



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, June 18, 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 – 5 Year/ Annual and Capital Fund 5-year Plan - Public Hearing.** The Chair will recognize members of the community to address the Board of Commissioners.
- 3. Consent Agenda:**
 - a. Approving and authorizing submission of the 5 year/ Annual Plan to HUD
 - b. Approving and authorizing submission of the Capital Fund 5-year Action Plan
 - c. Authorization to execute contract between MHRA and Manchester Police Department
- 4. Approval of Minutes:** Minutes of the Meeting of May 21, 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. Burns Bldg – Electrical Upgrades
 - 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. Chestnut Street
 - b. Kelley Falls Fence Project
 - c. Kelley Falls Exterior Project

- 11. Executive Director's Report**
 - a. July meeting
 - b. Annual Ending Veterans Homelessness in New Hampshire Summit
 - c. Meetings with Mayor Ruais

- 12. Other Business**
 - a. Thank you letter to Chief Aldenberg, Manchester Police Department

- 13. Adjourn**



M E M O

TO: Board of Commissioners

FROM: Catherine Naczas, Executive Director

SUBJECT: Comprehensive Agency Plan (Annual Plan) Submission to the U.S. Department of Housing and Urban Development

DATE: June 18, 2024

I have reviewed the the Comprehensive Agency Plan and the attached memo from the HR Director and recommend approval.

Thank you.



Catherine Naczas

MEMO TO: Catherine Naczas, Executive Director

FROM: Shannon Wright, HR Director

SUBJECT: Comprehensive Agency Plan (Annual Plan) Submission to the U.S. Department of Housing and Urban Development

DATED: June 11, 2024

As of June 18, 2024, and per HUD regulations, Authority staff members will have:

1. Completed a Comprehensive Agency Plan (Annual Plan) for the fiscal year beginning October 1, 2024;
2. Made this document available to the public for forty-five days;
3. Held a Resident Advisory Board meeting.

I respectfully request that you present the FY 2024/ 5- year 2024-2028 Comprehensive Agency Plan to the Board of Commissioners for approval to submit this Plan to the U.S. Department of Housing and Urban Development.

Thank you.

Shannon Wright

RESOLUTION NO. 5670

**AUTHORIZING AND APPROVING SUBMISSION OF
MANCHESTER HOUSING AND REDEVELOPMENT AUTHORITY'S
ANNUAL PLAN
TO THE
U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT**

WHEREAS, the U.S. Department of Housing and Urban Development (HUD), under the Quality Housing and Work Responsibility Act of 1998 (Act), is requiring the completion and submission of a Public Housing Agency Annual Plan (Plan) by all housing authorities; and

WHEREAS, the Manchester Housing and Redevelopment Authority (Authority), as an Authority funded by HUD, is required to complete and submit said Plan; and

WHEREAS, the staff of the Authority have completed said Plan per the requirements of the Act; and

WHEREAS, said Plan has been reviewed by the Commissioners of the Manchester Housing and Redevelopment Authority;

NOW, THEREFORE, BE IT RESOLVED that:

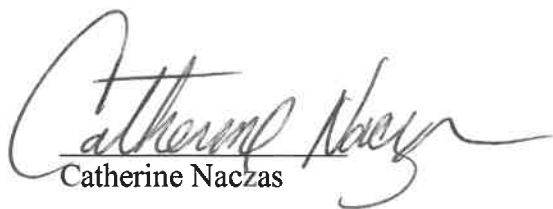
1. Submission of the Annual Plan considered at a regular scheduled meeting held on June 18, 2024 is hereby approved.
2. The Chair, Vice-Chair and/or Executive Director are authorized to execute any pertinent documents, including but not limited to the Capital Fund Program Amendment to the Consolidated Annual Contributions Contract, and the Executive Director is hereby authorized and directed to submit said Plan on behalf of the Authority to the U.S. Department of Housing and Urban Development.

MEMO

TO: Board of Commissioners
FROM: Catherine Naczas, Executive Director
SUBJECT: Capital Fund 5 Year Action Plan - Fiscal years 2024 - 2028
DATE: June 18, 2024

I have reviewed the Capital Fund 5 Year Action Plan and recommend approval.

Thank you.


Catherine Naczas

MEMORANDUM

TO: Catherine Naczas, MHRA Executive Director

FROM: Gianni D'Intino, Director of Contracting & Modernization

SUBJECT: Capital Fund Five Year Action Plan – Fiscal Years 2024 - 2028

DATE: June 12, 2024

MHRA regularly updates its Physical Needs Assessment, identifying the capital improvements and rehabilitation/modernization projects that best serve the needs of our residents and public housing portfolio. All work activities are subject to an environmental review process and identification within the Capital Fund Five-Year Action Plan.

MHRA staff have identified the needs/projects desired and listed these work items within the Five-Year Plan. On 5/2/2024, the Notice of Public Hearing was posted on the MHRA website requesting public review and comment at the June 18th, 2024 Board of Commissioners meeting. On 6/4/2024, the Five-Year Plan and environmental review were approved in the Energy and Performance Information Center (EPIC) online HUD portal.

For MHRA to gain final HUD approval of the Five-Year Plan, confirmation of a public review hearing and Board of Commissioners approval is required. The attached resolution provides for that approval.

I ask that you bring this resolution to the Board of Commissioners for their approval during the regularly scheduled BOC meeting on June 18th, 2024. Thank you.

Respectfully Submitted,
Gianni D'Intino

RESOLUTION NO. _____

AUTHORIZING AND APPROVING SUBMISSION OF
MANCHESTER HOUSING AND REDEVELOPMENT AUTHORITY'S
CAPITAL FUND 5-YEAR ACTION PLAN (2024-2028) TO THE
U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

WHEREAS, the U.S. Department of Housing and Urban Development (HUD), under the Quality Housing and Work Responsibility Act of 1998 (Act), is requiring the completion and submission of a Public Housing Agency Capital Fund 5-year Action Plan (Plan) by all housing authorities; and

WHEREAS, the Manchester Housing and Redevelopment Authority (MHRA), as a housing authority funded by HUD, is required to complete and submit said Plan; and

WHEREAS, the staff of the Authority have completed said Plan per the requirement of the Act and on May 2, 2024 posted Notice on its website for public hearing and review of said plan in compliance with 24 CFR Part 903.17

NOW, THEREFORE, BE IT RESOLVED:

1. Submission of the Capital Fund 5-Year Action Plan FY 2024 - FY 2028 reviewed at a regular meeting held on June 18, 2024 is hereby approved.
2. The Executive Director or his/her designee are authorized to execute any pertinent documents, included but not limited to the Capital Fund Program Amendment to the Consolidated Annual Contributions Contract, and the Executive Director is hereby authorized and directed to submit said Plan on behalf of the Authority to the U.S. Department of Housing and Urban Development.

Capital Fund Program – Five Year Action Plan

2024 - 2028

SUMMARY

MHRA receives annual funding from HUD's Office of Capital Improvement. The funding requirements include the creation of a new five-year (2024 – 2028) plan prior to award of the 2024 grant. 25% of this annual funding is directed towards day-to-day operations with the remaining 75% used exclusively for two areas of improvement:

- Physical improvements to our facilities (Roofs, Windows, Doors, Heating Systems, Piping and Electrical Systems, Interiors, Landscaping, Fencing, Security Cameras, Hazardous Materials Abatement, Appliances, Reasonable Accommodations, etc.)
- Management improvements for our staff and organization (Trainings, Computer hardware and software, etc.)

For FY2023 thru 2028 the Capital Fund Grant amount expected is approximately \$3,000,000.00/year

Physical improvements planned for the next five years:

- MHRA Central Office + Gallen Bldg: Parking lot expansion and site improvements
- Kelley Falls Apts: Exterior Upgrades (roofs-windows-doors-security)
- Kelley Falls Apts: Centralized Mail Facility
- Kalivas Hi-Rise: Community Room and Lobby Modernizations
- Gallen Hi-Rise: Main Electrical Panels + Back-Up Generator Upgrades
- O'Malley + Burns + Pariseau Hi-Rises: Window and Door Upgrades
- Burns + Gallen Hi-Rises: Laundry equipment modernization
- Elmwood Gardens: Waste piping upgrades and roof upgrades
- Elmwood Gardens + Kelley Falls: Playground equipment upgrades

Management improvements include the on-going training of MHRA staff to maintain certifications and improve the skills required for public housing management and administration. Upgrades to our computer systems and operating software is also a vital component of the capital improvement program.

MEMO

TO: Board of Commissioners

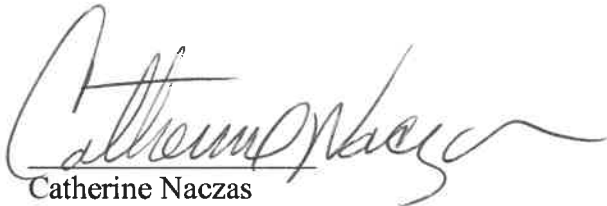
FROM: Catherine Naczas, Executive Director

SUBJECT: Agreement with the Manchester Police Department for the Provision of Supplemental Police Services

DATE: June 18, 2024

I have reviewed the attached memo from the Operations Director and recommend approval.

Thank you.



Catherine Naczas

MEMO

TO: Catherine Naczas, Executive Director

FROM: Michael DiSabato, Housing Operations Director

RE: Agreement with the Manchester Police Department for the Provision of Supplemental Police Services

DATE: June 18, 2024

As you know, we have had a long-standing contract with the Manchester Police Department to provide Supplemental Police Services in the form of the Community Policing Program to all of the Manchester Housing and Redevelopment Authority's public housing developments and the LiHTC properties. The Program provides for minimum nine- eight-hour shifts per week, 7 days per week by two full time police officers specifically assigned to perform community policing services and provide on-site police presence to deter criminal activity and the use of drugs.

Since our current contract for these services expires on June 30, 2024, it would be in the best interest of the Authority and its residents to renew the contract. The proposed contract amount is \$131,000 for the period of July 1, 2024 through June 30, 2025. There have been no changes to the previous year contract.

Attached is a resolution which once adopted approves and authorizes execution of an agreement with the Manchester Police Department for the provision of Supplemental Police Services.

Please present this matter to the Board of Commissioners.

Thank you.

Attachment(s)

RESOLUTION NO. _____

**APPROVING AND AUTHORIZING EXECUTION
OF AN AGREEMENT
BY AND BETWEEN
MANCHESTER HOUSING AND REDEVELOPMENT AUTHORITY
AND THE MANCHESTER POLICE DEPARTMENT
FOR THE PROVISION OF
SUPPLEMENTAL POLICE SERVICES**

WHEREAS, the Manchester Housing and Redevelopment Authority (Authority) wishes to continue providing Supplemental Police Services for public housing residents; and

WHEREAS, the Manchester Police Department is able to provide said Services with the Authority's financial assistance; and

WHEREAS, it is deemed to be in the best interests of the Authority and its residents to enter into an Agreement with the Manchester Police Department for the provision of said Services; and

WHEREAS, said Agreement has been discussed and considered at a meeting held on June 20, 2023:

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

1. That the Agreement with the Manchester Police Department for the Provision of Supplemental Police Services in an amount not to exceed \$131,000, for the term beginning July 1 2024 to June 30, 2025 is hereby approved.
2. That the Executive Director is hereby authorized to execute said Agreement and any other documents relevant to said Supplemental Police Services on behalf of the Authority.

MANCHESTER HOUSING AND REDEVELOPMENT AUTHORITY

CONTRACT FOR THE PROVISION OF SUPPLEMENTAL POLICE SERVICES

This Contract, made and entered into this 1st day of July, 2024, by and between the Manchester Housing and Redevelopment Authority of the City of Manchester, County of Hillsborough, (hereinafter also called the "Authority") and the Manchester Police Department, (hereinafter also called the "Department") is for the provision of specific supplemental police services associated with the Authority's security programs.

WHEREAS, the Authority desires to contract with the Department for supplemental police services to create a drug and crime free environment and to provide for the safety and protection of the residents in its public housing developments; and

WHEREAS, the Department desires to assist in the security effort by providing effective police services at all the Authority's public housing hi-rise buildings and developments, including: Manseau Manor, Elmwood Gardens Apartments, Kelley Falls Apartments, Lincoln & Clay Streets, Merrimack Street & Lowell Street, and scattered sites to include the LIHTC Properties:

NOW, THEREFORE, the Authority and the Department agree as follows:

ARTICLE I SCOPE OF SERVICES

SECTION ONE: SERVICES PROVIDED BY THE DEPARTMENT

The Department will provide a minimum of two (2) full-time police officers to perform specialized patrols to enforce state and local laws. The officers may patrol the developments on foot or bicycle. Sworn officers shall at all times remain part of, subject to and in direct relationship with the Department's chain of command and under Department rules, regulations and standard operating procedures. A job description of duties and responsibilities is attached hereto as "Exhibit A".

The Department agrees that the services rendered by the assigned personnel under this Contract are in addition to baseline police services. The Department agrees that it will not reduce its current level of police services to the public housing developments, particularly in the areas of community policing, patrol, criminal investigations, records, dispatch and special operations.

The manner and method of performance of services is specified in Article IV, Plan of Operations.

The duties and extent of services of the assigned personnel shall include but shall not be limited to:

The Department agrees to assign police officers to targeted areas during the specific periods of time identified by the Authority to maintain a police patrol presence. The specific periods of time are set forth hereto as "Exhibit B".

The Department agrees that it will employ a community policing concept as described in Section C. Community Policing Strategy in "Exhibit C Plan of Operations," attached hereto.

The Department agrees to collect and provide crime calls and calls for service in and around public housing property for a five-block radius. (See Article IIIB).

It is further agreed that, to the extent necessary, the assigned personnel will appear as witnesses in civil and criminal court proceedings as a direct result of their law enforcement functions in or near public housing developments and involving any resident, member of a resident's household, or any guest or guests of a resident or household member.

The Department agrees that a policy manual exists to regulate police officers' conduct and activities; all police officers have been provided a copy of the policy manual; the Department has a signed receipt from each officer that he or she has received and understands the contents of the manual; and personnel have been trained on the regulations and orders within the manual. The manual is entitled "Manchester, New Hampshire Police Department Rules and Regulations and Standard Operating Procedures".

The Department agrees that it will provide the assigned personnel with such basic equipment as may be necessary and reasonable in order to allow the police officers to carry out the duties anticipated under this Contract. The

Department shall designate the Community Policing Captain or his designee as the Administrative Liaison, who will work in concert with the Authority's Housing Operations Director or that official's designee.

For the purposes of this Contract the Administrative Liaison will perform the following duties:

Coordinate the dissemination and processing of police and security reports, provide supervisory assistance, and coordinate in resolving problems or in carrying out the provisions of this Contract;

Establish and maintain an ongoing line of communication with Supervisors and other police personnel;

Initiate and monitor ongoing lines of communication with residents and designated Authority personnel to effectively employ the community policing concept and to address in a timely manner concerns raised by community leaders;

Assist or advise in the planning and implementation of other grant-funded security programs within the Authority; and

Report regularly to the Authority criminal activities occurring on or near Authority public housing properties.

The Department will at all times provide supervision, control and discretion of all full-time work activities and assignments of police personnel, including disciplinary actions. It is expressly understood that the Department shall be responsible for the compensation of the officers and all employee benefits, as well as any injury to officers, their property, or the City's property while on the Authority's property.

The Department agrees to indemnify, defend and hold harmless the Manchester Housing and Redevelopment Authority, its commissioners and any person working on its behalf from any claims, damages or liabilities arising out any action by any member of the Department.

SECTION TWO: SERVICES PROVIDED BY THE AUTHORITY

A. The Authority will provide:

1. Orientation and familiarization with the public housing communities for the assigned personnel.
2. Orientation to the lease agreement, and lease compliance enforcement procedures and policies.

B. The Authority shall reserve the right to reasonably request the Department to replace any assigned personnel.

C. The Authority will provide the Department with the applicable Authority rules and regulations for reporting under this Contract.

D. Nothing herein contained shall be construed as permitting or authorizing police officers to use any method or to act in any manner in violation of law or of their sworn obligations as police officers.

ARTICLE II ENFORCEMENT OF RULES AND REGULATIONS

The Department, through its police officers is hereby empowered to enforce the following Authority rules and regulations:

1. Unauthorized visitors in vacant units of the Authority shall be removed.
2. Unauthorized visitors creating disturbance or otherwise interfering with the peaceful enjoyment of lessees on Authority property shall be removed.
3. Unauthorized visitors destroying, defacing or removing Authority property shall be removed and/or criminal enforcement actions shall be taken.

With regard to the foregoing rules and regulations, the Department's police officers are hereby authorized to give criminal trespass warnings to any persons found in violation of said rules or regulations, i.e., to give notice to any violators that their entry on the property or premises is forbidden, and to arrest or cause the arrest and

prosecution of any violators, when appropriate.

ARTICLE III COMMUNICATIONS, REPORTING AND EVALUATION

A. Communications

1. Access to Information

The Department agrees that the Authority and the Department will share appropriate criminal records information which in any way deals with criminal activity on or near any of the Authority's properties, subject to applicable federal and state laws and Department policies. It is further agreed that the Department will provide to the Authority copies of such incident reports, arrest reports or other public documents which document or substantiate actual criminal activity in or connected with the public housing developments, subject to the "Right to Know" law. This information will be provided at no cost by the Department on a regular basis in accordance with specific procedures that have been or will be established. The Department will also furnish any other reports and/or information as may be required from time to time by the Authority, its funding sources or other entities.

B. Reporting

1. Forms

The Department will provide to the Authority at least monthly a summary of all activities undertaken by all assigned personnel (police officers). This report may include, but not be limited to, data as follows:

- a. Scheduled hours of all assigned personnel.
- b. Calls/requests for service.
- c. Referrals to City/Authority/agencies.
- d. Suspicious persons - date, time, place, contacted or arrested.
- e. Vehicles abandoned/towed/stolen.
- f. Drug paraphernalia confiscated/found.
- g. Arrests/citations of both residents and outsiders to include age, sex, ethnicity.
- h. Property recovered/stolen.
- i. Counseling of residents and visitors.
- j. Broken lights/sidewalks.
- k. Graffiti.
- l. Conflict resolution; fights, domestic, etc.
- m. Weapons violations/seized.

2. Media Coordination

The Department will relay to the Executive Director or his/her designee information related to any major crime or incident that occurs on or near Authority property, preferably before the media is informed, or as soon as possible.

C. Program Evaluation

The Department and the Authority agree that any evaluation shall include:

1. Hours worked by police officers for:

- a. Foot patrol.
- b. Bicycle Patrol.
- c. Motorized patrol.
- d. Other (tactical).

2. Response times to targeted communities by Authority assigned officers vis-a-vis other Departmental officers.

3. Comparison of crime call statistics in the targeted communities as requested by the Authority or the U.S. Department of Housing and Urban Development (HUD).
4. Arrests (to include drug violations).
5. Vehicles towed.
6. Positive contacts.
7. Referrals.
8. Trespassers removed.
9. All UCR or NIBRS Reports.
10. Calls for service.
11. Weapons seized.
12. Property stolen/recovered.
13. Community feedback.

It is further agreed that the Department will provide comparable crime information for the City as a whole to demonstrate what proportion of activities City-wide occurs on or near Authority property. These reports shall be furnished by the Department to the Authority's Executive Director or that official's designee on a monthly basis.

ARTICLE IV PLAN OF OPERATIONS

- A. The Department and the Authority have prepared a detailed Plan of Operations for use in eliminating drug-related crime. The purpose of the Plan is to specify the manner and method of performance by which each of the services identified is to be administered and is attached hereto as "Exhibit C".
- B. If during the term of the Contract either party desires to amend the scope of the Plan of Operations, either party may request such an amendment via written notification. The Executive Director of the Authority and/or the Chief of Police or his designee shall provide final determinations regarding the establishment of an amendment to the Plan of Operations.

ARTICLE V TERM OF CONTRACT

The term of this Contract shall begin on July 1, 2024 and end on June 30, 2025.

ARTICLE VI COMPENSATION TO THE CITY

- A. The Authority will compensate the Department for services specified in this Contract in a total amount not to exceed one hundred thirty-one thousand (\$ (131,000.00).
- B. The Authority shall reimburse the Department on a monthly basis, upon receipt of evidence of performance of the proposed services, evidence of authorized expenditures and receipt of all required reports.
- C. The Department shall provide the following documentation in requesting reimbursement: Copies of Certified Payroll Time Reports documenting names, employee identification, number of hours worked in public housing developments and supervisory approval of the report.
- D. All requests for reimbursement are subject to the approval of the Executive Director or his/her designee, and the Authority shall thereafter make payment of the approved amount within thirty days of receipt of the request for reimbursement.

ARTICLE VII TERMINATION

The Authority may terminate this Contract upon the provision of thirty (30) days written notice to the Department. Such notice shall be delivered by Certified Mail, Return Receipt Requested to the address specified in Article VIII.

The Department may terminate this Contract upon the provision of thirty (30) days written notice to the Authority. Such notice shall be delivered by Certified Mail, Return Receipt Requested to the address specified in Article VIII.

ARTICLE VIII NOTICES

Any notices required pursuant to the terms of this Contract shall be sent by United States Certified mail to the principal place of business of each of the parties hereto, as specified below:

Authority: MANCHESTER HOUSING AND REDEVELOPMENT AUTHORITY
198 HANOVER STREET
MANCHESTER, NEW HAMPSHIRE 03104
ATTN: CATHERINE NACZAS, EXECUTIVE DIRECTOR

Department: MANCHESTER POLICE DEPARTMENT
405 VALLEY STREET
MANCHESTER, NEW HAMPSHIRE 03103
ATTN: ALLEN ALDENBERG, CHIEF OF POLICE

ARTICLE IX CONSTRUCTION OF LAWS

This Contract is made and entered into in the City of Manchester, New Hampshire. Any and all questions of law arising hereunder shall be construed in accordance with the laws of the State of New Hampshire.

ARTICLE X ENTIRE CONTRACT

The Contract and attachments shall consist of the following component parts:

- a This Contract.
- b Plan of Operations.
- c Any subsequent addenda agreed to by both parties.

IN WITNESS WHEREOF, the Manchester Housing and Redevelopment Authority and the Manchester Police Department have respectfully caused this contract to be duly executed in triplicate as of the day and year first above written.

**MANCHESTER HOUSING AND
REDEVELOPMENT AUTHORITY**

Witness

**Catherine Naczas
Executive Director**

**MANCHESTER POLICE
DEPARTMENT**

**Jay Ruaiz
Mayor**

**Allen Aldenberg
Chief**

EXHIBIT A
JOB DESCRIPTION FOR POLICE OFFICERS ASSIGNED TO PUBLIC HOUSING

Police officers funded by the Authority and assigned to the Authority's developments are responsible for the delivery of supplemental police services to the residents of the Authority's developments. Specifically, officers are expected to work as community policing officers, including performing the following duties and responsibilities:

1. Respond to all calls, both emergency and non-emergency in nature, involving the Authority's developments and residents.
2. Engage in proactive policing strategies; develop and maintain rapport with public housing residents, thus fostering an atmosphere of cooperation, compassion, coordination, peace and order within the Authority's developments.
3. Encourage residents to report any and all suspicious or criminal activities, and suspected/observed abuse or neglect of people, animals or property.
4. Assist victims and homeless people, referring them to other agencies, when appropriate, for further assistance.
5. Engage in walking or bicycle patrols throughout the shift in all public areas of the Authority's developments to deter disorder or crime.
6. Work with MHRA's Community Outreach staff with the youth in Authority developments to assist them in understanding and complying with laws, regulations, and to discourage them from gang activity. Together with the MHRA Community Outreach staff develop and foster positive influences, assisting in directing the youth toward positive programs either in house or with other city agencies.
7. Work with Authority staff, residents and resident councils to develop crime prevention programs, resident patrols, and youth-oriented programs.
8. Make presentations and speeches to resident organizations and groups as assigned.
9. Remain alert to the emergency needs of residents and visitors, and take the appropriate action to protect life and property.
10. Investigate the activities of suspicious persons, as encountered or upon resident complaint, using standard police techniques and in conformance with the legal requirements to determine the identity, activity, and reason for the presence of the suspicious persons.
11. Direct vehicle traffic as required to ensure a safe, orderly flow of traffic.
12. Promptly and properly prepare and submit the required reports of the Authority and Department on each shift.
13. Counsel juvenile and adult residents, referring them to the appropriate persons or agencies for further assistance.
14. Operate a police vehicle within assigned geographic areas at the discretion of a supervisor or at own discretion according to standard police techniques and strategies in order to deter and detect criminal activity.
15. Maintain liaison with all law enforcement officers, Authority officials, and related agencies' personnel to exchange information and facilitate cooperative efforts.
16. Perform other duties as assigned.

**EXHIBIT B
PATROL SCHEDULE**

The Department will provide a minimum of nine eight-hour shifts per week, seven days per week by two police officers specifically assigned for this purpose, with the exception of vacation, personal leave, FMLA and sick time used by these assigned officers. Primary shift will be a day shift and evening shift to be adjusted as needed by mutual agreement between the Authority and the Department. In the absence of MHRA Community Police officers, the Manchester Police Department agrees to continue a level of service necessary to maintain the safety of all MHRA residents and their properties.

EXHIBIT C
PLAN OF OPERATIONS

A. REASONABLE EXPECTATIONS BY THE AUTHORITY OF THE DEPARTMENT

1. Provide the same level of patrol, investigations, community policing, and support services to public housing residents as the community at large in addition to the services provided to the Authority under contract.
2. Adapt patrol strategies to the public housing environment.
3. Assign staff officer in the grade of sergeant or higher as liaison with Authority designated officials to meet on crime and safety issues monthly.
4. Participate with resident council to develop anti-crime and safety strategies.
5. Provide crime prevention programs to residents on a regular basis.
6. Provide feedback to the Authority and victims of crime on status of cases.
7. Maintain specific baseline data on police services in public housing.
8. Develop and maintain a record system that tracks crime and workload by public housing development, and forward reports on a monthly basis to designated Authority official.

B. STAFFING CRITERIA

The City, by and through its Police Department, will provide a minimum of two (2) full-time officers, five days per week to perform specialized patrols to enforce all state and local laws and the Authority Rules specified in the Contract.

C. COMMUNITY POLICING STRATEGY

The community policing strategy will include concepts that are designed to facilitate improved communication and cooperation between the members of the public housing community and the police. The plan will stress the establishment of a partnership between residents, the police, local government and private services, and other local, state, and federal agencies. The primary goal of the program is to prevent crime by addressing the conditions and problems that lead to criminal activity and the fear of this type of activity.

The two assigned officers will be deployed at scheduled locations on Authority property. These locations will serve as sites for neighborhood meetings and work areas for the officers. Community problems, complaints and suggestions that are received by the Department will be forwarded to these officers for follow up and a resolution. These officers will contribute to this strategy by engaging in targeted patrol, problem solving and enforcement. As part of their assignments, these officers will be in touch with MHRA's Community Outreach Staff and with various community leaders and supporting agencies on a one-to-one basis in an effort to coordinate community resources and to apply these resources towards rectifying identified problems. The major public safety needs that will be addressed through redeploying these officers are the reduction of drug related offenses, a higher level of police security and protection in the neighborhoods, and an improvement in the overall quality of life for the residents.

The officers assigned to this program will generally be assigned so as to provide coverage during the designated hours. They will begin their tour of duty by reporting to police headquarters. Authority staff will contact the Community Policing Command staff with any special problems or circumstances to be addressed. On weekends and after hours the Authority staff will contact the main number of the Manchester Police Department and ask for Dispatch. Flexibility in work schedule is anticipated by the Authority so the needs and problems of residents and of the Authority can be dealt with appropriately. The officers will be supervised and their performance evaluated by the Captain of the Community Policing Division. The Captain of the Community Policing Division and the Housing Operations Director will meet monthly to keep the lines of communications open. Their primary functions will be to engage in police-citizen communication and cooperation. To facilitate this, these officers may patrol on foot or bicycles. They will engage in proactive policing strategies such as:

1. Conducting neighborhood meetings and seeking input and direction from the community;
2. Directing local resources towards improving the quality of life in the neighborhoods;
3. Working with Authority personnel in developing crime prevention programs and youth oriented programs;
4. Making presentations and speeches to resident organizations or groups;
5. Encouraging and educating residents to report all crimes and suspicious activity;
6. Working with residents to clean up neighborhoods, including the removal of trash and graffiti;
7. Enforcing the towing of abandoned or stolen vehicles;
8. Working with the youth in Authority developments, to help them comply with the laws and regulations;
9. Assisting the Authority with enforcement of administrative infractions, such as parking violations or residents allowing the presence of unauthorized visitors, and various other lease violations.

The Department shall invite a number of organizations and individuals to assist them in planning, implementing, and coordinating their community police program. The strategy is intended to involve community leaders and residents of the neighborhoods currently targeted for their plan. The strategy will also focus on drawing upon the knowledge and expertise of a number of motivated, civic minded individuals and agencies. These will include, but are not limited to Weed and Seed, City of Manchester Personnel Department, City of Manchester Planning Department, Manchester Health Department, Manchester City Welfare Department, Manchester Office of Youth Services, NH Division for Children, Youth, and Families, NH Office of Adult and Elderly Services, Manchester Office of Child Support, Manchester Housing Code Department, Manchester Housing and Redevelopment Authority, Manchester Chamber of Commerce, Central Business District Advisory Authority, ALPHA (Alliance for the Progress of Hispanic American), Latin American Center, The Salvation Army, Neighborworks Manchester and Neighborhood Crime Watch groups. All of these agencies have been helpful to the Department in the past and have expressed interest in being involved with the Department in the future.

It is anticipated that through the community police program, a partnership can be formed between the officers and the community that they are serving. Arrests, proactive police work and targeted enforcement will help curtail the problems of drugs, prostitution and violent crime. The power of this partnership will be formidable, since the members of the community have a unique and personal insight into identification of neighborhood problems, and the police have unique authority to focus and coordinate efforts to solve these problems. The goal for the community is to experience a growing sense of empowerment and responsibility as they share in directing and facilitating the problem-solving activities. The officers will have the opportunity to participate in general problem solving and will have a positive impact on the quality of life in the neighborhoods that they are serving.

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, May 21, 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
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

ABSENT

Mike Lopez	Commissioner
Andrew Papanicolau	Commissioner

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; There were no items for the consent agenda.

The Chair introduced item 4; Minutes of April 16, 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 Hickman, it was voted to approve the minutes of March 19, 2024.

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

AYES

David Quinn
Stephen Duffley
Thomas Hickman

NAYS

The Chair introduced Item 5; Financial Report. The Finance Director stated that for the month of April 2024, Public Housing ended the month at \$589,133, which is \$273,683 above plan and the Section-8 Administrative program ended the month at \$209,683 which is \$112,014 above plan. She also noted that we were still waiting on the final version of the audited 2023 Financials but again noted that there were no findings or recommendations

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 Modernizations

Framing work nearing completion. Mechanical and electrical rough-ins underway. After framing inspection, insulation and drywall to follow.

Commissioner Quinn asked if any items were delaying the project? The Dir. of Contracting stated the two longest lead items are the front sliding door and bullet resistant Kiosk windows. The Dir. of Contracting went on to say the lobby/kiosk floors are to receive epoxy finish which has worked well for MHRA at the Pariseau lobby. The installation of this multi-stage flooring will be challenging while maintaining resident access to the Gallen Bldg.

198-200 Hanover St Site Improvements

Continuing to work with Granite Engineering to identify work items/scope of work. Searching for temporary parking options for the duration of this project.

Kelley Falls: 3 Bldgs. Roof Upgrade

A pre-quotation site walk is scheduled for this afternoon (5/21/24). Bids are due June 4th

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's overall occupancy is close to 99% as it is at 98.50% with 4 of the 8 Amps once again, reporting at or above 99% occupied. The Assisted Market Rate units are at 99.04%, with only one vacant unit, and the Tax Credit units are back up to 98.50%. The director went on to explain another dynamic that comes into play when filling vacant units. He said we don't just keep going to the applicant pool to fill a vacant unit. We must take into consideration reasonable accommodation requests which include a resident who needs to move from their current unit to another unit to accommodate a need due to a disability. When this does occur, we make a unit ready for the resident with the reasonable accommodation request but at the same time we are just creating another vacant unit which then needs to be turned over to make ready. He explained that is one reason you may often see a development stay stationary on their

occupancy percentage. The director continued by saying that when the men are not in a unit making it ready, they are all out on their grounds getting them ready for the memorial weekend. We have been in a good stretch of weather and they are making good headway.

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 May 1, 2024, there were 2,037 families under lease. This includes 160 veteran families. There were 24 families that left the program as of the end of April. 18 families have vouchers looking for units to rent.

As of the end of April the total amount spent to date was \$612,937 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:

185 security deposits,

199 landlord incentive fees

46 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 stated that in conjunction with the 5 year/Annual Plan requirements, the Resident Advisory Board had the opportunity to review the plan and had no comments on the Annual Plan. A summary of changes will be sent to the Board in early June for review and will be presented for approval in the June meeting.

The Chair introduced Item 10; Resident Services and turned the floor over to the Resident Services Director. The Director stated that the state has approved and sent us the executed contract for funding of a Congregate Housing Services Programs (CHSP). This contract will cover State FY 2024 and 2025 which will be May 15, 2024 – June 30, 2024 and July 1, 2024 – June 30, 2025. Commissioner Quinn asked how much money the contract would be for and I explained I did not have the exact numbers but it was approximately \$400,000. Resident Services has worked in partnership with our Pest Control provider to offer presentations at eleven locations covering 12 properties. These presentations started on May 8th and will run through August 7th, to help educate the residents on avoiding, containing and treating pest issues. We welcomed Glori Lopez to our staff on May 14th as a Resident Service Coordinator, her home base will be at the Brown School Apartments but she will also be covering our properties on the West side. She previously worked as a property management assistant and will bring those skills into this position and she is also bilingual English/Spanish. We also have an open staff position for a Family Services Coordinator after a staff member moved on. This month we had two enrollments from our new Upland Heights Development to our FSS program. We also had two successful FSS graduates - one from PH with \$15,600 in escrow and one from HCV with \$19,173 in escrow.

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 fully leased as of last week. The draft Cost Certification has been completed and we are moving towards final funding and closeout. At the 157 Chestnut Street Renovation, the final building inspection was completed last week and the inspection for the Certificate of Compliance (COC) was completed yesterday. The Certificate of Occupancy (CO) is expected today/this week. Final punch list items and a final cleaning will be done tomorrow. It is expected that at least one unit will be leased by May 31. On Kelley Falls Fencing project we are waiting for an installation date from the fence contractor, but they have now indicated mid-June or July. We expect drawings next week from the architect for the Kelley Falls exterior renovation pilot project. Bidding possibly by the end of June.

The Chair introduced Item 12; Executive Director's Report and turned the floor over to the Executive Director. The Executive Director reported that MHRA's historical Legacy Exhibit opening went better than she could have imagined. We received a lot of positive feedback and comments from the staff and public attending. Once the kiosk is finished, we will adapt the exhibit to be placed in the lobby as its permanent home. The Executive Director also reported that she will be attending the Ending Veterans Homelessness Summit on June 4th at the Puritan Conference Center. The chair asked for information on the summit as he would like to attend.

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

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

Respectfully submitted,
Catherine Naczas, Executive Director

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

Program	Account Description	2024		May 2024		2023		May 2023		YTD Difference
		Annual Budget	Annual Budget	Y-T-D Budget	Y-T-D Actual	Annual Budget	Annual Budget	Y-T-D Budget	Y-T-D Actual	
Total AMPS	Dwelling Rent	5,917,476	3,944,984	4,061,725	116,741	5,662,500	3,775,000	3,880,911	105,911	
	Subsidy	5,379,074	3,586,049	3,411,454	(174,595)	4,413,498	2,942,332	3,211,502	269,170	
	All Other Income	910,471	606,980	712,251	105,270	934,347	622,898	629,733	6,835	
	Total Income	12,207,020	8,138,013	8,185,429	47,416	11,010,345	7,340,230	7,722,146	381,916	
	Admin & Maint & Benefits	4,703,860	3,135,907	3,050,843	(85,064)	4,229,949	2,819,966	2,715,275	(104,691)	
	Tenant Services	182,350	121,567	72,041	(49,526)	164,600	109,733	70,397	(39,336)	
	Utilities	2,110,200	1,406,800	1,539,183	132,383	2,026,300	1,350,867	1,464,247	113,380	
	Maintenance	1,982,812	1,321,874	1,053,655	(268,219)	1,788,824	1,192,549	1,148,964	(43,585)	
	All Other Expenses	2,669,028	1,779,352	1,801,706	22,355	2,541,100	1,694,067	1,565,415	(128,652)	
	Extraordinary Maint.	18,000	12,000	4,299	(7,701)	75,000	50,000	28,187	(21,813)	
	Total Expenses	11,666,250	7,777,500	7,521,727	(255,773)	10,825,773	7,217,182	6,992,485	(224,697)	
	Net Income/(Loss)	540,771	360,514	663,703	303,189	184,572	123,048	729,661	606,613	

* 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
May-24**

Account Description	2024		May-24		2023		May-23		Y-T-D Difference
	Annual Budget	1,500,000	Y-T-D Budget	Y-T-D Actual	Annual Budget	Y-T-D Budget	Y-T-D Actual	Y-T-D Difference	
Fees Earned	2,250,000	1,505,972	5,972		2,050,000	1,366,667	1,535,054	168,387	
Other Income	15,261	83,955	73,781		15,261	10,174	7,142	(3,032)	
Total Income	2,265,261	1,589,927	79,753		2,065,261	1,376,841	1,542,196	165,355	
Salaries & Benefits	1,330,673	887,115	(48,264)		1,170,038	780,025	758,679	(21,346)	
All Other Expenses	709,943	473,295	36,135		660,222	440,148	403,483	(36,665)	
Fees Paid to other housing	57,212	38,141	13,710		57,212	38,141	44,752	6,611	
COVID-19 Expenses	0	0	-		0	0	0		
Total Expenses	2,097,828	1,398,552	1,581		1,887,472	1,258,315	1,206,914	(51,401)	
Net Income/(Loss)	167,433	111,622	78,171		177,789	118,526	335,282	216,756	

* 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

Total No.
Units

Public Housing Property

Occupied

Vacant

% Occupied

Kelley Falls	132	132	0	100.00%
Gallen Apartments	95	91	4	95.79%
O'Malley Apartments	100	100	0	100.00%
Kalivas Apartments	100	99	1	99.00%
Pariseau Apartments	100	96	4	96.00%
Burns Apartments	121	120	1	99.17%
Elmwood Gardens	200	198	2	99.00%
Scattered Sites	321	317	4	98.75%
<u>TOTAL PUBLIC HOUSING UNITS</u>	1169	1153	16	98.63%
<u>Assisted Market Rate Property</u>				
Tarrytown Road Apts	102	97	5	95.10%
West Baker St	2	2	0	100.00%
Cedar/Chestnut	3	3	0	100.00%

TOTAL ASSISTED MKT RATE UNITS

107

102

5

95.33%

Total No.

Tax Credit Properties

Units

Occupied

Vacant

% Occupied

Marygale Apartments

37

36

1

97.30%

Browns School Apts

34

32

2

94.12%

Laurette Sweeney Apts

61

61

0

100.00%

South Main/Log St. Apts

20

20

0

100.00%

Upland Heights

48

48

0

100.00%

TOTAL TAX CREDIT UNITS

200

197

3

98.50%

Total Number of People Served

2,495

Total Number of Veterans Housed

59

Apr-24
Month to Month Comparison

TOTAL VOUCHERS UTILIZED 2047
TOTAL HCV 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
				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 Rimmont Street	MANCHESTER, NH 03102
				49 Manchester Street # 2	MANCHESTER, NH 03101
				49 Manchester Street # 9	MANCHESTER, NH 03101
TOTAL NUMBER OF VETERANS HOUSED 160					

May-24
Month to Month Comparison

TOTAL VOUCHERS UTILIZED 2031
TOTAL HCV HOUSEHOLD MEMBERS 4110

VOUCHERS ISSUED	VOUCHERS EXPIRED	VOUCHERS LEASED	END OF PARTICIPATION	ADDRESS OF NEW UNITS UNDER LEASE	PORT OUTS/CITY LEASED UP
19	3	15	17	435 Amory Street # 201	MANCHESTER, NH 03102
				122 Market Street # 4B	MANCHESTER, NH 03101
				163 S Beech Street # 205	MANCHESTER, NH 03103
				509 Beech Street # 6	MANCHESTER, NH 03103
				750 S Porter Street # 201	MANCHESTER, NH 03103
				84 Karatzas Street # 306	MANCHESTER, NH 03104
				590 Kimball Street # 105	MANCHESTER, NH 03102
				590 Kimball Street # 108	MANCHESTER, NH 03102
				590 Kimball Street # 302	MANCHESTER, NH 03102
				590 Kimball Street # 308	MANCHESTER, NH 03102
				105 West River Road 3B	MANCHESTER, NH 03104
				641 Hayward Street # 302	MANCHESTER, NH 03101
				49 Manchester Street # 24	MANCHESTER, NH 03101
				49 Manchester Street # 18	MANCHESTER, NH 03101
				20 Marshall Street	NASHUA NH 03060
TOTAL NUMBER OF VETERANS HOUSED 161					

HOUSING APPLICANT/LANDLORD PARTNERSHIP PROGRAM

May-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	194
From Roll Over Funding	\$ -	\$ 216,722.94	
From New Funding (300K)	\$ 13,577.00	\$ 230,299.94	
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	208
From Roll Over Funding	\$ -	\$ 159,000.00	
From New Funding (300K)	\$ 8,500.00	\$ 167,500.00	
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	49
From Roll Over Funding	\$ -	\$ 2,048.20	
From New Funding (300K)	\$ 160.00	\$ 2,208.20	
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	59
From Roll Over Funding	\$ -	\$ 72,216.86	
From New Funding (300K)	\$ 570.00	\$ 72,786.86	
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		\$ 9,138.08	
CIP#611224 New Funding Paid Out (300K)		\$ 130,744.08	
CIP# 611224 Admin Fees YTD		\$ 6,250.00	
CIP#611224 Total Project Expenditure YTD		\$ 136,994.08	
Total of Funding Paid w/o Roll Over YTD		\$ 636,994.08	
Total Funding Paid with Roll Over YTD		\$ 638,183.63	
Total Funding Available (Including Available Roll Over)		\$ 172,142.00	