

Catherine Naczas  
*Executive Director*



**M A N C H E S T E R**  
**HOUSING AND REDEVELOPMENT AUTHORITY**

David Quinn  
*Chair*  
Stephen Duffley  
*Vice-Chair*  
Andrew Papanicolau  
*Commissioner*  
Mike Lopez  
*Commissioner*  
Thomas Hickman  
*Commissioner*

**NOTICE OF REGULAR MEETING**  
**MANCHESTER HOUSING AND REDEVELOPMENT AUTHORITY**  
**MANCHESTER, NEW HAMPSHIRE**

You are hereby notified that the Commissioners of the Manchester Housing and Redevelopment Authority are called to meet in Regular Session at 12:00 p.m. on Tuesday, March 19, 2024 in the Community Room, Elmwood Gardens Apartments, 83 Trahan Street, Manchester, NH

The following shall be the order of business:

- 1. Roll Call**
- 2. Public Participation** – The Chair will recognize members of the community to address the Board of Commissioners (12:00 – 12:15)
- 3. Consent Agenda:**
- 4. Approval of Minutes:** Minutes of the Meeting of February 20, 2024
- 5. Financial Report**
  - a. AMP Operations YTD reporting
  - b. Section 8 Operations YTD reporting
- 6. Capital Fund Projects Report**
  - a. Kiosk + Gallen Bldg Modernizations
  - b. Gallen Bldg – Partial Roof Surface Upgrade
- 7. Public Housing Operations**
  - a. Tax Credit Properties Occupancy report
  - b. Public Housing Occupancy update
  - c. Inspection Services update
  - d. Maintenance update
- 8. S-8/HCV Program**
  - a. Utilization Report



- 9. Policy, Compliance and Human Resources**
  - a. Policy, Compliance and Human Resources Update
  
- 10. Resident Service**
  - a. Congregate Housing Services Program Update
  - b. Program Updates
  
- 11. Development Report**
  - a. Development Updates
  
- 12. Executive Director's Report**
  - a. Federal Budget
  
- 13. Other Business**
  
- 14. Adjourn**



**MINUTES OF THE ANNUAL MEETING**  
**OF THE COMMISSIONERS OF THE**  
**MANCHESTER HOUSING AND REDEVELOPMENT AUTHORITY**

The Commissioners of the Manchester Housing and Redevelopment Authority met for the Annual Meeting at 83 Trahan Street, in the City of Manchester, New Hampshire on Tuesday, February 20, 2024.

The Chair called the meeting to order, and upon roll call, those present were as follows:

PRESENT

David Quinn	Chair
Stephen Duffley	Vice Chair
Andrew Papanicolau	Commissioner
Mike Lopez	Commissioner
Thomas Hickman	Commissioner
Catherine Naczas	Executive Director

STAFF PRESENT

Regine Pelletier-Tracy	Finance Director
Mike DiSabato	Housing Operations Director
Gianni D’Intino	Contracting and Modernization Director
Catherine Brown	Leased Housing Director
Mary Ellen Jutras	Real Estate Development and Special Projects Director
Kris Hall	Resident Services Director
Shannon Wright	HR, Policy & Compliance Manager
Marie Papineau	Senior Asset Manager

ALSO PRESENT

Doris Vaillancort	O'Malley Highrise Resident
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The Chair declared a quorum present.

The Chair introduced Item 2, Public Participation; Doris Vaillancort asked about security staff and when were they were scheduled to be in the building. She appreciated the new locks but thought it would be helpful if there were security guards around at night. She also mentioned the unauthorized smoking happening in the building. Chairman Quinn said we would take her comments under advisement and have the appropriate staff look into her questions.

The Chair introduced Item 3, Consent Agenda;

- a. Resolution approving handbook changes to reflect required Pregnant Workers Fairness Act language.

Commissioner Papanicolau motioned to approve the consent agenda item, Commissioner Duffley seconded the motion, and Upon roll call the “Ayes’ and “Nays” were as follows:

AYES

David Quinn  
Andrew Papanicolau  
Mike Lopez  
Stephen Duffley  
Thomas Hickman

NAYS

The Chair introduced item 4; Minutes of December 19, 2023 (There was no January 2024 meeting due to weather). The chair stated that if there were no omissions or corrections, he would entertain a motion to accept the minutes of December 19, 2023. Upon motion by Commissioner Papanicolau, seconded by Commissioner Duffley it was voted to approve the minutes of December 19, 2023.

Upon roll call the “Ayes’ and “Nays” were as follows:

AYES

Mike Lopez  
David Quinn  
Andrew Papanicolau  
Stephen Duffley  
Thomas Hickman

NAYS

The Chair introduced Item 5; Financial Report and turned the floor over to the Finance Director. The Finance Director stated that for the month of January 2024, Public Housing ended the month at \$763,049, which is \$582,793 above plan and the Section-8 Administrative program ended the month at \$131,058 which is \$75,247 above plan.

The Chair introduced Item 6; Capital Fund Projects Report and turned the floor over to the Director of Contracting and Modernization who provided the following project updates:

Kiosk and Gallen Bldg Modernization

Community area ceiling grid, FRP wall panels and painting in-process. New resident mailboxes have been installed and well received by the residents. A new resident call box/intercom/door release system is scheduled for installation shortly and will operate via a telephone call.

### Kalivas Bldg Door Lock & Laundry Equip Upgrades

All door locks throughout the Kalivas Building have been upgraded. Resident doors also received latch guards for additional security. New card-operation laundry appliances have been ordered; delivery expected mid-March.

### Burns Bldg Heating System

Exigent replacement of the Burns boilers is underway. The building hydronic pumps have already been replaced with new boilers arriving early March. The existing HTP ModCon boilers do not respond well when the gas company adds propane to the distribution system. Commissioner Papanicolau asked the cost of the new boilers. The Director of Contracting responded \$150,000.

### Gallen Bldg – partial Roof Surface Upgrade & AC Equipment

Upgrade of a deteriorated section of the Gallen Bldg roof surface that also houses the new Community Area air-conditioning equipment has been completed. New AC unit to be installed this spring. Commissioner Lopez inquired on status of the new building signage for MHRA entrance and expected completion date of the project. The Director of Contracting stated back-lit lettering will be located above the sliding door and project completion estimated for end of June.

The Chair then introduced Item 7; Public Housing Operations and turned the floor over to the Housing Operations Director. The director started off with the occupancy report stating public housing is at 98.55%. We had 11 move outs in public housing and 8 of them were attributed to death, or going to a nursing home. Of the 8 AMPs 4 are just under 98%, and the other 4 are above 98%, 3 of them over 99%. The assisted market rate units are over 98%, and the tax credit properties are at 87% but that is because of the 2<sup>nd</sup> building at Upland Heights which is still under construction. We obtained a CO for the completed 24 unit building at Upland Heights and since we had applicants all ready to go, we were able to lease up all 24 units within 2 weeks. This was great team work from with public housing, intake, and the S8 departments with getting the ready pool of applicants to occupy the units. The maintenance staff were also actively involved in the leasing up of the building for they did a lot of deliveries of furniture such as tables and chairs and setting up the community rooms for lease-ups. Besides working on the set-up of Upland Heights, the maintenance staff also had to deal with 3 plowable snow storms and the ice on the following mornings. Maintenance staff were also called on to empty out all the furniture that was at Gallen and move it to 2 storage containers located in our back parking lot. This was done so the construction at the Gallen could move forward with the renovations of the 3 offices, community room, and dining room on the first level. We hired our Public Housing Inspector and pest control coordinator. She successfully completed a 5-day webinar training on the NSPIRE inspection protocol and is proceeding forward with our pest control and annual inspections of units.

The Chair introduced Item 8; S-8/HCV Program and turned the floor over to the S-\*/HCV Director. The Director reported that as of February 1, 2024, there were 2,039 families under lease. This includes 162 veteran families. There were 11 families that left the program as of the end of January. 35 families have vouchers looking for units to rent. Most of these vouchers are being housed in Project Based Units.

As of the end of December, the total amount spent to date was \$530,364.00 out of the total \$800,000.00 allotted by the city for the Housing Applicant/Landlord Partnership Program.

Total claims paid out are as follows:

160 security deposits,

173 landlord incentive fees

43 application fees

48 HQS Unit Repair Fees

MHRA's overall SEMAP score for the fiscal year ending 9/30/2023 was 99% and is again designated as a High Performer.

The Chair introduced Item 9; Policy, Compliance and Human Resources and turned the floor over to the Director of Policy, Compliance and Human Resources. The Director stated that she appreciated approval by the board of the PWFA changes in the handbook. The director is also working on the Annual Plan and it will be ready to present to the Board in June.

The Chair introduced Item 10; Resident Services and turned the floor over to the Resident Services Director. The Resident Services Director stated that we are patiently waiting to hear from Jean Crouch, state of NH Contracting Unit, on the available funding for Congregate Housing Services Programs (CHSP). We are hopeful that this funding would allow us the opportunity to re-open a CHSP at one of the high-rises.

Resident Services staff assisted the Bakersville School with getting notices out to families with children entering kindergarten this fall in regards to their new Dual Language Program. The presentations were hosted at Elmwood Gardens, on February 15<sup>th</sup> at 10:00 a.m. and 5:00 p.m.

Staff have been assisting with the lease-ups at Upland Heights and assisting new residents with obtaining furniture, baby supplies, and general household goods. This location has several Spanish speaking families and Resident Services staff were assisted with translation.

The Chair introduced Item 11., Development Report and turned the floor over to the Managing Director of Real Estate Development and Special Projects for an update on the various projects.

580 Kimball Street, also known as Building 1 and located closest to the corner of Kimball and Upland Streets, received its Certificate of Occupancy and Certificate of Compliance on January 30. Leasing began on February 1 and all but one of the 24 units is leased. The final lease is expected before the end of the month. The new tenants have been grateful and pleased with the units. In addition, Resident tenant families will be utilizing services. Noted that this fast lease up is unheard of in this industry. Credit is due to the Property Management staff and the Section 8 staff.

Building 2 is expected to have its Certificate of Occupancy by March 1 and lease up will begin around March 11. Although we are not done yet, thanks to John McGrath for all of the time that he has put in on this project. Not sure we would have had a working fob and intercom system for the first lease ups

without him. In addition, in the first days of lease up, we had assistance from all sorts of MHRA staff. I am very thankful.

The Kelley Falls Renovation Pilot is awaiting the architect. Hope to begin construction in the Spring.

At the 157 Chestnut Street renovation, the framing is completed, mechanicals, wiring, and plumbing are in process, with initial inspections completed. Meetings are every other week right now with one next week. Completion is scheduled for March 26.

Clearing is expected to start on Thursday for the Kelley Falls Fencing Project. Next steps will be to contract for the stump pulling and grading/leveling. And then the fencing company.

The Chair introduced Item 12; Executive Director's Report and turned the floor over to the Executive Director. The Executive Director presented the 2023 Year in Review and stated that MHRA had another exceptional year. She hoped that the Commissioners enjoyed reading about some of the major accomplishments in each department.

The Chair introduced Item 13; Annual Meeting - Election of Officers  
Chairman Quinn motioned that the current slate of officers being David Quinn as Chair, Steven Duffley as Vice-Chair and Catherine Naczas as Secretary would remain for one more year. The motion was seconded by Commissioner Papanicolau.

Upon roll call the "Ayes" and "Nays" were as follows:

AYES

Mike Lopez  
David Quinn  
Andrew Papanicolau  
Stephen Duffley  
Thomas Hickman

NAYS

The Chair introduced Item 14; Other Business. The Chair thanked the staff for another great year.

The Chair introduced Item 15; Adjournment

Upon motion by Commissioner Papanicolau and second by Commissioner Duffley, it was unanimously voted to adjourn.

Respectfully submitted,  
Catherine Naczas, Executive Director

**MHRA - Financial Reporting**  
**Income & Expense Report**  
**S-8 Administrative Income & Expense**  
**February 2024**

Account Description	2024		Feb-24		2023		Feb-23		Feb-23		Y-T-D Difference
	Annual Budget	2,250,000 15,261 <b>2,265,261</b>	Y-T-D Budget	Y-T-D Actual	Annual Budget	15,261 <b>2,065,261</b>	Y-T-D Budget	Y-T-D Actual	Y-T-D Budget	Y-T-D Actual	
Fees Earned			937,500	961,864	2,050,000		854,167	943,902		943,902	89,735
Other Income			6,359	49,108	15,261		6,359	5,258		5,258	(1,101)
<b>Total Income</b>			<b>943,859</b>	<b>1,010,972</b>	<b>2,065,261</b>		<b>860,525</b>	<b>949,160</b>		<b>949,160</b>	<b>88,635</b>
Salaries & Benefits	1,330,673		554,447	508,804	1,170,038		487,516	467,924		467,924	(19,592)
All Other Expenses	709,943		295,810	313,189	660,222		275,093	213,537		213,537	(61,556)
Fees Paid to other housing	57,212		23,838	31,887	57,212		23,838	29,058		29,058	5,220
COVID-19 Expenses	0		0	0	0		0	0		0	
<b>Total Expenses</b>	<b>2,097,828</b>		<b>874,095</b>	<b>853,879</b>	<b>1,887,472</b>		<b>786,447</b>	<b>710,519</b>		<b>710,519</b>	<b>(75,928)</b>
<b>Net Income/(Loss)</b>	<b>167,433</b>		<b>69,764</b>	<b>157,093</b>	<b>177,789</b>		<b>74,079</b>	<b>238,641</b>		<b>238,641</b>	<b>164,562</b>

\* The Fees earned is estimated at the time of budget preparation and is based on vouchers administered. This amount could differ monthly depending on how many vouchers are leased.



**MHRA - Financial  
Income & Expense  
Public Housing  
February 2024**

Program	Account Description	2024		Feb 2024		Feb 2024		2023		Feb 2023		Feb 2023	
		Annual Budget	Annual Budget	Y-T-D Budget	Y-T-D Actual	Y-T-D Budget	Y-T-D Actual	Annual Budget	Annual Budget	Y-T-D Budget	Y-T-D Actual	Y-T-D Actual	YTD Difference
<b>Total AMPS</b>	Dwelling Rent	5,917,476	2,465,615	2,509,421	43,806	5,662,500	2,359,375	4,413,498	2,108,829	2,396,332	36,957		
	Subsidy	5,379,074	2,241,281	1,997,513	(243,768)	4,413,498	1,838,958	934,347	389,311	2,108,829	269,872		
	All Other Income	910,471	379,363	401,833	22,471	5,662,500	389,311	11,010,345	4,587,644	4,901,931	314,287		
	<b>Total Income</b>	<b>12,207,020</b>	<b>5,086,258</b>	<b>4,908,768</b>	<b>(177,491)</b>	<b>11,010,345</b>	<b>4,587,644</b>	<b>4,901,931</b>	<b>4,587,644</b>	<b>4,901,931</b>	<b>314,287</b>		
	Admin & Maint & Benefits	4,703,860	1,959,942	1,869,761	(90,181)	4,229,949	1,762,479	4,229,949	1,762,479	1,678,440	(84,039)		
	Tenant Services	182,350	75,979	36,625	(39,354)	164,600	68,583	164,600	68,583	35,331	(33,252)		
	Utilities	2,110,200	879,250	921,603	42,353	2,026,300	844,292	2,026,300	844,292	883,135	38,843		
	Maintenance	1,982,812	826,172	594,658	(231,514)	1,788,824	745,343	1,788,824	745,343	727,337	(18,006)		
	All Other Expenses	2,669,028	1,112,095	1,132,807	20,712	2,541,100	1,058,792	2,541,100	1,058,792	977,913	(80,879)		
	Extraordinary Maint.	18,000	7,500	-	(7,500)	75,000	31,250	75,000	31,250	40,660	9,410		
	<b>Total Expenses</b>	<b>11,666,250</b>	<b>4,860,937</b>	<b>4,555,454</b>	<b>(305,484)</b>	<b>10,825,773</b>	<b>4,510,739</b>	<b>10,825,773</b>	<b>4,510,739</b>	<b>4,342,816</b>	<b>(167,923)</b>		
	<b>Net Income/(Loss)</b>	<b>540,771</b>	<b>225,321</b>	<b>353,314</b>	<b>127,993</b>	<b>184,572</b>	<b>76,905</b>	<b>184,572</b>	<b>76,905</b>	<b>559,115</b>	<b>482,210</b>		

\* Salaries & Benefits are under budget due a couple positions being vacant  
And also the fact that the Health insurance increased is as of 01/01/2023

# Monthly Property Occupancy Report

<u>Public Housing Property</u>	<u>Total No. Units</u>	<u>Occupied</u>	<u>Vacant</u>	<u>% Occupied</u>
Kelley Falls	132	131	1	99.24%
Gallen Apartments	95	93	2	97.89%
O'Malley Apartments	100	98	2	98.00%
Kalivas Apartments	100	98	2	98.00%
Pariseau Apartments	100	100	0	100.00%
Burns Apartments	121	119	2	98.35%
Elmwood Gardens	200	200	0	100.00%
Scattered Sites	321	318	3	99.07%
<b><u>TOTAL PUBLIC HOUSING UNITS</u></b>	<b>1169</b>	<b>1157</b>	<b>12</b>	<b>98.97%</b>
<b><u>Assisted Market Rate Property</u></b>				
Tarrytown Road Apts	102	100	2	98.04%
West Baker St	2	2	0	100.00%
<b><u>TOTAL ASSISTED MKT RATE UNITS</u></b>	<b>104</b>	<b>102</b>	<b>2</b>	<b>98.08%</b>

<u>Tax Credit Properties</u>	<u>Total No. Units</u>	<u>Occupied</u>	<u>Vacant</u>	<u>% Occupied</u>
Marygale Apartments	37	36	1	97.30%
Browns School Apts	34	33	1	97.06%
Laurette Sweeney Apts	61	59	2	96.72%
South Main/Log St. Apts	20	19	1	95.00%
Upland Heights	48	24	24	50.00%
<b><u>TOTAL TAX CREDIT UNITS</u></b>	<b>200</b>	<b>171</b>	<b>29</b>	<b>85.50%</b>

**Total Number of People Served** 2,444

**Total Number of Veterans Housed** 60

Jan-24  
Month to Month Comparison

TOTAL VOUCHERS UTILIZED 2039  
TOTAL HCV HOUSEHOLD MEMBERS 4152

VOUCHERS ISSUED	VOUCHERS EXPIRED	VOUCHERS LEASED	END OF PARTICIPATION	ADDRESS OF NEW UNITS UNDER LEASE	PORT OUTS/CITY LEASED UP
22	1	6	13	122 Market Street # 3F	MANCHESTER, NH 03103
				194 Spruce Street # 3	MANCHESTER, NH 03103
				106 Market Street # 302	MANCHESTER, NH 03103
				163 S Beech Street # 106	MANCHESTER, NH 03103
4	0	1	162	790 South Porter Street # 320	MANCHESTER, NH 03103
				27 N. Eastgate Way	MANCHESTER, NH 03109

Feb-24  
Month to Month Comparison

TOTAL VOUCHERS UTILIZED 2045  
TOTAL HCV HOUSEHOLD MEMBERS 4167

VOUCHERS ISSUED	VOUCHERS EXPIRED	VOUCHERS LEASED	END OF PARTICIPATION	ADDRESS OF NEW UNITS UNDER LEASE	PORT OUTS/CITY LEASED UP
14	0	26	16	435 Amory Street # 206	MANCHESTER, NH 03102
				209 Massabesic Street # 1	MANCHESTER, NH 03103
				18 Carlier Street # 1	MANCHESTER, NH 03102
				309 Cedar Street # 2	MANCHESTER, NH 03103
				580 Kimball Street # 301	MANCHESTER, NH 03102
				580 Kimball Street # 303	MANCHESTER, NH 03102
				580 Kimball Street # 304	MANCHESTER NH 03102
				580 Kimball Street # 305	MANCHESTER NH 03102
				580 Kimball Street # 302	MANCHESTER, NH 03102
				580 Kimball Street # 306	MANCHESTER, NH 03102
				580 Kimball Street # 307	MANCHESTER NH 03102
				580 Kimball Street # 101	MANCHESTER NH 03102
				580 Kimball Street # 308	MANCHESTER, NH 03102
				580 Kimball Street # 203	MANCHESTER, NH 03102
				580 Kimball Street # 204	MANCHESTER NH 03102
				580 Kimball Street # 106	MANCHESTER NH 03102
				580 Kimball Street # 107	MANCHESTER, NH 03102
				580 Kimball Street # 205	MANCHESTER, NH 03102
				580 Kimball Street # 206	MANCHESTER NH 03102
				580 Kimball Street # 104	MANCHESTER NH 03102
				580 Kimball Street # 207	MANCHESTER, NH 03102
				580 Kimball Street # 105	MANCHESTER, NH 03102
				580 Kimball Street # 201	MANCHESTER NH 03102
				580 Kimball Street # 202	MANCHESTER, NH 03102
				580 Kimball Street # 108	MANCHESTER, NH 03102
				580 Kimball Street # 102	MANCHESTER, NH 03102
				580 Kimball Street #	MANCHESTER NH 03102
				580 Kimball Street #	MANCHESTER NH 03102

**HOUSING APPLICANT/LANDLORD PARTNERSHIP PROGRAM**

**Feb-24**

SECURITY DEPOSIT CLAIMS	NUMBER OF LANDLORDS RECEIVING PAYMENTS (This month only)	Y-T-D CLAIMS PAID OUT	Y-T-D NUMBER OF INDIVIDUAL LANDLORDS WHO RECEIVED INCENTIVE PAYMENTS (not duplicated)	PROGRAM TOTAL NUMBER OF TIMES FEES HAVE BEEN PAID
\$ -	3	\$ 216,722.94	97	163
From Roll Over Funding	\$ -	\$ 216,722.94		
From New Funding (300K)	\$ 5,305.00	\$ 222,027.94		
LANDLORD INCENTIVE FEES	NUMBER OF LANDLORDS RECEIVING PAYMENTS (This month only)	Y-T-D CLAIMS PAID OUT	Y-T-D NUMBER OF INDIVIDUAL LANDLORDS WHO RECEIVED INCENTIVE PAYMENTS (not duplicated)	PROGRAM TOTAL NUMBER OF TIMES FEES HAVE BEEN PAID
\$ -	3	\$ 159,000.00	106	176
From Roll Over Funding	\$ -	\$ 159,000.00		
From New Funding (300K)	\$ 3,000.00	\$ 162,000.00		
APPLICATION FEES	NUMBER OF LANDLORDS RECEIVING PAYMENTS (This month only)	Y-T-D CLAIMS PAID OUT	Y-T-D NUMBER OF INDIVIDUAL LANDLORDS WHO RECEIVED APPLICATION FEES (not duplicated)	PROGRAM TOTAL NUMBER OF TIMES APPLICATION FEES HAVE BEEN PAID
\$ -	0	\$ 2,048.20	32	43
From Roll Over Funding	\$ -	\$ 2,048.20		
From New Funding (300K)	\$ -	\$ 2,048.20		
HQS UNIT REPAIR FEES	NUMBER OF LANDLORDS RECEIVING PAYMENTS (This month only)	Y-T-D CLAIMS PAID OUT	Y-T-D NUMBER OF INDIVIDUAL LANDLORDS WHO RECEIVED HQS REPAIR FUNDS (not duplicated)	PROGRAM TOTAL NUMBER OF TIMES HQS UNIT REPAIR FEES HAVE BEEN PAID
\$ -	0	\$ 72,216.86	23	48
From Roll Over Funding	\$ -	\$ 72,216.86		
From New Funding (300K)	\$ -	\$ 72,216.86		
CIP #811222 Funds Paid out YTD		\$ 449,988.00		
CIP# 811222 Roll Over Funding Paid Out YTD		\$ 7,439.55		
CIP# 811222 Admin Fees YTD		\$ 50,012.00		
CIP#811222 Total Project Expenditure YTD		\$ 500,000.00	Closed out	
CIP#811222 Roll Over Funding Available		\$ 3,430.34		
CIP#611224 New Funding Paid Out (300K)		\$ 48,007.08		
CIP# 611224 Admin Fees YTD		\$ 2,500.00		
CIP#611224 Total Project Expenditure YTD		\$ 50,507.08		
Total of Funding Paid w/o Roll Over YTD		\$ 550,507.08		
Total Funding Paid with Roll Over YTD		\$ 555,446.63		
Total Funding Available (Including Available Roll Over)		\$ 252,923.26		