NHHFA) has hard total development cost caps and the architects, given ongoing inflationary pressures on supply and labor, are concerned that the project could easily exceed NHFFA's cap. Bringing a CM in early allows the CM, architects and engineers to work together early in the project's genesis, making it easier and faster to estimate actual costs, and value engineer in real time, rather than after the specifications and drawings are completed for the CM to review and comment on.

PROCUREMENT PROCESS

A Request for Qualifications (RFQ) was advertised on March 14, 2023 and also sent directly to firms that expressed interest in the School project, or with whom MAHC/Keene Housing had past experience; responses were due April 3, 2023. Seven firms submitted qualifications. All seven were found to be qualified.

Between the time of qualification and issuance of the Request for Proposals (RFP), three of the seven qualified firms notified WarrenStreet that they would not be bidding on the project. A Request for Proposals (RFP) for the construction of the new building behind the school was then issued to the four remaining qualified firms on April 18, 2023. The proposals were due on May 1, 2023. Proposals were received by Cheshire Builders, Engelberth Construction Corp., Hutter Construction Corp. and Ingram Construction Corp. Ingram was the low bidder. Ingram's bid was significantly lower than the next lowest bidder. Ingram was given an opportunity to review their bid to be sure they did not accidently omit or misclassify any costs; they maintained that their bid was as they intended.

Shortly after the bid opening, we learned from New Hampshire Community Development Finance Authority (CDFA) staff that Community Development Block Grant (CDBG) funds can no longer be used for new construction site work. This rule change forced us to re-sequence the project phasing, with construction of the new building becoming Phase 2, and rehabilitation and reuse of the existing building, and the additional wing Phase 1. After lengthy internal discussion and consultation with NHFFA staff, we decided to re-issue the RFP giving qualified bidders an opportunity to re-bid since

the scope of the project had changed significantly, from new construction to rehabilitation, demolition, and new construction. Bidders were also provided a revised spreadsheet, designed in collaboration with NHHFA, that made it easier for us to compare bids, ensuring that we were doing an "apples to apples" comparison.

A revised RFP, with appropriate details on the new Phase 1 project was sent to qualified firms on April 18, 2023; bids were due May 1, 2023. Cheshire Builders, Hutter Construction Corp., and Ingram Construction Corp. all submitted bids. The bids were all much closer than the bids received for the original RFP, with Cheshire Builders coming in with the lowest bid of $552,566. On May 11th the MAHC Board voted to execute a CM contract with Cheshire Builders.

It should be noted that Ingram Construction expressed concerns about both our reaching-out to them about their initial bid, that it was so much lower than the others, and that we gave all qualified firms a chance to re-bid the project after the phases were swapped. Both Executive Director Meehan and I spoke directly with Jeff Ingram on separate occasions. We both assured him that the process was transparent and fair to all interested bidders, and that every step we took throughout the procurement process was done in consultation with NHHFA.

Keene Housing

INFORMATIONAL MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration
Subject: Safety/Risk Management Report
Date: May 11, 2023

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

Safety Summary

Date	Employee Injuries Reported	Department	Medical Treatment	Lost Time from Work
2/10/2023	While exiting the stairwell from the basement, an employee hit his head and chipped his two front teeth.	Maintenance	Yes	No
3/15/2023	An employee was salting during a snowstorm and slipped off the truck and bruised left shoulder and elbow.	Maintenance	No	No
4/28/2023	An employee cut his right finger with a knife while cutting a door sweep.	Maintenance	Yes	No

Date	Property	Resident Injury/Property Claim Reported	Claim Filed with Insurance Company
1/23/2023	Harper Acres	A resident slipped and fell twice while clearing a path to access her vehicle. Bruised left hip and damage to hearing aids.	Claim filed
2/25/2023	North & Gilsum	A resident slipped on ice in the parking lot while exiting her vehicle.	Notice only
3/3/2023	Forest View	KH maintenance employee hit the compound gate	Claim filed

		causing damage to the right side of his company vehicle.	
3/13/2023	North and Gilsum	A resident slipped on snow and ice in the parking lot while exiting her vehicle.	Notice only
4/14/2023	Evergreen Knoll	A dog not authorized to be in KH property attacked child and punctured his side. Police were called and the child was treated at the emergency room.	Claim filed

The Director of Administration receives all incident reports and addresses with the claimant things that could have been done to prevent the incident; including appropriate footwear, appropriate lifting techniques, etc. In most cases, the Property Managers address any items related to safe tenancy and lease violations.

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

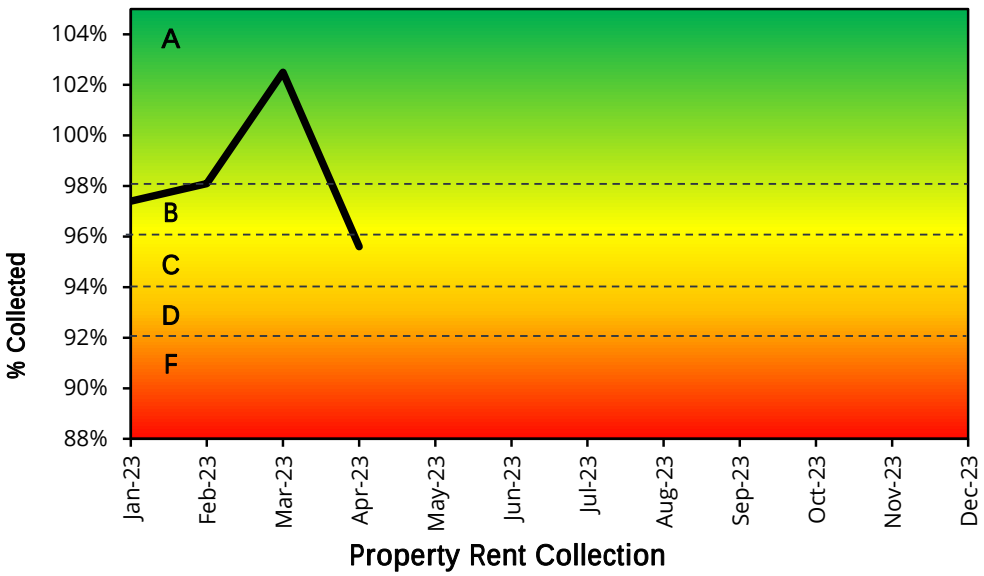
Keene Housing

MANAGEMENT REPORT
APRIL 2023

Residential Property Rent Collection Report
April 2023

Community	Month Billed	Month Collected	% Collected	Monthly Grade	YTD Billed	YTD Collected	% YTD Collected	YTD Grade
Ash Brook Apartments	$10,154	$11,353	111.8%	A	$41,400	$41,720	100.8%	A
Bennett Block	$5,426	$4,854	89.5%	F	$21,861	$21,331	97.6%	B
Brookbend East	$23,558	$23,612	100.2%	A	$90,400	$90,870	100.5%	A
Brookbend West	$18,159	$17,976	99.0%	A	$71,548	$71,593	100.1%	A
Central Square Terrace	$34,418	$34,471	100.2%	A	$132,679	$132,528	99.9%	A
Cottage Street	$1,360	$1,360	100.0%	A	$3,121	$3,121	100.0%	A
Evergreen Knoll LP	$18,306	$16,433	89.8%	F	$68,289	$66,039	96.7%	B
Forest View	$28,630	$24,817	86.7%	C	$108,040	$102,406	94.8%	C
Hampshire House	$5,682	$5,483	96.5%	B	$22,782	$22,709	99.7%	A
Harper Acres	$48,340	$47,193	97.6%	B	$192,231	$190,624	99.2%	A
Meadow Road Apartments	$7,318	$7,428	101.5%	A	$30,049	$30,053	100.0%	A
North and Gilsum	$22,768	$19,247	84.5%	F	$85,409	$82,575	96.7%	B
Riverbend Apartments	$12,536	$12,351	98.5%	A	$49,631	$49,672	100.1%	A
Scattered Sites	$11,689	$11,689	100.0%	A	$45,281	$46,075	101.8%	A
Scattered Sites 2	$17,949	$16,541	92.2%	F	$70,548	$68,371	96.9%	B
Stone Arch Village Family	$15,125	$13,526	89.4%	F	$56,634	$54,180	95.7%	C
Stone Arch Village Senior	$14,859	$14,827	99.8%	A	$56,423	$56,403	100.0%	A
Totals	**$296,277**	**$283,161**	**95.6%**	C	**$1,146,326**	**$1,130,270**	**98.6%**	A

Active Households Only

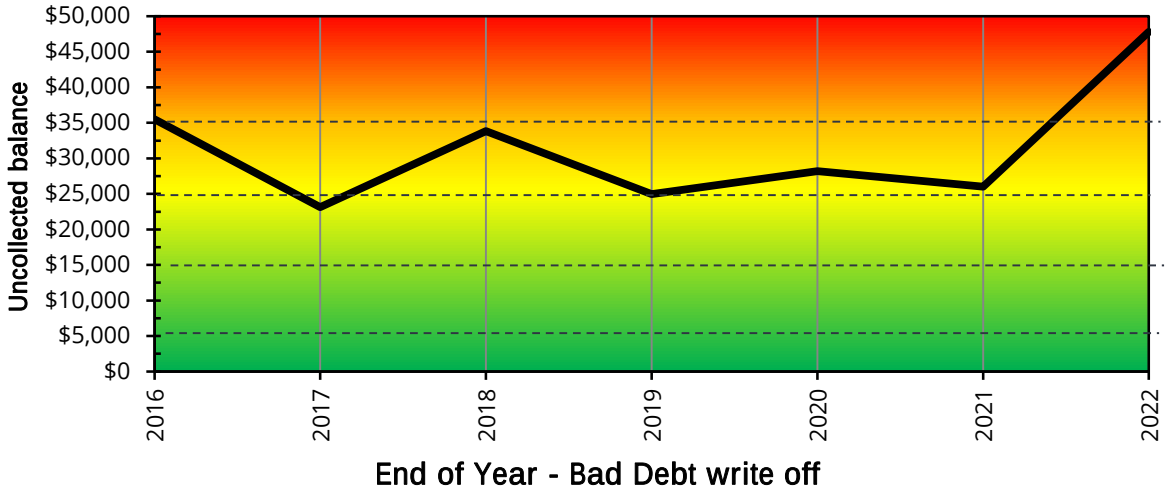


This report compares current tenant's rent billed to rent collected. The percent collected can exceed 100% when back rent is collected. Our goal is to collect at least 98% of rent billed.

Residential Property Uncollected Accounts - Inactive Tenants - Report
April 2023

Community	# of Households	Current	30 days	60 days	90 days	120 days and over	total
Ash Brook Apartments	0	$0	$0	$0	$0	$0	$0
Bennett Block	2	$830	$812	$1,265	$15	$886	$3,808
Brookbend East	1	$0	$350	$1,137	$1,047	$1,368	$3,902
Brookbend West	2	$0	$0	$0	$0	$237	$237
Central Square Terrace	3	($261)	$0	$480	$35	$92	$346
Cottage Street	1	$0	$0	$0	$513	$0	$513
Emerald Street	0	$0	$0	$0	$0	$0	$0
Evergreen Knoll LP	1	$0	$263	$0	$0	$0	$263
Forest View	4	$0	$337	$548	$697	$253	$1,835
Hampshire House	0	$0	$0	$0	$0	$0	$0
Harper Acres	3	$297	$0	$0	$0	($735)	($438)
Meadow Road Apartments	0	$0	$0	$0	$0	$0	$0
North and Gilsum	0	$0	$0	$0	$0	$0	$0
Riverbend Apartments	1	($4)	$0	$0	$0	$0	($4)
Scattered Sites	0	$0	$0	$0	$0	$0	$0
Scattered Sites 2	1	$0	$0	$0	$2,000	$2,357	$4,357
Stone Arch Village Family	0	$0	$0	$0	$0	$0	$0
Stone Arch Village Senior	0	$0	$0	$0	$0	$0	$0
Totals	**19**	**$862**	**$1,762**	**$3,430**	**$4,307**	**$4,459**	**$14,820**

Inactive Households Only

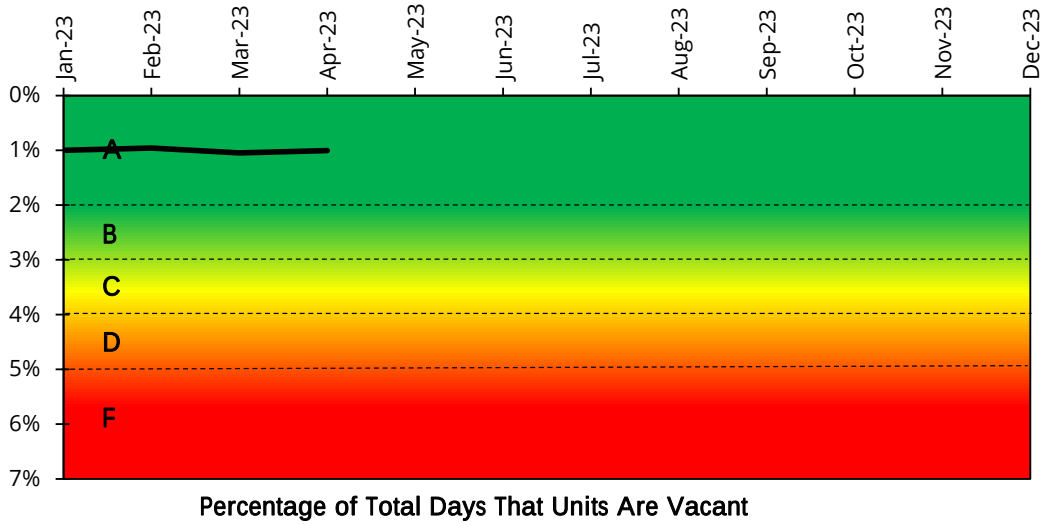


This report tracks the balance that is owed to KH and what remains upaid. Most of these tenants have moved from a KH property and are considered Inactive Tenants.

Monthly Vacancy Report

April 2023

Community	Units Available	Available Days	Vacant Days	Monthly Vacancy Percentage	Monthly Grade	YTD Vacancy Percentage	YTD Grade
Ash Brook Apartments	24	720	0	0.0%	A	0.7%	A
Bennett Block	14	420	0	0.0%	A	0.7%	A
Brookbend East	40	1200	0	0.0%	A	1.1%	A
Brookbend West	35	1050	0	0.0%	A	0.0%	A
Central Square Terrace	90	2700	46	1.7%	A	1.1%	A
Cottage Street	3	90	0	0.0%	A	14.5%	F
Evergreen Knoll LP	32	960	0	0.0%	A	0.5%	A
Forest View	38	1140	0	0.0%	A	1.2%	A
Hampshire House	18	540	0	0.0%	A	0.1%	A
Harper Acres	112	3360	45	1.3%	A	1.3%	A
Meadow Road Apartments	18	540	0	0.0%	A	0.0%	A
North and Gilsum	29	870	18	2.1%	B	1.3%	A
Riverbend Apartments	24	720	2	0.3%	A	0.1%	A
Scattered Sites	18	540	0	0.0%	A	1.0%	A
Scattered Sites 2	30	900	0	0.0%	A	0.0%	A
Stone Arch Village Family	24	720	13	1.8%	A	3.1%	C
Stone Arch Village Senior	33	990	30	3.0%	C	1.3%	A
Report Totals:	**582**	**17,460**	**154**	**0.9%**	**A**	**1.0%**	**A**

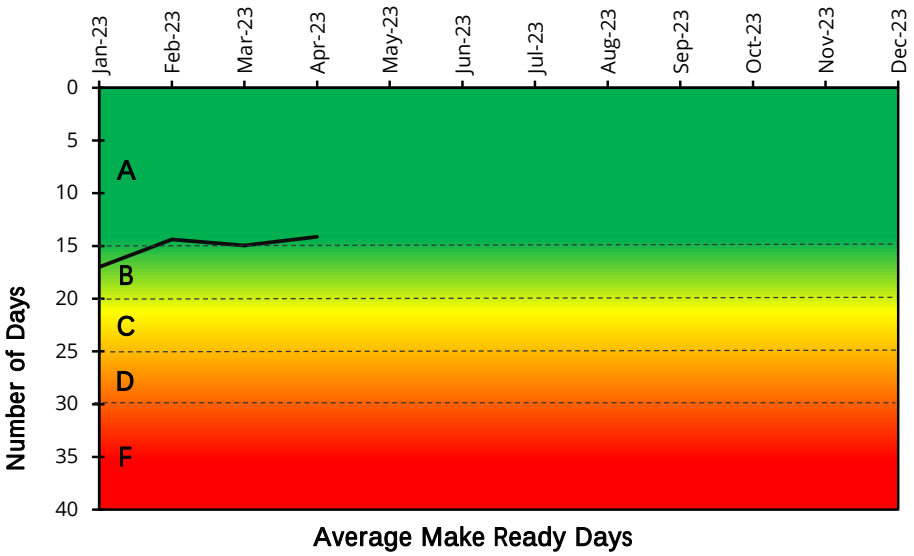


Percentage of Total Days That Units Are Vacant

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
April 2023

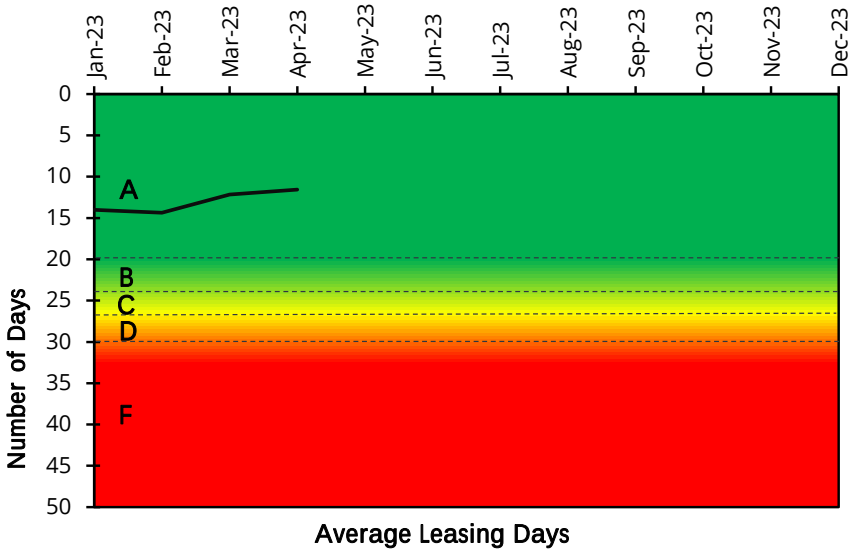
Community	Number of Units Made Ready	Avg. Make Ready Days	YTD Number of Units Made Ready	YTD Avg. Make Ready Days	YTD Grade
Ash Brook Apartments	0	-	0	-	**NONE**
Bennett Block	0	-	1	10	**A**
Brookbend East	0	-	2	16	**B**
Brookbend West	0	-	0	-	**NONE**
Central Square Terrace	1	4	4	5	**A**
Cottage Street	0	-	2	2	**A**
Evergreen Knoll LP	0	-	1	15	**A**
Forest View	0	-	3	22	**C**
Hampshire House	0	-	0	-	**NONE**
Harper Acres	1	7	3	10	**A**
Meadow Road Apartments	0	-	0	-	**NONE**
North and Gilsum	1	22	2	19	**B**
Riverbend Apartments	0	-	0	-	**NONE**
Scattered Sites	0	-	1	44	**F**
Scattered Sites 2	0	-	0	-	**NONE**
Stone Arch Village Family	0	-	2	23	**C**
Stone Arch Village Senior	1	8	2	12	**A**
Report Totals:	**4**	**10**	**23**	**14**	**A**



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

Leasing Days
April 2023

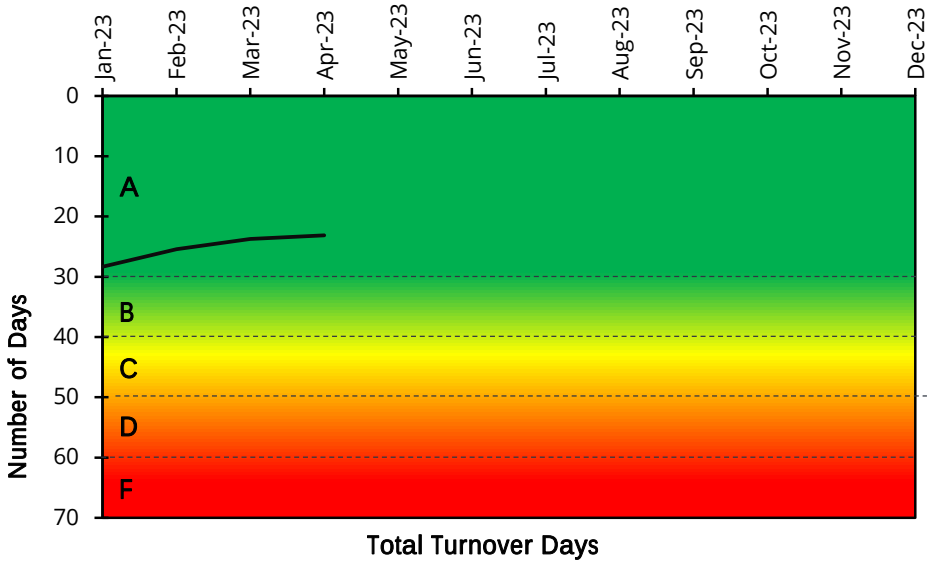
Community	Number of Units Leased	Average Leasing Days	YTD Number of Units Leased	YTD Avg Leasing Days	YTD Grade
Ash Brook Apartments	0	-	1	23	**B**
Bennett Block	1	3	1	3	**A**
Brookbend East	0	-	2	19	**A**
Brookbend West	0	-	0	-	**NONE**
Central Square Terrace	1	19	3	12	**A**
Cottage Street	0	-	2	19	**A**
Evergreen Knoll LP	0	-	1	3	**A**
Forest View	0	-	3	5	**A**
Hampshire House	0	-	1	27	**C**
Harper Acres	1	3	3	10	**A**
Meadow Road Apartments	0	-	0	-	**NONE**
North and Gilsum	1	3	2	3	**A**
Riverbend Apartments	0	-	0	-	**NONE**
Scattered Sites	0	-	0	-	**NONE**
Scattered Sites 2	0	-	0	-	**NONE**
Stone Arch Village Family	1	19	3	14	**A**
Stone Arch Village Senior	0	-	1	9	**A**
Report Totals:	**5**	**9**	**23**	**12**	**A**



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
April 2023

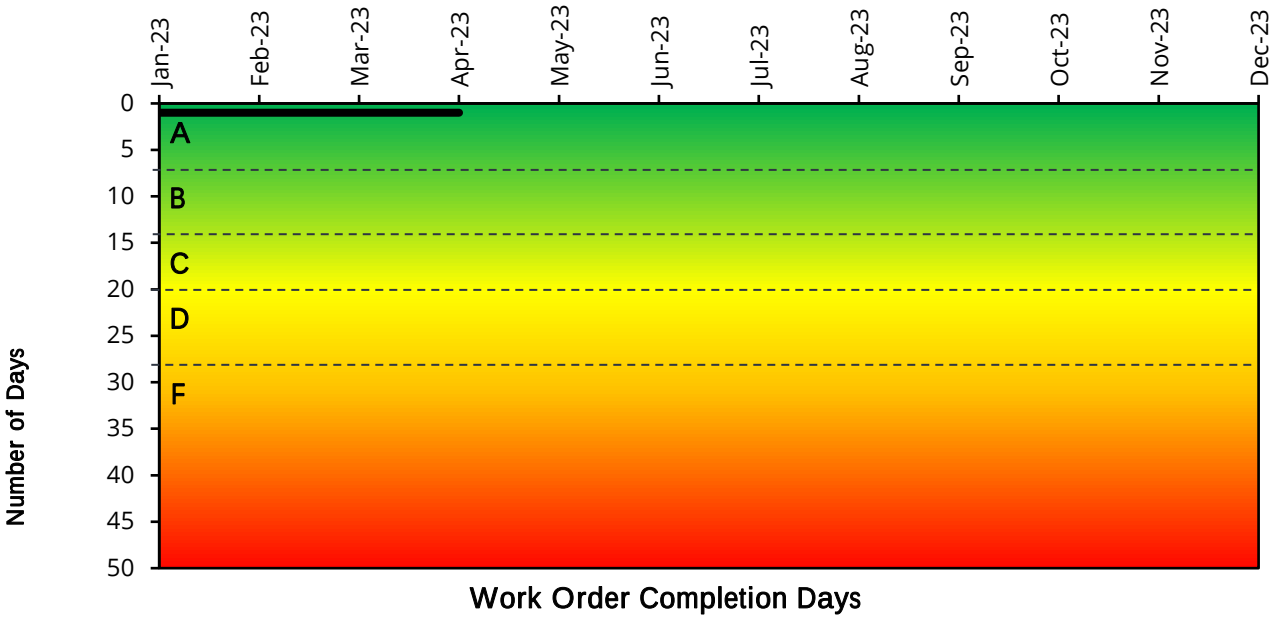
Community	Number of Units Turned in Month	Average Turnover Days	YTD Number of Units Turned	YTD Avg Turnover Days	YTD Grade
Ash Brook Apartments	0	-	1	32	**B**
Bennett Block	1	12	1	12	**A**
Brookbend East	0	-	2	33	**B**
Brookbend West	0	-	0	-	**NONE**
Central Square Terrace	1	19	3	15	**A**
Cottage Street	0	-	2	20	**A**
Evergreen Knoll LP	0	-	1	17	**A**
Forest View	0	-	3	26	**A**
Hampshire House	0	-	1	30	**A**
Harper Acres	1	9	3	19	**A**
Meadow Road Apartments	0	-	0	-	**NONE**
North and Gilsum	1	24	2	20	**A**
Riverbend Apartments	0	-	0	-	**NONE**
Scattered Sites	0	-	1	18	**A**
Scattered Sites 2	0	-	0	-	**NONE**
Stone Arch Village Family	1	40	3	32	**B**
Stone Arch Village Senior	0	-	1	24	**A**
Report Totals:	**5**	**21**	**24**	**23**	**A**



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
April 2023

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	11	0	A	35	1	A
Bennett Block	12	1	A	36	1	A
Brookbend East	43	1	A	92	1	A
Brookbend West	47	1	A	74	1	A
Central Square Terrace	34	1	A	161	1	A
Cottage Street	4	1	A	16	1	A
Emerald Street House	7	0	A	23	1	A
Evergreen Knoll LP	14	1	A	48	1	A
Forest View	20	1	A	97	1	A
Hampshire House	2	1	A	14	1	A
Harper Acres	31	0	A	116	1	A
Keene Housing Main Office	3	2	A	6	1	A
Meadow Road	8	0	A	24	1	A
North and Gilsum	13	1	A	67	1	A
Riverbend Apartments	15	0	A	24	0	A
Scattered Sites	8	1	A	32	1	A
Scattered Sites 2	9	1	A	39	1	A
Stone Arch Village Family	4	0	A	48	1	A
Stone Arch Village Senior	32	1	A	135	1	A
Report Totals:	**317**	**1**	**A**	**1,087**	**1**	**A**



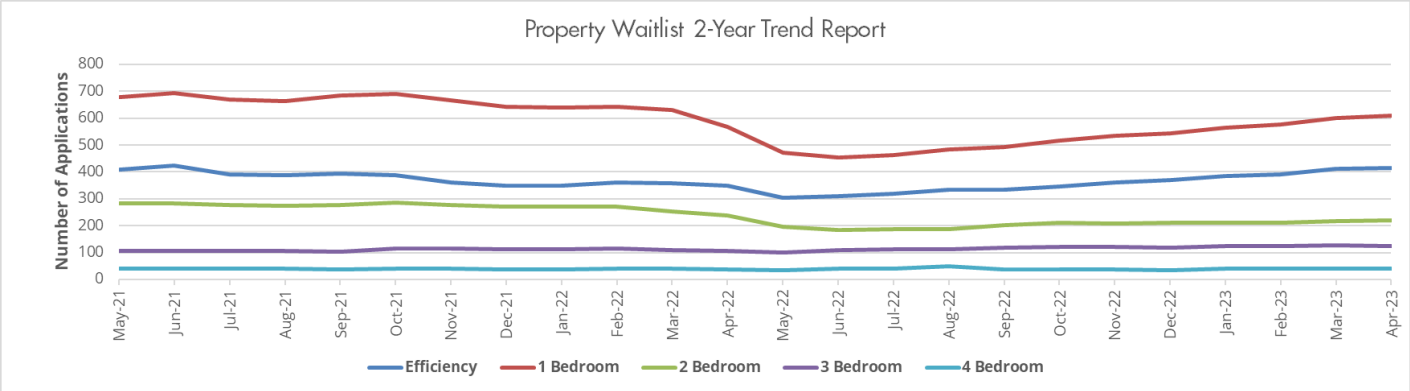
This report tracks the number of days it takes the Facilities and Assets team to complete non-emergency work orders. Our goal is to complete non-emergency work orders in 5 days or less.

Residential Property Emergency Work Order Completion Days
April 2023

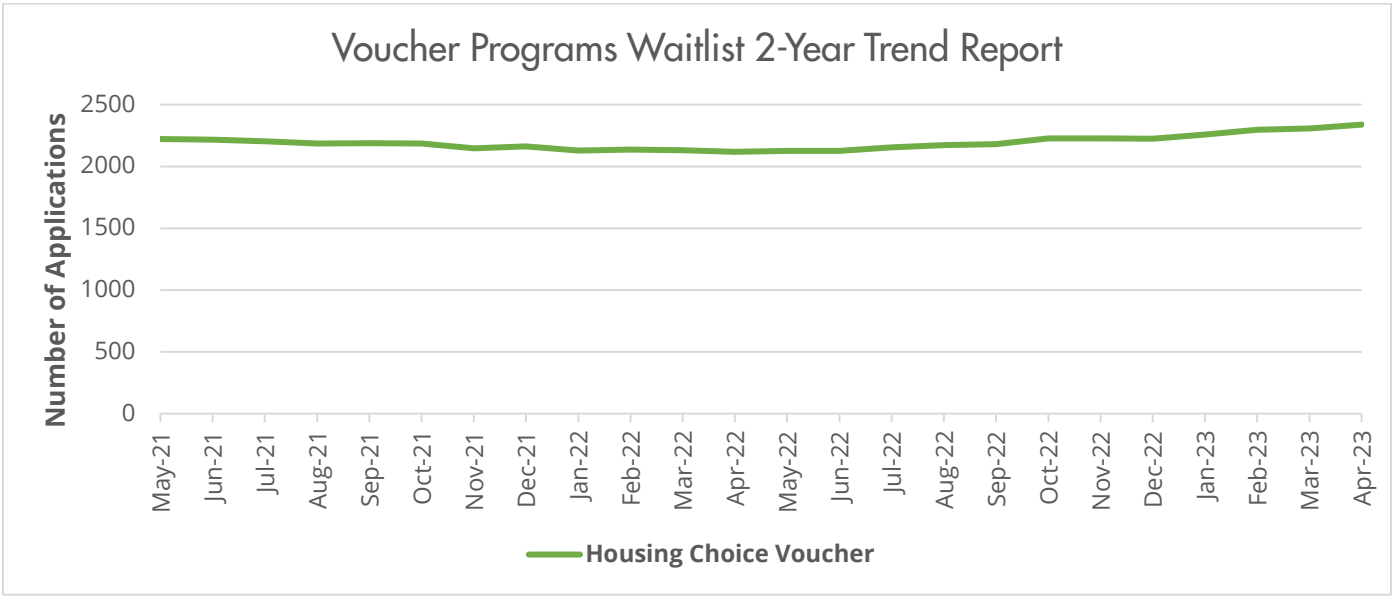
Community	Number of Work Orders	Average Days To Complete	Monthly Grade	YTD Number of Work Orders	YTD Average Days To Complete	YTD Grade
Ash Brook Apartments	1	0	P	5	0	P
Bennett Block	4	0	P	6	0	P
Brookbend East	1	0	P	3	0	P
Brookbend West	-	-	NONE	-	-	NONE
Central Square Terrace	3	0	P	21	0	P
Cottage Street	-	-	NONE	-	-	NONE
Emerald Street House	-	-	NONE	-	-	NONE
Evergreen Knoll LP	-	-	NONE	4	0	P
Forest View	1	0	P	6	0	P
Hampshire House	-	-	NONE	1	0	P
Harper Acres	4	0	P	16	0	P
Keene Housing Main Office	-	-	NONE	-	-	NONE
Meadow Road	1	0	P	5	0	P
North and Gilsum	-	-	NONE	4	0	P
Riverbend Apartments	1	0	P	3	0	P
Scattered Sites	1	0	P	6	0	P
Scattered Sites 2	-	-	NONE	8	0	P
Stone Arch Village Family	1	0	P	5	0	P
Stone Arch Village Senior	3	0	P	12	0	P
Report Totals:	**21**	**0**	**P**	**105**	**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
April 2023



*Waitlist purge completed in June 2022



Housing and Services FY 2023 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	$466,394	$350,639	75%	630	$557	106%	592	$385	$115,755
February	$466,394	$349,931	75%	638	$548	108%	592	$218	$116,463
March	$466,394	$359,695	77%	640	$562	108%	592	$486	$106,699
April	$466,394	$364,309	78%	647	$563	109%	592	$378	$102,085
May									
June									
July									
August									
September									
October									
November									
December									
Total	$1,865,576	$1,424,574	76%	2555	$558	108%	2,368	$1,467	$441,002

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	$466,394	$334,904	72%	502	$667	85%	592	$385	$131,490
February	$466,394	$338,294	73%	501	$675	85%	592	$218	$128,100
March	$466,394	$344,915	74%	510	$676	86%	592	$486	$121,479
April	$466,394	$350,884	75%	517	$679	87%	592	$378	$115,510
May									
June									
July									
August									
September									
October									
November									
December									
Total	$1,865,576	$1,368,997	73%	2030	$674	86%	2,368	$1,467	$496,579

Affordable Housing Preservation Program (AHPP)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$16,880	$17,140	102%	18	$952	100%	18	$0	($260)
February	$16,880	$17,140	102%	18	$952	100%	18	$0	($260)
March	$16,880	$17,238	102%	18	$958	100%	18	$0	($358)
April	$22,148	$22,767	103%	27	$843	100%	27	$0	($619)
May									
June									
July									
August									
September									
October									
November									
December									
Total	$72,788	$74,285	102%	81	$926	100%	81	$0	($1,497)

Non-Elderly Disabled (NED)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$61,212	$59,910	98%	84	$713	84%	100	$0	$1,302
February	$61,212	$60,820	99%	85	$716	85%	100	$0	$392
March	$61,974	$60,820	98%	86	$707	86%	100	$0	$1,154
April	$61,974	$62,814	101%	87	$722	87%	100	$0	($840)
May									
June									
July									
August									
September									
October									
November									
December									
Total	$246,372	$244,364	99%	342	$714	86%	400	$0	$2,008

Mainstream (MS)

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$47,036	$49,769	106%	77	$646	77%	100	$0	($2,733)
February	$47,036	$50,612	108%	76	$666	76%	100	$0	($3,576)
March	$48,661	$53,164	109%	79	$673	79%	100	$0	($4,503)
April	$49,765	$54,659	110%	79	$692	79%	100	$0	($4,894)
May									
June									
July									
August									
September									
October									
November									
December									
Total	$192,498	$208,204	108%	311	$669	78%	400	$0	($15,706)

Pathways

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$1,133	$1,133	0%	2	$567	100%	2	$0	$0
February	$1,133	$1,133	0%	2	$567	100%	2	$0	$0
March	$3,759	$3,759	0%	3	$1,253	100%	3	$0	$0
April	$4,272	$4,272	0%	3	$1,424	100%	3	$0	$0
May									
June									
July									
August									
September									
October									
November									
December									
Total	$10,297	$10,297	0%	10	$953	100%	10	$0	$0

Foster Youth to Independence

Month	Actual HAP Received	HAP Expense	HAP Utilization	UML	Avg. PUC	% Leased	UMA	HAP Recovery	Excess (Deficiency)
January	$1,659	$4,476	98%	5	$895	167%	3	$0	$89
February	$1,659	$4,476	98%	5	$895	167%	3	$0	$89
March	$1,659	$4,476	98%	5	$895	167%	3	$0	$89
April	$1,659	$4,476	98%	5	$895	100%	5	$0	$89
May									
June									
July									
August									
September									
October									
November									
December									
Total	$6,636	$17,904	98%	20	$895	150%	14	$0	$356

FY23 utilization targets are 98% in NEDs, 98% in AHPP, 93% in MTW without THASP, 103% with THASP, and MS 80%.

2022 Summary			
Program	**UMA**	**UML**	**% UML**
MTW	6472	6759	104%
NED	1100	1003	91%
AHPP	198	192	97%
Mainst	1100	794	72%

Keene Housing

FINANCE REPORT
APRIL 2023

Keene Housing	KEENE HOUSING Consolidated			
	BALANCE SHEET - summary			
	Ending balance as of April 30, 2023	Ending balance as of December 31, 2022	$ Variance Incr / (Decr)	% Variance
ASSETS				
Total Current Assets	25,757,589	26,402,737	(645,148)	-3%
Total Fixed Assets	58,808,932	57,890,749	918,183	2%
Total Other Assets	1,586,496	1,568,489	18,007	1%
Total Assets	**$86,153,017**	**$85,861,975**	**$291,043**	**0%**
LIABILITIES and EQUITY				
Total Current Liabilities	1,560,670	1,304,624	256,046	16%
Total Long Term Liabilities	32,363,807	32,317,424	46,383	0%
Total Liabilities	**$33,924,477**	**$33,622,048**	**$302,429**	**1%**
Total Equity	**$52,228,541**	**$52,239,927**	**-$11,386**	**0%**
Total Liabilities & Equity	**$86,153,017**	**$85,861,975**	**$291,043**	**0%**

KEENE HOUSING AND COMPONENT UNIT ENTITIES			
Debt Current Ratio	7.22%	9.10%	

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

Keene Housing	KEENE HOUSING Consolidated			
	INCOME STATEMENT			
	Actual	Budget	Variance	
	YTD Activity as of April 30, 2023	YTD Activity as of April 30, 2023	$ Variance (under)/over	% Variance
Total Operating Revenue	6,609,163	7,502,372	(893,209)	-14%
Total Operating Expenses	5,548,697	5,889,415	(340,718)	-6%
NET OPERATING INCOME	**$1,060,467**	**$1,612,958**	**(552,491)**	**-52%**

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

Non-Operating Expense	Actual	Budget	Variance	
Total Depreciation Expense	$907,492	$1,055,015	($147,523)	-16%

Keene Housing

KEENE HOUSING

INCOME STATEMENT CONSOLIDATED SUMMARY

	Actual	Budget	Variance	
	YTD Activity as of April 30, 2023	YTD Activity as of April 30, 2023	$ Variance (under)/over	% Variance
REVENUE				
Rents/HAP/Subsidy Income	5,354,528	5,506,472	(151,944)	-3%
MTW Non-HAP Income	76,636	612,080	(535,444)	-699%
Vacancy Loss	(26,042)	(25,460)	(582)	2%
Admin Fee Income	317,100	386,403	(69,303)	-22%
Managmeent Fees	233,499	221,273	12,226	5%
Interest Income	69,235	17,684	51,551	74%
Partnership/Incentive Fees	302,788	411,289	(108,501)	-36%
Other Income	269,890	355,983	(86,092)	-32%
Misc Tenant Income	11,529	16,648	(5,119)	-44%
Total Revenue	$ 6,609,163	$ 7,502,372	$ (893,209)	-14%
EXPENSES				
Administrative	404,507	395,512	8,995	2%
Operational	197,347	203,496	(6,149)	-3%
Payroll	1,126,862	1,257,798	(130,936)	-12%
Utilities	566,908	521,992	44,916	8%
Maintenance	520,295	545,260	(24,965)	-5%
Taxes & Insurance	410,534	426,236	(15,702)	-4%
Interest	280,044	303,398	(23,355)	-8%
Amortization of Finance Costs	-	2,445	(2,445)	0%
Tenant Programs	76,933	112,761	(35,827)	-47%
HAP	1,965,267	2,120,517	(155,250)	-8%
Total Operating Expenses	$ 5,548,697	$ 5,889,415	$ (340,718)	-6%
NET OPERATING INCOME	**$ 1,060,467**	**$ 1,612,958**	**$ (552,491)**	**-52%**

KEENE HOUSING Consolidated

INCOME STATEMENT - variances

Actuals compared to Budget

This report provides a summary on the consolidated financial operations and variances to budget for Keene Housing and managed properties.

NET INCOME (before depreciation) is $1m, under budget by $552k

OPERATING REVENUES are $6.6m a net decrease of $893k as compared to the budget of $7.5m.

OPERATING EXPENSES are $5.5m a decrease of $340k as compared to the budget of $5.9m.

REVENUE	VARIANCES for Revenue categories (Less)/Higher than Budget	
Rent/HAP/Subsidy Income	(151,944)	The income is under budget. The voucher programs are under utilized compared to budget but the income in various properties are higher than the budget. If there is any unspent funds with the MTW voucher program it will be held at HUD until requested by KH.
MTW Non-HAP Income	(535,444)	This budget is the portion of MTW funds that is internally allocated to fund the budget for capital improvements, resident services and youth services. KH has requested reimbursement from HUD for the eligible projects that have been completed. KH has requested to date $77k.
Vacancy Loss	(582)	The Vacancy Loss is a reduction to revenue (if the actuals are lower than the budget than this is a increase to revenue).
Admin Fee Income	(69,303)	HUD Admin Fee are under budget. The Section 8 admin fees are under budget by $77k, actuals are based on the actual admin expensed. MS admin fee is over budget by $4k and Special Purpose Voucher admin fes is over budget by $4k.
Interest Income	51,551	
Partnership/Incentive Fees	(108,501)	Partnership fees and distributions, paid to Keene Housing or MAHC from surplus cash for 2022 on LIHTC properties managed. The YTD budget is $411k, $303k has been received to date.
Management Fees	12,226	Slightly over budget.
Other Income	(86,092)	Other Income is lower than budget.
Misc Tenant Income	(5,119)	on budget.
Total Operating Revenue	(893,209)	Lower than Budget

Keene Housing	KEENE HOUSING Consolidated INCOME STATEMENT - variances Actuals compared to Budget

EXPENSES	VARIANCES for Expense categories (Less)/Higher than Budget	
Administrative/Operational	2,846	A number of expenses are on budget.
Payroll/Benefits	(130,936)	Benefit Expenses are under budget by $69k and expected to continue throughout the year. Salaries are under budget by $67k. There is one vacancy since Jan.
Utilities	44,916	Fuel Expense is over budget by $9k. Water & Sewer is over budget by $8k. Electric is over budget by $23k.
Maintenance	(24,965)	There are maintenance line items that are over budget by $46k. There are also a few maintenance line Items under budget by $87k.
Taxes & Insurance	(15,702)	Property Tax and Insurance are slightly under budget, timing.
Interest/Partnership Taxes/Amortiz	(25,800)	Timing.
Tenant Programs	(35,827)	Tenant programs are under budget by $17k, related to lack of activities. The internet assistance program is under utilized at this time and under budget by $22k. The landlord incentive program is currently over budget by $6k.
HAP	(155,250)	HAP disbursements are under budget in the MTW voucher program by $138k and MS vouchers are under budget by $9k. NEDs vouchers are over budget by $27k.
Total Operating Expenses	(340,718)	Lower than Budget
Net Variance for Net Income	**($552,491)**	**Lower than Budget**

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

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

KEENE HOUSING

INCOME STATEMENT - SUMMARY BY ENTITY

	ACTUALS	BUDGET	Changes Compared to Approved Budget		
	Operational Surplus/ (Deficit)	Operational Surplus/ (Deficit)	Revenue (Less)/Higher than budget	Expenses (Less)/Higher than budget	Notes on variances
KEENE HOUSING AND COMPONENT UNIT ENTITIES					
Central Office (Locals)	37,661	37,319	3,544 Higher Revenue	3,202 Higher Expenses	
Monadnock Affordable (MAHC)	358,303	317,146	66,408 Higher Revenue	25,251 Higher Expenses	
Keene Affordable (KAHP)	167,740	282,662	(127,353) Lower Revenue	(12,432) Lower Expenses	
Meadow Road	25,834	14,783	1,844 Higher Revenue	(9,207) Lower Expenses	
Ash Brook Apartment	35,364	5,215	638 Higher Revenue	(29,511) Lower Expenses	
Emerald Street	10,171	513	1,870 Higher Revenue	(7,788) Lower Expenses	
Hampshire House	3,058	4,675	2,948 Higher Revenue	(9,343) Lower Expenses	
Cottage St Apartments	(35,048)	5,922	(37,292) Lower Revenue	3,679 Higher Expenses	
Section 8 Voucher Program (MTW)	9,336	637,273	(842,741) Lower Revenue	(214,804) Lower Expenses	
Mainstream Voucher Program	(18,343)	(12,850)	(3,019) Lower Revenue	2,473 Higher Expenses	
Special Purpose Vouchers (NEDs, AHPP,FYI	(4,412)	(17,100)	(21,886) Lower Revenue	(34,574) Lower Expenses	
Riverbend (and LIHTC)	33,277	13,157	5,616 Higher Revenue	(14,504) Lower Expenses	
TOTALS	$622,942	$1,288,715	($949,422) Lower Revenue	($297,559) Lower Expenses	
PARTNERSHIPS					
Low Income Tax Credits Properties (LIHTC)					
Evergreen Knoll	32,005	13,045	18,621 Higher Revenue	(339) Lower Expenses	
Brookbend West	103,417	78,265	14,943 Higher Revenue	(10,209) Lower Expenses	
Stone Arch Family	7,819	18,061	5,950 Higher Revenue	16,192 Higher Expenses	
Stone Arch Senior	9,192	7,636	7,564 Higher Revenue	6,007 Higher Expenses	
LIHTC with 10/31 year ends					
Brookbend East	151,497	153,122	4,630 Higher Revenue	6,255 Higher Expenses	
Central Square (multifamily)	133,595	54,114	4,506 Higher Revenue	(74,976) Lower Expenses	
TOTALS	437,525	$324,242	$56,213 Higher Revenue	($57,069) Lower Expenses	
GRAND TOTALS	**1,060,467**	**1,612,958**	**(893,209) Lower Revenue**	**(354,628) Lower Expenses**	

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

Keene Housing-Active Contracts

Type of Service	Vendor	Original Contract Dates	Current Expiration Date	Renewal Options	2023 ANNUAL Contract Limits	2023 ANNUAL Contract Specific Amounts
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: 2 (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	
Technical Assistance	Edgemere Consulting	02/01/19 - 1/31/22	1/31/2024	remaining renewal options: 0	<$50,000.00	
Graphic Design	Silver Direct	02/01/19 - 1/31/24	1/31/2024	remaining renewal options: 0	< $15,000.00	
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
Janitorial	Jan-Pro Cleaning Systems	06/24/22- 06/23/23	6/23/2024	remaining renewal options: 4 (2024,2025,2026,2027)		$54,000
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
Energy Consulting Services	Nova Consulting Group	2/20/20 - 2/20/21	2/20/2025	remaining renewal options: 0	<$50,000.00	

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		

May 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 SAVS Bingo	2	3 CST Bingo	4 CST Garden Meeting REAC Inspection Brookbend West	5	6
7	8 SAVS Bingo CST Resident Cooking Group	9 CST Coloring Project	10 CST Bingo SAVS Slow Cooker Workshop	11 CST Garden Meeting	12	13
14	15 SAVS Bingo	16 NHHFA Management Brookbend East and West CST Craft Group	17 CST Bingo SAVS Slow Cooker Workshop	18 Annual Board of Commissioners Meeting CST Garden Meeting	19	20
21	22 SAVS Bingo	23 CST Coloring Project	24 CST Bingo SAVS Slow Cooker Workshop	25 CST Garden Meeting	26	27
28	29 Office Closed Memorial Day SAVS Bingo	30 CST Coloring Project	31 CST Bingo SAVS Slow Cooker Workshop			

Keene Housing

JUNE 2023

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

Keene Housing