

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, May 21, 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 April 16, 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. 198-200 Hanover St Site Improvements
 - c. Kelley Falls: 3 Bldgs. Roof Upgrade
- Public Housing Operations**
 - a. Tax Credit Properties Occupancy report
 - b. Public Housing Occupancy update
 - c. Inspection Services update
 - d. Maintenance update
- 7. S-8/HCV Program**
 - a. Utilization Report



8. Policy, Compliance and Human Resources

- a. Policy, Compliance and Human Resources Update

9. Resident Service

- a. Congregate Housing Services Program Update
- b. Program Updates

10. Development Report

- a. Upland Heights
- b. Chestnut Street
- c. Kelley Falls Fence Project

11. Executive Director's Report

- a. MHRA Historic Exhibit
- b. Annual Ending Veterans Homelessness in New Hampshire Summit

12. Other Business

13. Adjourn



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 for the Regular Meeting at 83 Trahan Street, in the City of Manchester, New Hampshire on Tuesday, April 16, 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
Mike Lopez	Commissioner
Andrew Papanicolau	Commissioner
Thomas Hickman	Commissioner
Catherine Naczas	Executive Director

STAFF PRESENT

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
Shannon Wright	Human Resources & Administrative Services Director
Regine Pelletier-Tracy	Finance Director
Kris Hall	Resident Services Director
Marie Papineau	Senior Asset Manager

The Chair declared a quorum present.

The Chair introduced Item 2, Public Participation; Jose Marte, 62 Trahan St attended the meeting. Mr. Marte expressed concerns over drugs and crime at the property, the need for some capital improvements such as windows and roofing, and the need for storage if sheds are to be taken down. The Chair stated that we would take his comments under advisement and the appropriate staff would follow up on those issues.

The Chair introduced Item 3, Consent Agenda;

a. Resolution approving and authorizing the write-off of certain unpaid public housing tenant-related expenses in the amount of \$19,833.68. The Chair asked if this was an average amount, and the Operations Director stated that for a six-month period this was an average amount. There being no further discussion, upon motion by Commissioner Lopez and seconded by Commissioner Papanicolau, it was voted to approve and authorize the write-off expense for \$19,833.68.

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

AYES

David Quinn
Mike Lopez
Andrew Papanicolau
Stephen Duffley
Thomas Hickman

NAYS

b. Authorizing the Executive Director to execute documents related to the State of New Hampshire's Congregate Housing Services Grant Program. The Chair asked the Resident Services Director to summarize the Congregate Housing Services Program in terms of what services will be offered, staffing and the funding requested. The director stated that services would include things like housekeeping, meals, transportation, contracted nursing services, personal care. The funding request is for an amount we believe we will need for approximately 20 clients and we will be paid as reimbursement for expenses. We will not have all clients participating right away, but rather ramp up with the number of participants over time. Initially we will need to hire a services coordinator and once the program is filled probably a meals services person. Commissioner Papanicolau asked how eligibility is determined for the program. The Director stated that an assessment is made regarding the client's needs, and that they must evidence a deficiency in two activities of daily living. Commissioner Lopez asked if this was a property-based program or could members of the community participate. He had a conversation with the Executive Director and thought community members could participate. The Director stated that the way the state's regulations and funding are structured, it is a location-based program for public housing properties only. Commissioner Papanicolau was concerned that the program may not be refunded at the end of the contract and asked what would be done in the way of lobbying. It was explained that in the past housing authorities would get testimonials from clients, client's families and even bring program participants to the hearing held by the State in order show support for future funding. There being no further discussion, upon motion by Commissioner Papanicolau and seconded by Commissioner Duffley, it was voted to approve and authorize the Executive Director to execute documents related to the State of New Hampshire's Congregate Housing Services Grant Program.

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

AYES

David Quinn
Mike Lopez
Andrew Papanicolau
Stephen Duffley
Thomas Hickman

NAYS

Since the Resident Services Director was reporting, the Chair asked her to continue her report on other matters rather than waiting for her report listed on the agenda. The Director reported that seven supportive services staff completed and passed the training to be certified as Food Protection Managers. This training is needed to renew our food service permits with the Manchester Health Department. One of our St. Anselm College volunteers is teaching the youth to play chess and if there is

enough interest, we are hoping to start up a chess club. Finally, we had a successful FSS graduate leaving the program with an escrow of \$14,667.63 after just under two years on the program.

The Chair introduced item 4; Minutes of March 19, 2024. The chair stated that if there were no omissions or corrections, he would entertain a motion to accept the minutes of March 19, 2024. Upon motion by Vice-Chair Duffley and seconded by Commissioner Papanicolau, it was voted to approve the minutes of March 19, 2024.

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

<u>AYES</u>	<u>NAYS</u>
David Quinn	
Mike Lopez	
Andrew Papanicolau	
Stephen Duffley	
Thomas Hickman	

The Chair introduced Item 5; Financial Report. The Finance Director stated that for the month of March 2024, Public Housing ended the month at \$622,974, which is \$352,589 above plan and the Section-8 Administrative program ended the month at \$198,098 which is \$114,382 above plan.

She also noted that we had received a draft of the audited 2023 Financials and that there were no findings or recommendations, which is good news.

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 /Gallen Bldg Modernizations

Interior Kiosk walls framed last week, new roof framing today. The mechanical contractor has begun their work with the mounting of the two new heat pumps on Gallen building exterior wall and interior piping. The new flooring in Gallen Community areas is underway.

Burns Bldg – Main Elect Panels/Switchgear/Generator Upgrades

A portion of the new equipment has been delivered to the site. Upgrade work will begin once we know space heating (boiler system) can be shut off temporarily with no major impact.

Commissioner Duffley asked if we encountered a long lead time on the electrical equipment? The Director of Contracting and Modernization responded that was indeed the case and added the contract had been awarded back in November 2022. He went on to say, the next electrical building upgrade will likely be the Gallen Bldg. with an expected completion in 2026.

Elmwood Gardens – Waste Piping Upgrades

An additional twelve (12) building contract has been awarded to the same plumber wrapping up the current waste piping project. After this round, twelve buildings will remain to be completed.

Commissioner Lopez asked about other capital fund improvements scheduled for Elmwood? The Director of Contracting and Modernization responded: roofs-windows-playground equipment as well as additional waste piping upgrades. Asked about the status of the EG storage sheds, the Director of Contracting and Modernization responded MHRA had taken the matter under advisement.

O'Malley / Kalivas Bldgs – Door Hdwe Upgrades

All upgrades complete with each resident door receiving a new lock/lever set and latch protector. Residents pleased with the upgrades.

The Chair then introduced Item 7., Public Housing Operations and turned the floor over to the Housing Operations Director. The director stated that the occupancy report showed Public Housing's overall occupancy continues to be above 98% with 4 of the 8 Amps reporting at or above 99% occupied. The Assisted Market Rate units are also over 98%, and the Tax Credit units are below 98% but we making strides in getting applicants in need of services to fill the vacancies. We are switching gears and equipment from snow removal to grounds with spring clean-ups now taking place. The salt containers are being removed from the big dump truck that can then be set up for the leaf vac system. Inspections continue with unit inspections along with scheduling the weekly pest control treatments where needed. Now that the automotive supply chain issues have loosened up, we are now taking delivery of our leased vehicles that have been back logged. We just received 5 Pick-up trucks outfitted with plows and Tommy gates, we also have 5 cargo vans for the carpenters, plumbers, and electrician, and are still waiting on 2 vehicles which our in the process of being built. Many of these vehicles are replacing current leases in our fleet, but also replacing a truck that we own which will be used as a spare until it needs to go to the state auction.

The Chair introduced Item 8; S-8/HCV Program and turned the floor over to the S-8/HCV Director. The director reported that as of April 1, 2024, there were 2,047 families under lease. This includes 160 veteran families. There were 16 families that left the program as of the end of March. 17 families have vouchers looking for units to rent.

As of the end of March 2024 the total amount spent to date was \$585,074 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:

175 security deposits

188 landlord incentive fees

43 application fees

48 HQS Unit Repair Fees

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 provided an update on the 5 Year Plan. The Resident Advisory Board will be given an opportunity to review the Plan and give feedback in May. The

summary of changes will be more lengthy than usual due to HOTMA requirement changes and provided to the commissioners in June when we present the 5-year plan for approval and submission to HUD.

The Chair introduced Item 10; Resident Services - reported out under consent agenda.

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.

Upland Heights, 580 and 590 Kimball Street, has been completed. Four to six units remain to be leased. The draft Cost Certification is in process and must be completed before the majority of the remaining funding will be disbursed. It is expected that most of this will be completed before month end.

At the 157 Chestnut Street renovation, flooring was completed last week. This week cabinets will be installed and final items and mechanicals should be completed. Final inspections and cleaning should be completed by the end of next week (4/26/24). We plan to begin leasing in May.

The Kelley Falls Fencing project is proceeding. Since the last meeting, the guard rail has been completed. Waiting for an installation date from the fence contractor, but they indicated mid-May to the beginning of June. We are working with the City departments to install a gate for their access.

We are doing some re-work with the architect for the Kelley Falls exterior renovation pilot project. Still hope to begin in late Spring.

The Chair introduced Item 12; Executive Director's Report and turned the floor over to the Executive Director. The Executive Director reminded the Commissioners that the MHRA Historic Legacy Exhibit was opening at the Manchester Millyard Museum on May 8th at 4:30. We have had a tremendous response from staff and the community wanting to attend the event and it is likely that we will have about 75 attendees. Commissioner Duffley asked about the date and time again. The Executive Director asked the HR Director to re-send the invitation to the Commissioners so they would have the information.

The Chair introduced Item 13; Other Business. The Executive Director thanked the Leased Housing Director and her team for their recent performance under four HUD reviews. There were no findings in any of the reviews, and the Executive Director also noted that having four reviews in a year is highly irregular but HUD is just now catching up on reviews since Covid.

The Chair introduced Item 14; Adjournment. There being no further business, Commissioner Papanicolau motioned to adjourn. Commissioner Duffley seconded the motion. All were in favor.

Respectfully submitted,
Catherine Naczas, Executive Director

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

Program	Account Description	2024		Apr 2024		Apr 2024		2023		Apr 2023		Apr 2023	
		Annual Budget	Y-T-D	Y-T-D	Actual	Y-T-D	Variance	Annual Budget	Y-T-D	Budget	Actual	Y-T-D	Difference
Total AMPS	Dwelling Rent	5,917,476	3,451,861	3,549,257	97,396	5,662,500	3,303,125	3,377,710	74,585	3,303,125	3,377,710	74,585	
	Subsidy	5,379,074	3,137,793	2,979,927	(157,866)	4,413,498	2,574,541	2,723,002	148,462	2,574,541	2,723,002	148,462	
	All Other Income	910,471	531,108	590,926	59,818	934,347	545,036	548,900	3,864	545,036	548,900	3,864	
	Total Income	12,207,020	7,120,762	7,120,110	(652)	11,010,345	6,422,701	6,649,612	226,911	6,422,701	6,649,612	226,911	
	Admin & Maint & Benefits	4,703,860	2,743,919	2,648,139	(95,780)	4,229,949	2,467,470	2,386,140	(81,330)	2,467,470	2,386,140	(81,330)	
	Tenant Services	182,350	106,371	70,900	(35,471)	164,600	96,017	69,254	(26,763)	96,017	69,254	(26,763)	
	Utilities	2,110,200	1,230,950	1,335,933	104,983	2,026,300	1,182,008	1,258,654	76,646	1,182,008	1,258,654	76,646	
	Maintenance	1,982,812	1,156,640	884,513	(272,127)	1,788,824	1,043,481	1,023,402	(20,079)	1,043,481	1,023,402	(20,079)	
	All Other Expenses	2,669,028	1,556,933	1,587,733	30,800	2,541,100	1,482,308	1,421,095	(61,213)	1,482,308	1,421,095	(61,213)	
	Extraordinary Maint.	18,000	10,500	3,760	(6,740)	75,000	43,750	28,187	(15,563)	43,750	28,187	(15,563)	
	Total Expenses	11,666,250	6,805,312	6,530,977	(274,335)	10,825,773	6,315,034	6,186,732	(128,302)	6,315,034	6,186,732	(128,302)	
	Net Income/(Loss)	540,771	315,449	589,133	273,683	184,572	107,667	462,880	355,213	107,667	462,880	355,213	

* 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

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

Account Description	2024		Apr-24		2023		Apr-23		Y-T-D Difference
	Annual Budget	2,250,000 15,261 2,265,261	Y-T-D Budget	Y-T-D Actual	Annual Budget	Y-T-D Budget	Y-T-D Actual	Y-T-D Actual	
Fees Earned		2,250,000	1,312,500	1,320,918	2,050,000	1,195,833	1,355,618	159,785	
Other Income		15,261	8,902	72,078	15,261	8,902	6,870	(2,032)	
Total Income		2,265,261	1,321,402	1,392,996	2,065,261	1,204,736	1,362,488	157,752	
Salaries & Benefits		1,330,673	776,226	712,761	1,170,038	682,522	675,344	(7,178)	
All Other Expenses		709,943	414,133	425,076	660,222	385,130	349,484	(35,646)	
Fees Paid to other housing		57,212	33,374	45,477	57,212	33,374	39,453	6,079	
COVID-19 Expenses		0	0	0	0	0	0	0	
Total Expenses		2,097,828	1,223,733	1,183,314	1,887,472	1,101,025	1,064,281	(36,744)	
Net Income/(Loss)		167,433	97,669	209,683	177,789	103,710	298,207	194,497	

* 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.

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	132	0	100.00%
Gallen Apartments	95	93	2	97.89%
O'Malley Apartments	100	100	0	100.00%
Kalivas Apartments	100	99	1	99.00%
Pariseau Apartments	100	97	3	97.00%
Burns Apartments	121	121	0	100.00%
Elmwood Gardens	200	197	3	98.50%
Scattered Sites	321	316	5	98.44%
<u>TOTAL PUBLIC HOUSING UNITS</u>	1169	1155	14	98.80%
<u>Assisted Market Rate Property</u>				
Tarrytown Road Apts	102	101	1	99.02%
West Baker St	2	2	0	100.00%
<u>TOTAL ASSISTED MKT RATE UNITS</u>	104	103	1	99.04%

<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	60	1	98.36%
South Main/Log St. Apts	20	20	0	100.00%
Upland Heights	48	48	0	100.00%
<u>TOTAL TAX CREDIT UNITS</u>	200	197	3	98.50%

Total Number of People Served 2,477

Total Number of Veterans Housed 56

Mar-24
Month to Month Comparison

TOTAL VOUCHERS UTILIZED 2047
TOTAL HCY HOUSEHOLD MEMBERS 4198

VOUCHERS ISSUED	VOUCHERS EXPIRED	VOUCHERS LEASED	END OF PARTICIPATION	ADDRESS OF NEW UNITS UNDER LEASE	PORT OUTS/CITY LEASED UP
14	1	17	16	580 Kimball Street # 103	MANCHESTER, NH 03102
1	0	1	160	580 Kimball Street # 208	MANCHESTER, NH 03102
				590 Kimball Street # 301	MANCHESTER, NH 03102
				590 Kimball Street # 203	MANCHESTER, NH 03102
				590 Kimball Street # 107	MANCHESTER, NH 03102
				590 Kimball Street # 201	MANCHESTER, NH 03102
				590 Kimball Street # 104	MANCHESTER, NH 03102
				590 Kimball Street # 307	MANCHESTER, NH 03102
				590 Kimball Street # 303	MANCHESTER, NH 03102
				590 Kimball Street # 304	MANCHESTER, NH 03102
				590 Kimball Street # 103	MANCHESTER, NH 03102
				590 Kimball Street # 205	MANCHESTER, NH 03102
				590 Kimball Street # 206	MANCHESTER, NH 03102
				590 Kimball Street # 204	MANCHESTER, NH 03102
				590 Kimball Street # 207	MANCHESTER, NH 03102
				377 Rimmon Street	MANCHESTER, NH 03102
				49 Manchester Street	MANCHESTER, NH 03101

Apr-24
Month to Month Comparison

TOTAL VOUCHERS UTILIZED 2047
TOTAL HCY HOUSEHOLD MEMBERS 4169

VOUCHERS ISSUED	VOUCHERS EXPIRED	VOUCHERS LEASED	END OF PARTICIPATION	ADDRESS OF NEW UNITS UNDER LEASE	PORT OUTS/CITY LEASED UP
16	1	15	24	590 Kimball Street # 106	MANCHESTER, NH 03102
2	0	2	160	590 Kimball Street # 305	MANCHESTER, NH 03102
				590 Kimball Street # 208	MANCHESTER, NH 03102
				590 Kimball Street # 202	MANCHESTER, NH 03102
				590 Kimball Street # 101	MANCHESTER, NH 03102
				590 Kimball Street # 306	MANCHESTER, NH 03102
				590 Kimball Street # 102	MANCHESTER, NH 03102
				122 Market Street # 2B	MANCHESTER, NH 03101
				600 Maple Street # 102	MANCHESTER, NH 03104
				11 Log Street # 215	MANCHESTER, NH 03102
				790 S. Porter Street # 22	MANCHESTER, NH 03103
				219 Amory Street # 1	MANCHESTER, NH 03102
				436 Rimmon Street	MANCHESTER, NH 03102
				49 Manchester Street # 2	MANCHESTER, NH 03101
				49 Manchester Street # 9	MANCHESTER, NH 03101

HOUSING APPLICANT/LANDLORD PARTNERSHIP PROGRAM			
Apr-24			
SECURITY DEPOSIT CLAIMS	NUMBER OF LANDLORDS RECEIVING PAYMENTS (This month only)	Y-T-D CLAIMS PAID OUT	PROGRAM TOTAL NUMBER OF TIMES FEES HAVE BEEN PAID
\$ -	0	\$ 216,722.94	185
From Roll Over Funding	\$ -	\$ 216,722.94	
From New Funding (300K)	\$ 15,993.00	\$ 232,715.94	
LANDLORD INCENTIVE FEES	NUMBER OF LANDLORDS RECEIVING PAYMENTS (This month only)	Y-T-D CLAIMS PAID OUT	PROGRAM TOTAL NUMBER OF TIMES FEES HAVE BEEN PAID
\$ -	0	\$ 159,000.00	199
From Roll Over Funding	\$ -	\$ 159,000.00	
From New Funding (300K)	\$ 10,500.00	\$ 169,500.00	
APPLICATION FEES	NUMBER OF LANDLORDS RECEIVING PAYMENTS (This month only)	Y-T-D CLAIMS PAID OUT	PROGRAM TOTAL NUMBER OF TIMES APPLICATION FEES HAVE BEEN PAID
\$ -	0	\$ 2,048.20	46
From Roll Over Funding	\$ -	\$ 2,048.20	
From New Funding (300K)	\$ 120.00	\$ 2,168.20	
HQS UNIT REPAIR FEES	NUMBER OF LANDLORDS RECEIVING PAYMENTS (This month only)	Y-T-D CLAIMS PAID OUT	PROGRAM TOTAL NUMBER OF TIMES HQS UNIT REPAIR FEES HAVE BEEN PAID
\$ -	0	\$ 72,216.86	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	
CIP#811222 Roll Over Funding Available		\$ 6,995.20	
CIP#611224 New Funding Paid Out (300K)		\$ 107,937.08	
CIP# 611224 Admin Fees YTD		\$ 5,000.00	
Total of Funding Paid w/o Roll Over YTD		\$ 612,937.08	
Total Funding Paid with Roll Over YTD (500k & 300k)		\$ 615,376.63	
Total Funding Available (Including Available Roll Over)		\$ 194,058.12	

As of April 30, 2024 this program has paid out 120 Landlords. Adding 38 Landlord that have never worked Housing Choice Voucher Program before. After exhausting the initial 500k in funding this program was able to fund 168 Families, impacting 424 individuals. To date, with the additional 300k in funding to continue this program, we have been able to serve an additional 35 Families, impacting 102 individuals. In total between the two funding allotments, 203 Families and 526 individuals. There is just over half of the 300k funding remaining and approximately 9k in roll over funding available from the original 500k funding. There are 31 Families in pending status waiting on for their file to be complete so that funds can be paid out.