

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 ANNUAL 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 for the Annual Meeting at 12:00 p.m. on Tuesday, February 20, 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:** Resolution approving Employee Handbook changes to reflect required Pregnant Workers Fairness Act language
4. **Approval of Minutes:** Minutes of the Meeting of December 19, 2023 (January 16, 2024 meeting cancelled due to weather)
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. Kalivas Bldg Door Lock & Laundry Equip Upgrades
 - c. Burns Bldg Heating System
 - d. Gallen Bldg – Partial Roof Surface Upgrade & AC Equipment
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. Other Program Updates

- 11. Development Report**
 - a. Development Updates

- 12. Executive Director's Report**
 - a. 2023 Annual Year in Review

- 13. Annual Meeting - Election of Officers**

- 14. Other Business**

- 15. Adjourn**





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

MEMO

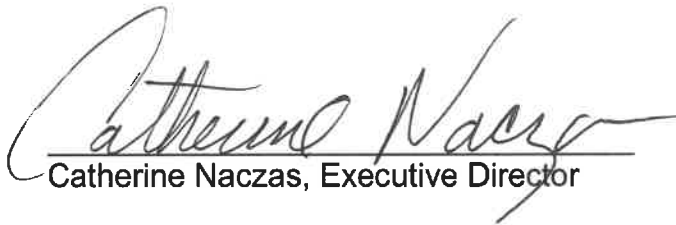
TO: Board of Commissioners

FROM: Catherine Naczas, Executive Director

SUBJECT: Employee Handbook Changes Regarding the Pregnant Workers
Fairness Act (PWFA)

DATE: November 21, 2023

I have reviewed the language pertaining to the Pregnant Workers Fairness Act (PWFA), a new federal law which was passed and must now be incorporated into our polices. I find the language meets the requirements of this law and respectfully request that the Board of Commissioners ratify this action.



Catherine Naczas, Executive Director

MEMO TO: Catherine Naczas, Executive Director

FROM: Shannon Wright, Director of HR and Administrative Services

SUBJECT: Employee Handbook Update

DATE: February 12, 2024

The Employee Handbook, last updated March 2023, reflects State and/or Federal laws as it pertains to disability accommodation. On June 27, 2023, a new Federal law was enacted: Pregnant Workers Fairness Act (PWFA). The PWFA law requires “covered” employers (those with 15 or more employees) to “provide reasonable accommodations to workers who have limitations related to pregnancy, childbirth, or related medical conditions”.

Therefore, due to this new law, in order to remain compliant, MHRA must make certain changes to our existing policy in the Employee Handbook. Thus, MHRA’s Disability and Sick Bank sections in the Handbook have been revised.

The proposed revisions to our existing language are in **red**:

Disability and **Pregnancy Accommodation**

MHRA does not discriminate against qualified individuals with disabilities, **or individuals with known limitations related to pregnancy, childbirth, or related medical conditions**, in regard to application procedures, hiring, advancement, discharge, compensation, training, and other terms, conditions, and privileges of employment. Additionally, MHRA reasonably accommodates qualified individuals with disabilities **and individuals with known limitations related to pregnancy, childbirth, or related medical conditions** as required by law, so long as those reasonable accommodations do not result in an undue hardship. MHRA complies with all state and federal laws concerning the employment of persons with disabilities **and individuals with known limitations related to pregnancy, childbirth, or related medical conditions**.

Requests for accommodations can be made to Human Resources either verbally or in writing.

Requests for reasonable accommodations will be processed as expeditiously as possible and within a reasonable period of time, and all requests and related documentation will be treated as confidential and maintained in the HR department.

Sick Time Bank

Full-time employees and part-time employees who are scheduled to work at least 20 hours per week, who have been employed with MHRA for at least one year and have at least 10 days of accrued sick time, may join and fund the Sick Time Bank by agreeing to donate 1 day of accrued

sick time. Participating part-time employees are eligible to receive leave from the Bank on a pro-rated basis. Donated days will be deducted from the total amount of sick time accrued, but will not be included in the calculations required for Wellness Bonus eligibility.

To remain a member, an employee must donate an additional day when notified that the total number of days in the Bank is near depletion. The bank cannot exceed 120 donated days at a time. Other than upon hire, enrollment in the Bank is limited to the open enrollment period following notification that the Bank is near depletion. Employees who do not donate a day during the open enrollment period or upon hire will not be considered to be a member of the Sick Time Bank (even if the employee had been a member prior to the most recent open enrollment period).

A member is eligible to request extended benefits from the Sick Time Bank in the event the employee is unable to report to work due to their own incapacitating illness, **known limitation related to pregnancy, childbirth, or related medical condition**, or disability for at least 30 working days and has depleted all of their own accrued sick and vacation time. Upon presentation of satisfactory medical documentation of disability, **applicable known limitation**, or illness, a member may be granted up to 30 days of Bank time at his or her base rate of pay. Members with a continuing disability or **applicable known limitation** may request and be granted additional Bank time once more, for a lifetime maximum of 60 working days.

If you have questions about the Sick Bank, please contact Human Resources.

RESOLUTION NO. _____

Resolution to Make Required Changes to the Employee Handbook Reflecting the Pregnant Workers Fairness Act

WHEREAS on June 27, 2023 the Pregnant Workers Fairness Act (PWFA) has been enacted and;

WHEREAS the new law has been implemented and;

WHEREAS MHRA is a covered employer required to adhere to the PWFA;

NOW, THEREFORE, BE IT RESOLVED by the Commissioners of the Manchester Housing and Redevelopment Authority as follows:

1. That the employee handbook will include the following changes to its Disability Accommodation and Sick Bank sections to reflect the required language (in red) as follows:

Disability and Pregnancy Accommodation

MHRA does not discriminate against qualified individuals with disabilities, or individuals with known limitations related to pregnancy, childbirth, or related medical conditions, in regard to application procedures, hiring, advancement, discharge, compensation, training, and other terms, conditions, and privileges of employment. Additionally, MHRA reasonably accommodates qualified individuals with disabilities and individuals with known limitations related to pregnancy, childbirth, or related medical conditions as required by law, so long as those reasonable accommodations do not result in an undue hardship. MHRA complies with all state and federal laws concerning the employment of persons with disabilities and individuals with known limitations related to pregnancy, childbirth, or related medical conditions.

Requests for accommodations can be made to Human Resources either verbally or in writing.

Requests for reasonable accommodations will be processed as expeditiously as possible and within a reasonable period of time, and all requests and related documentation will be treated as confidential and maintained in the HR department.

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If you have questions about the Sick Bank, please contact Human Resources.

MINUTES OF THE REGULAR MEETING

OF THE COMMISSIONERS OF THE

MANCHESTER HOUSING AND REDEVELOPMENT AUTHORITY

The Commissioners of the Manchester Housing and Redevelopment Authority met in Regular Session at 83 Trahan Street, in the City of Manchester, New Hampshire on Tuesday, December 19, 2023.

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
Catherine Naczas	Executive Director

ABSENT

Thomas Hickman	Commissioner
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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

ALSO PRESENT

Attorney Garth Corriveau	Craig, Deachman & Associates
Bart Fromuth	Freedom Energy Logistics
Brian White	Freedom Energy Logistics

The Chair declared a quorum present.

The Chair introduced Item 2, Public Participation; There were no members of the public present.

The Chair introduced Item 3, Consent Agenda;

a. Ratifying the submission of the 2023 SEMAP Certification

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

NAYS

The Chair introduced item 4; Minutes of November 21, 2023. The chair stated that if there were no omissions or corrections, he would entertain a motion to accept the minutes of November 21, 2023. Upon motion by Commissioner Papanicolau, second by Commissioner Duffley it was voted to approve the minutes of November 21, 2023.

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

AYES

Mike Lopez
David Quinn
Andrew Papanicolau
Stephen Duffley

NAYS

The Chair stipulated that all department reports had been received and filed so that we could proceed with a presentation by Bart Fromuth and Brian White of Freedom Energy Logistics. The Chair then asked the gentlemen from Freedom Energy Logistics to introduce themselves and proceed with their presentation. The Executive Director asked that they begin by explaining the recent legislation passed in New Hampshire that is the catalyst for our discussions regarding the net metering solar array farm being built in Chester, NH. Mr. Fromuth discussed HB 315 and HB 281 which allowed for public entities to participate in net metering agreements as the off-loader of energy. The utility company pays the Developer a standard rate for the power and the public entity participating as the off-loader from the solar farm is rebated a variable percentage of the standard rate on a quarterly basis. Mr. Fromuth also explained that Freedom Energy Logistics would also offer a 5 year Hydro net metering contract so that MHRA would see a rebate during the time we wait for the solar array farm to be built. He estimated that MHRA would realize approximately \$1.2 million over 20 years, depending on rates each year.

There was discussion regarding the 20-year term and what happens if MHRA does not off-load the committed amount of usage. Essentially, there are penalties to MHRA if a replacement off-loader cannot be found. The Chair asked if they had ever experienced difficulties in finding a replacement and Mr. Fromuth stated that to date they had not had any problems, but it was always a risk. Mr. Fromuth explained a little more about what net metering was. The Chair asked if there was any federal money in the deal and Mr. Fromuth did not know but could find out. Commissioner Papanicolau wanted to know more about the developer, Walden Renewables. Mr. Fromuth said he could also find out more information about Walden. Commissioner Lopez asked why there was a termination penalty. Mr. Fromuth stated that this was a protection for the developer who had to show investors that they had energy off-takers for the 20-year term and that these off-takers would not simply go find a better deal/rebate in a few years. Commissioner Lopez also asked how the current Eversource rate reduction

affects the deal. Mr. Fromuth stated that he did average modeling projections to come up with a rate estimate that our payments are based on over 20 years. The Chair asked if the hydro agreements go away after 5 years. Mr. Fromuth said yes, but there is always an opportunity to continue in these agreements as the hydro net metering program is well established in NH. It is Mr. Fromuth's opinion that the solar net metering program will happen and it will gain support in the coming years in NH.

With no further questions for Mr. Fromuth or Mr. White, they were excused, and the discussion turned to legal questions which MHRA's attorney answered. Attorney Corriveau handed out a memo regarding the vast amount of money that is in the pipeline for this type of project and that there may be other opportunities for MHRA to pursue. With regard to the agreement, he stated that his concern was whether MHRA could use the rebate money as unrestricted funding or did the money have to be used for the benefit of the tenants directly, and also how the project will be classified by the PUC. Commissioner Papanicolau stated that due diligence on the developer had to be done as he had many questions as to MHRA's risk. Commissioner Lopez asked why MHRA could not solar panels on our properties and not be involved with a developer. Attorney Corriveau said we could certainly do that. The Contracting and Modernization Director mentioned that we would need to evaluate each building, the roof, and solar positioning of properties, but this could certainly be done, just not easily.

The Commissioners and staff felt that there were a lot of moving parts in this deal and much more research needed to be done before we would commit to any developer. The Executive Director and Contracting & Modernization Director will follow up with Mr. Fromuth and Mr. White.

The Chair introduced Item 13., Other Business. There was no other business.

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

Respectfully submitted,
Catherine Naczas, Executive Director

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

<u>Account Description</u>	2024		Jan-24		Jan-24		Y-T-D		2023		Jan-23		Jan-23		Y-T-D	
	<u>Annual Budget</u>	<u>Y-T-D Budget</u>	<u>Y-T-D Actual</u>	<u>Difference</u>	<u>Annual Budget</u>	<u>Y-T-D Budget</u>	<u>Y-T-D Actual</u>	<u>Difference</u>	<u>Annual Budget</u>	<u>Y-T-D Budget</u>	<u>Y-T-D Actual</u>	<u>Difference</u>	<u>Annual Budget</u>	<u>Y-T-D Budget</u>	<u>Y-T-D Actual</u>	<u>Difference</u>
Fees Earned	2,250,000	750,000	768,370	18,370	2,050,000	683,333	764,961	81,628								
Other Income	15,261	5,087	56,800	51,713	15,261	5,087	4,097	(990)								
Total Income	2,265,261	755,087	825,171	70,084	2,065,261	688,420	769,058	80,638								
Salaries & Benefits	1,330,673	443,558	409,598	(33,959)	1,170,038	390,013	372,707	(17,306)								
All Other Expenses	709,943	236,648	251,562	14,914	660,222	220,074	188,783	(31,291)								
Fees Paid to other housing	57,212	19,071	25,247	6,176	57,212	19,071	23,451	4,380								
COVID-19 Expenses	0	0	0	-	0	0	0									
Total Expenses	2,097,828	699,276	686,407	(12,869)	1,887,472	629,157	584,941	(44,216)								
Net Income/(Loss)	167,433	55,811	138,763	82,952	177,789	59,263	184,117	124,854								

* 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
December 2023**

Program	Account Description	2024	Dec 2023	Dec 2023	YTD	2023	Dec 2022	Dec 2022	YTD
		Annual Budget	Y-T-D Budget	Y-T-D Actual			Variance	Annual Budget	
Total AMPS	Dwelling Rent	5,917,476	1,479,369	1,502,893	23,524	5,662,500	1,415,625	1,426,909	11,284
	Subsidy	5,379,074	1,344,768	1,253,835	(90,933)	4,413,498	1,103,375	1,144,275	40,901
	All Other Income	910,471	227,618	241,119	13,501	934,347	233,587	242,010	8,423
	Total Income	12,207,020	3,051,755	2,997,847	(53,908)	11,010,345	2,752,586	2,813,194	60,608
	Admin & Maint & Benefits	4,703,860	1,175,965	1,014,053	(161,912)	4,229,949	1,057,487	1,020,867	(36,620)
	Tenant Services	182,350	45,588	2,901	(42,686)	164,600	41,150	1,023	(40,127)
	Utilities	2,110,200	527,550	470,971	(56,579)	2,026,300	506,575	462,833	(43,742)
	Maintenance	1,982,812	495,703	302,960	(192,743)	1,788,824	447,206	404,518	(42,688)
	All Other Expenses	2,669,028	667,257	653,127	(14,130)	2,541,100	635,275	569,608	(65,667)
	Extraordinary Maint.	18,000	4,500	-	(4,500)	75,000	18,750	-	(18,750)
	Total Expenses	11,666,250	2,916,562	2,444,012	(472,551)	10,825,773	2,706,443	2,458,849	(247,594)
	Net Income/(Loss)	540,771	135,193	553,835	418,643	184,572	46,143	354,345	308,202

* 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.</u>		<u>Occupied</u>	<u>Vacant</u>	<u>% Occupied</u>
	<u>Units</u>	<u>Units</u>			
Kelley Falls	132	129	3	97.73%	
Gallen Apartments	95	93	2	97.89%	
O'Malley Apartments	100	98	2	98.00%	
Kalivas Apartments	100	97	3	97.00%	
Pariseau Apartments	100	99	1	99.00%	
Burns Apartments	121	118	3	97.52%	
Elmwood Gardens	200	199	1	99.50%	
Scattered Sites	321	319	2	99.38%	
<u>TOTAL PUBLIC HOUSING UNITS</u>	1169	1152	17	98.55%	
<u>Assisted Market Rate Property</u>					
Tarrytown Road Apts	102	100	2	98.04%	
West Baker St	2	2	0	100.00%	
<u>TOTAL ASSISTED MKT RATE UNITS</u>	104	102	2	98.08%	

	<u>Total No.</u>	<u>Occupied</u>	<u>Vacant</u>	<u>% Occupied</u>
<u>Tax Credit Properties</u>				
Marygale Apartments	37	36	1	97.30%
Browns School Apts	34	34	0	100.00%
Laurette Sweeney Apts	61	60	1	98.36%
South Main/Log St. Apts	20	20	0	100.00%
Upland Heights	48	24	24	50.00%
<u>TOTAL TAX CREDIT UNITS</u>	200	174	26	87.00%

Total Number of People Served 2,387

Total Number of Veterans Housed 55

Dec-23
 Month to Month Comparison

TOTAL VOUCHERS UTILIZED 2047
 TOTAL HCV HOUSEHOLD MEMBERS 4129

VOUCHERS ISSUED 16
 VOUCHERS EXPIRED 0
 VOUCHERS LEASED 7
 VOUCHERS ISSUED TO VETERANS 1
 VOUCHERS EXPIRED FOR VETERANS 0
 VOUCHERS LEASED TO VETERANS 1

END OF PARTICIPATION 13
 TOTAL NUMBER OF VETERANS HOUSED 163

ADDRESS OF NEW UNITS UNDER LEASE	PORT OUTS/CITY LEASED UP
163 S. Beech Street	MANCHESTER, NH 03103
106 Market Street # 201	MANCHESTER, NH 03103
207 Agnes Street # 103	MANCHESTER, NH 03103
348 Myrtle Street # 3	MANCHESTER, NH 03104
49 Manchester Street # 7	MANCHESTER, NH 03101
49 Manchester Street # 8	MANCHESTER, NH 03101
307 Manchester Street # 5	MANCHESTER, NH 03103

Jan-24
 Month to Month Comparison

TOTAL VOUCHERS UTILIZED 2039
 TOTAL HCV HOUSEHOLD MEMBERS 4152

VOUCHERS ISSUED 22
 VOUCHERS EXPIRED 1
 VOUCHERS LEASED 6
 VOUCHERS ISSUED TO VETERANS 4
 VOUCHERS EXPIRED FOR VETERANS 0
 VOUCHERS LEASED TO VETERANS 1

END OF PARTICIPATION 13
 TOTAL NUMBER OF VETERANS HOUSED 162

ADDRESS OF NEW UNITS UNDER LEASE	PORT OUTS/CITY LEASED UP
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
790 South Porter Street # 320	MANCHESTER, NH 03103
27 N. Eastgate Way	MANCHESTER, NH 03109

HOUSING APPLICANT/LANDLORD PARTNERSHIP PROGRAM

Jan-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
\$ 165.49	7	\$ 216,722.94	96	160
From Roll Over Funding	\$ -	\$ 216,722.94		
From New Funding (300K)	\$ 13,799.51	\$ 230,522.45		
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
\$ 1,000.00	6	\$ 159,000.00	105	173
From Roll Over Funding	\$ -	\$ 159,000.00		
From New Funding (300K)	\$ 6,000.00	\$ 165,000.00		
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)	\$ 125.00	\$ 2,173.20		
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
\$ -	1	\$ 72,216.86	22	48
From Roll Over Funding	\$ -	\$ 72,216.86		
From New Funding (300K)	\$ 3,000.00	\$ 75,216.86		
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		
CIP#811222 Roll Over Funding Available		\$ 3,430.34		
CIP#811224 New Funding Paid Out (300K)		\$ 22,924.51	Not including Admin Fee	
CIP# 611224 Admin Fees YTD		\$ 1,250.00		
Total of Funding Paid w/o Roll Over YTD		\$ 522,924.51		
Total Funding Paid with Roll Over YTD		\$ 530,364.06		
Total Funding Available (Including Available Roll Over)		\$ 262,478.26		



Joe "the Giant" Nelson

Millyard mural by Dave Hady depicting Mr. Nelson, MHRA Director of the Millyard Project, 1968 - 1979

MHRA

2023

YEAR IN REVIEW

Manchester Housing and Redevelopment Authority

2023 Year in Review

Presented to Board of Commissioners

2023 has been a reflective year - looking at where we came from over the last five years and where we now want to head with this incredible organization. Many multi-year, transformative projects and organizational goals are nearing completion or reaching a successful plateau. As we look towards 2024, we will strive to continue to serve our community by maintaining the successful organization we have become. However, this is no time to rest on our laurels! This is a time to move forward on the many opportunities presented in 2024. The following report summarizes some of our major accomplishments in 2023.

Finance Department

The Finance department had another solid year with no audit findings for the fifth year in a row! Their part of the Public Housing Assessment Program also contributed to our high performer status being maintained once again. Not that there is anything wrong with being a standard performer, but it is an honor to receive high performer status.

The Finance department also embarked on a new accounts receivable program, hiring a new staff person to assist property management staff with tenant payments, repayment agreements and collections.

The Finance department also took the lead in the software conversion from MRI/Tenmast to PHA-Web. The conversion has been challenging at times as expected. Working through the issues with the conversion will continue in the first quarter of 2024.

MHRA finished strong financially as well. (These numbers are unaudited.)

Public Housing (8 AMPS)	YE Actual
Total Revenue	\$11,643,433.41
Total Expense	\$10,772,565.55
Net Income	\$ 870,867.86

Section-8 HCV Administration

YE Actual

Total Revenue

\$2,499,842.00

Total Expense

\$1,708,299.00

Net Income

\$791,543.00

In both programs, utilization was up. This generated more income than was expected.

Public Housing & LIHTC Operations Department

The past fiscal year brought many accomplishments, especially with the teamwork and cohesiveness of all staff working together so that MHRA can provide decent and safe living conditions to our residents. Maintenance staff worked hand in hand with the office staff to address issues effectively. Communication has been key so that all staff have a stake in operations. For this reason, MHRA's public housing program once again was designated as a high performer!



The occupancy rate month to month was consistently over 98%, with 3 months over 99%. All staff have realized the financial gain to the Authority when we are able to turn units quickly and re-rent them. When not turning units, staff have been assigned to preventative maintenance projects such as updating the common areas of our high-rises.

We continue to train staff and assist them in accomplishing their jobs. All property managers were certified in Public Housing Management and all office staff have attended Rent Calculation training along with Fair Housing training. The Senior Mech Tech's attended NSPIRE training, which is the new inspections protocol from HUD.

Inventory and procurement have been vastly improved with a secured inventory cage area and better processes for the removal of items from this area so that they are recorded and dispersed to the appropriate work orders. The end result is that we are saving money and had minimal corrections with the end of year inventory count.

Once again, we applied for the HUD Safety and Security grant and were awarded \$250,000 to continue our security upgrades with cameras, lighting, and locks. This year the grant was for AMP 5 Kalivas and O'Malley high-rises. This will complete the security upgrades for all our high-rises.

Regarding facilities maintenance, we replaced all deteriorated cement steps to the entrances of buildings/units where needed. Horizontal waste piping at the Burns and Gallen buildings have been replaced. The Elmwood management office was remodeled and updated along with the roof and HVAC system. The Maintenance shop at Elmwood had a ventilation system installed so that fumes would no longer permeate up to the offices above. Fencing and trash corrals were replaced where needed. Our fleet leasing is back on track. Fleet leasing had fallen behind due to Covid and supply issues. We continue to sell our surplus equipment, inventory, and vehicles at the state auctions which brought in over \$17,000.

FYE STATS 9/30/23

Total Applicants on Public Housing Waitlist	4,133
Total Move-Ins for The Year	109
Total Move-outs for The Year	107
Year End Occupancy Rate	98.80%

Real Estate Development and Special Projects

With four real estate projects in some phase of development, 2023 was a very busy year! The Mary Gale Apartments rehabilitation program was completed in April 2023, and Upland Heights construction, our new 48-unit complex on the Kelley Falls campus, was in full swing. Weekly construction meetings, problem solving, and gearing up for leasing the units occupied most of our time. Near the end of the third quarter of 2023, two additional development projects started as well. 157 Chestnut Street, which was originally MHRA office space, will become two new very needed low-income housing units. The project finished design, went out to bid, and a contractor was selected in October. Simultaneously, the Kelley Falls Existing Building Renovation project funding was finalized with design and construction methods now being determined. This is the most development activity MHRA has undertaken in a decade!



Human Resources Department

The HR department has certainly evolved this past year, tackling major projects vital to MHRA and its ability to move forward as a high functioning organization. One of those major projects

included the complete revamping of the Employee Handbook. This handbook is a fundamental document for employees and the organization, and it had not been revised in over 13 years. The final product addresses the current work culture and truly serves both the employee and the overall agency. Additionally, the department strengthened benefits, benefit plans and employees' understanding of those benefits. Similar to most agencies across the country, Covid made it difficult to hire new staff over the last several years. This had a cumulative effect and the HR department successfully hired 20 new staff, with improved best practices recruiting and onboarding. The future looks bright for the HR department as it moves forward with systematizing training for all programmatic staff.

In addition to human resources, this department also supports kiosk, program hearings, reasonable accommodation requests and the annual plan. These services comprise our customer service functions, and we continually look for ways to improve our service to the community. 2024 will see the added benefit of a new lobby with a secure state-of-the-art kiosk space that should enhance our service.

Supportive Services Department

Resident Services are significant services provided to MHRA residents. While various activities are important, it is the day-to-day resident interaction that sometimes is not seen. Without these services, residents might be pre-maturely institutionalized, or not be able to work on issues allowing them to meet the requirements of their lease. This past year the department received 463 referrals to assist residents with lease & housing issues or financial issues. The department staff also assisted youth with academics via the homework club and the Family Self Sufficiency program added six new participants and graduated another family in 2023.



Another successful holiday toy drive was held with staff assisting families with their "shopping," providing 445 children with what was hopefully a happy holiday! The staff also participated in distributing new backpacks for the school year. Resident appreciation events were also held at the high rises and Tarrytown Road.

Contracting and Modernization Department

2023 was a year for big modernization goals and big projects! For many years the main office entry has been in need of modernization, improving access for all community members, as well as providing staff with better security. This past year, after many meetings, staff input, and conversations with architects and engineers, the department was finally able to assemble the bid documents and award a contract for the MHRA Secure Entry & Gallen Building Modernization project. This is a massive undertaking which should be completed in June 2024.

Other significant projects included roofs, site management offices modernization, waste piping and water booster station upgrades. The department also oversaw improvements to the Bishop O'Neil Center's heating system and roof via a county American Rescue Plan Act (ARPA) grant.

Section 8 Leased Housing Department

The Leased Housing department made great impacts on the community this year. They maintained a high utilization rate of vouchers, assisting over 2,000 households that otherwise would not have been able to afford housing. The department also administered the Applicant/Landlord Participation program, assisting 152 households in dealing with barriers to leasing rental units and attracting new landlords to participate in the Section 8 program. This program was funded with American Rescue Plan Act (ARPA) funding, and fortunately will be able to continue as another \$300,000 grant was received for 2024.

For the first time since Covid, the Section Eight Management Assessment Program (SEMAP) was conducted by HUD in 2023. This assessment evaluates how well the department is operating the Section 8 programs. We are proud of this staff, as they have received a score of 99 out of 100 for their SEMAP score! Doesn't get much better than that!

The department is gearing up to meet the federal overhaul of Section 8 program regulations with the completion of a variety of trainings. New regulations will be implemented under the Housing Opportunity Through Modernization Act (HOTMA). HOTMA introduces the most significant and comprehensive set of changes to HUD's occupancy requirements in the last 10 years. These sections make changes to the United States Housing Act of 1937, particularly those affecting income calculation, reviews, and program eligibility. All staff will be preparing by completing training, updating forms, and updating current policies and procedures to align with the new HOTMA requirements. 2024 will be a big year for the Leased Housing Department.

Executive Director

2023 was the start of MHRA's walk down memory lane with historical researchers sifting through the treasures stored in the main office's attic. Being privileged to serve as MHRA's seventh executive director, and having personal knowledge of the extensive historical impact MHRA has had on the city of Manchester, I thought it was time to document the history of our organization, starting with the 1937 Housing Act to the present day. The researchers have found



Ashley Holm, Manchester Historic Association and Aurora Levesque, Historical Intern

some amazing artifacts and will develop a historical timeline exhibit which will be available to the public in March/April of 2024 at the Millyard Museum. The exhibit will later be housed permanently in the new MHRA lobby area. There are very few areas in the city that have not been impacted by either MHRA's housing development or urban renewal projects. I look forward to sharing MHRA's vast history with the Manchester community!

Serving the community has always been most important for MHRA. To this end, we assisted the Manchester Boys & Girls Club and Amoskeag Health in finding a new home on the west side of Manchester this year. Both organizations were looking to co-locate as the Mark Stebbins Community Center (MSCC) but having difficulty finding the right property and neighborhood for the development. After many conversations, MHRA was able to obtain HUD approval to lease approximately 2 acres of land on the Kelley Falls campus to MSCC for development of a new center that will house the Boys & Girls Club and Amoskeag Health. The youth and family services that this center will bring, not only to the Kelley Falls community, but to the west side is so important and MHRA looks forward to working with MSCC over the next several years on this significant community project!