

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, January 21, 2025, in the 2nd floor conference room, 198 Hanover Street, Manchester, NH

The following shall be the order of business:

- 1. Roll Call**
- 2. Consent Agenda:**
- 3. Approval of Minutes:** Minutes of the Meeting of December 17, 2024
- 4. Financial Report**
 - a. AMP Operations YTD reporting
 - b. Section 8 Operations YTD reporting
- 5. Capital Fund Projects**
 - a. Kiosk and Gallen Bldg modernizations
 - b. Kelley Falls – door lock security upgrade
 - c. elmwood – waste piping and roof surface upgrades
- 6. 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 Services

a. Program Updates

10. Development Report

a. Kelley Falls Exterior Project

11. Executive Director's Report

a. 2025 Landlord/Participant Program

b. Federal budget watch

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 198 Hanover Street, in the City of Manchester, New Hampshire on Tuesday, December 17, 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
Catherine Naczas	Executive Director

STAFF PRESENT

Mike DiSabato	Housing Operations Director
Gianni D’Intino	Contracting and Modernization Director
Catherine Brown	Leased Housing Director
Regine Pelletier-Tracy	Finance Director
Kris Hall	Resident Services Director
Mary Ellen Jutras	Development Director
Shannon Wright	Human Resources Director
Marie Papineau	Senior Asset Manager

The Chair declared a quorum present.

The Chair introduced Item 2, Consent Agenda;

a. Approval of Employee Handbook changes – Commissioner Lopez asked how many part time employees we have. The HR Director stated that typically we may have 1 or 2 part-time employees. Currently we have 1 in Resident Services.

Vice-chair Duffley motioned to approve the employee handbook changes. Commissioner Papanicolau seconded the motion.

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

AYES

NAYS

David Quinn
Stephen Duffley
Mike Lopez
Andrew Papanicolau
Thoams Hickman

The motion passed.

b. Authorizing and Approving the Chair and Executive Director to execute and submit the Section Eight Management Assessment Program Certification.

Commissioner Lopez motioned to authorize and approve the Chair and Executive Director to execute and submit the Section Eight Management Assessment Program Certification. Commissioner Papanicolau seconded the motion.

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

AYES

NAYS

David Quinn
Stephen Duffley
Mike Lopez
Andrew Papanicolau
Thomas Hickman

The motion passed.

c. Authorizing and approving Public Housing year-end write-offs.
Commissioner Lopez motioned to approve the Public Housing year-end write-offs. Vice-chair Duffley seconded the motion.

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

AYES

NAYS

David Quinn
Stephen Duffley
Mike Lopez
Andrew Papanicolau
Thomas Hickman

The motion passed.

The Chair introduced item 3; Minutes of October 15, 2024. The chair stated that if there were no omissions or corrections, he would entertain a motion to accept the minutes of September 17, 2024. Upon motion by Commissioner Lopez and seconded by Vice-chair Duffley, it was voted to approve the minutes of October 15, 2024.

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

AYES

David Quinn
Stephen Duffley
Mike Lopez
Andrew Papanicolau
Thomas Heikman

NAYS

The Chair introduced Item 4; Financial Report. The Executive Director reported that public housing is seeing slightly higher rent collection than anticipated and being one month into our fiscal year we are slightly below the budgeted expenses. In Section 8 our earned fee income is lower than expected, but expenses are also lower than expected so the Section 8 budget is doing well. The Executive Director also reported that a continuing resolution was passed by the House and Senate which will fund the federal government and programs until March 14, 2025. The new administration will be making substantial cuts in the federal budget, and we will need to wait and see what affect this has on our programs.

The Chair introduced Item 5; 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

Punch list work in progress. Additional fire alarm devices were requested by the Manchester Fire Dept. Fire alarm contractor to complete and then call for final inspection by MFD. Once completed, the Certificate of Occupancy can be issued.

Commissioner Lopez stated he cannot see the signage from Hanover Street and asked why signage was not placed on the metal wall panel system (above the flat lobby roof). Director D’Intino replied that we designed the signage to be somewhat subdued/conservative and informative. Improvements to the MHRA masonry sign at corner of Hanover/Pine Streets are scheduled in the spring after we install new fencing.

Central Office/Gallen Bldg – Parking Lot Expansion and Site Improvements

All asphalt work and line striping has been completed but some springtime repairs will be necessary. The remainder of site improvements will also be completed Spring, 2025.

Kelley Falls – Door Lock Security Upgrades

All new keys have been distributed to residents with work now scheduled to begin January, 2025. The locksmith’s original order for levers was back-ordered forcing us to change supplier and lever manufacturer.

Tarrytown Road – Door Latch Guards

Latch guards have been installed on all resident entry doors and have been well received.

Commissioner Quinn asked about the dynamics of this project. Director D’Intino stated the metal guard is installed in front of the door latch to prevent un-authorized entry.

The Chair introduced Item 6., Housing Operations and turned the floor over to the Housing Operations Director. The director started off by saying the occupancy rate has dipped below 98% basically due to the Pariseau high rise which has 8 vacant units. The director went on to state, besides a normal vacancy due to deaths, nursing home, or eviction of up to 3 to 4 units max per month, the Pariseau building had 8 residents transfer out since September. The Pariseau building mainly consists of 0-bedroom units (studio units). When an applicant comes on to the program and accepts a studio unit, our policy allows them to transfer out after a year so that they can move to a 1-bedroom unit. A question was asked if the writes-off amount is consistent with past years. The director explained that these numbers are higher, but this is all the aftereffects of Covid and the eviction moratorium. The State of New Hampshire did not lift the eviction moratorium until June of 2023. Since then, Legal Aid is camped out in the court house and we are required to go through mediation with them to work out some type of repayment agreement for years of non, or minimal rent payment to us. It is now a year later, and as tenants default on the payment, we are now able to proceed with evictions. This is the basic cause of the higher right off amounts that you are seeing and will continue to see until we can recapture the monies owed to us from those who have outstanding balances or face eviction.

The Chair introduced Item 7; S-8/HCV Program and turned the floor over to the S-8/HCV Director.

As of November 30, 2024, there were 2009 families under lease. This includes 172 veteran families.

There were 24 families that left the program as of the end of November.

31 families have vouchers looking for units to rent.

As of December 9, 2024, the total amount spent to date was \$794,039.00 out of the total \$800,000.00 allotted by the city for the Housing Applicant/Landlord Partnership Program.

Total claims paid out are as follows:

257 security deposits,

274 landlord incentive fees

59 application fees

62 HQS Unit Repair Fees.

As of December 9, 2024, the total amount spent to date of the Additional Administrative (AF) Fees for the HUD-VASH program allotted by HUD is \$1,740.00 out of the total \$47,250.00 allotted.

Total claims paid out are as follows:

3 utility Arrears payments

1 landlord incentive fees

The Chair introduced Item 8; Human Resources and Administrative Service and turned the floor over to the Human Resources and Administrative Services Director. The Director thanked the Board for approving the Employee Handbook changes. She also reported that we are working on our website and if any of the Commissioners wanted to update their pictures or bios, to let her know and we could make those changes.

The Chair introduced Item 9; Resident Services and turned the floor over to the Resident Services Director. Resident Services coordinated vaccination clinics with Rite Aid that were held on November 7th at O'Malley, Kalivas, Burns and Pariseau. Residents were able to get the following vaccinations Flu, Covid, Shingles, RSV and Pneumonia. Approximately 50 residents participated. We held our most successful toy drive to date on Saturday, December 7th. We sent out 570 mailers to our HCV families, and we received 300 forms back. As of today, we have assisted 250 families with a total of 540 children between 0-14. We are still connecting waitlisted families with the remainder of toys we have. We are currently partnering with the City of Manchester Health Department who are working on a Public Transportation Survey for residents aged 50 and up. We are allowing them to come into Kalivas, Pariseau, Burns, O'Malley and Tarrytown on scheduled days this month to explain the reasons for the survey and assist those residents that want to participate complete the surveys.

The Chair introduced Item 10., Development Report and turned the floor over to the Development Director for a project update on the Kelley Falls Exterior Improvements Project.

The scope of the project now includes both Buildings 11 and 17 at Kelley Falls. When the costs came in too high, we opted to re-bid this project. The bids are due today and two are already received. We anticipate the project to begin in the first quarter of 2025.

The Chair introduced Item 11; Executive Director's Report and turned the floor over to the Executive Director. The Executive Director reported that the Mark Stebbins Community Center (Boys & Girls Club and Amoskeag Health) have completed their zoning and planning board processes with approvals by both boards. They hope to break ground in late spring with a 2026 completion date. The Executive Director also reported that the city held a Hanover Street businesses meeting at the Congregational Church to discuss the severity of the homeless individuals loitering in and around the entrances of the businesses. The city officials, including the mayor, fire, police, DPW, Health Department and aldermen from wards 3 and 4, listened to the complaints and said they would take everything under advisement and have a follow up meeting in early January to discuss the city's plan for addressing this issue on Hanover Street.

The Chair introduced Item 12; Other Business. The Chair motioned to go into executive session. Vice-chair Duffley seconded the motion.

The Chair introduced Item 13; Adjournment. There being no further business, Commissioner Papanicolau made a motion to adjourn, Vice Chair Duffley seconded the motion. All were in favor.

Respectfully submitted,
Catherine Naczas, Executive Director

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

Program	Account Description	2025 Annual Budget	Dec 2024 Y-T-D Budget	Dec 2024 Y-T-D Actual	YTD Variance	2024 Annual Budget	Dec 2023 Y-T-D Budget	Dec 2023 Y-T-D Actual	YTD Difference
Total AMPS	Dwelling Rent	6,112,119	1,528,030	1,526,259	(1,771)	5,917,476	1,479,369	1,502,893	23,524
	Subsidy	5,280,805	1,320,201	1,275,298	(44,903)	5,379,074	1,344,769	1,253,835	(90,934)
	All Other Income	1,002,340	250,585	247,098	(3,487)	910,471	227,618	241,119	13,501
	Total Income	12,395,263	3,098,816	3,048,655	(50,161)	12,207,021	3,051,755	2,997,847	(53,908)
	Admin & Maint & Benefits	4,905,722	1,226,431	1,029,312	(197,119)	4,703,860	1,175,965	1,014,053	(161,912)
	Tenant Services	170,350	42,588	5,588	(37,000)	182,350	45,588	2,901	(42,687)
	Utilities	2,157,400	539,350	510,142	(29,208)	2,110,200	527,550	470,971	(56,579)
	Maintenance	1,918,025	479,506	424,611	(54,895)	1,982,812	495,703	302,960	(192,743)
	All Other Expenses	3,006,763	751,691	711,200	(40,491)	2,669,028	667,257	653,127	(14,130)
	Extraordinary Maint.	5,000	1,250	612	(638)	18,000	4,500	-	(4,500)
	Total Expenses	12,163,260	3,040,815	2,681,465	(359,350)	11,666,250	2,916,563	2,444,012	(472,551)
	Net Income/(Loss)	232,004	58,001	367,190	309,190	540,771	135,193	553,835	418,642

*Operating Subsidy is above plan.

* Salaries & Benefits are under budget due a couple positions beig 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 Dec-24

<u>Account Description</u>	<u>2025</u> Annual Budget	<u>Dec-24</u> Y-T-D Budget	<u>Dec-24</u> Y-T-D Actual	Y-T-D Difference	<u>2024</u> Annual Budget	<u>Dec-23</u> Y-T-D Budget	<u>Dec-23</u> Y-T-D Actual	Y-T-D Difference
Fees Earned	2,255,000	563,750	548,449	(15,301)	2,250,000	562,500	580,052	17,552
Other Income	18,500	4,625	26,928	22,303	15,261	3,815	24,430	20,615
Total Income	2,273,500	568,375	575,377	7,002	2,265,261	566,315	604,482	38,167
Salaries & Benefits	1,393,578	348,395	315,955	(32,440)	1,330,673	332,668	273,314	(59,354)
All Other Expenses	751,065	187,766	155,782	(31,985)	709,943	177,486	170,665	(6,821)
Fees Paid to other housing	80,000	20,000	21,902	1,902	57,212	14,303	18,558	4,255
COVID-19 Expenses	0	0	0	-	0	0	0	-
Total Expenses	2,224,643	556,161	493,639	(62,522)	2,097,828	524,457	462,537	(61,920)
Net Income/(Loss)	48,857	12,214	81,738	69,524	167,433	41,858	141,945	100,087

* 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.

PUBLIC HOUSING MONTHLY VACANCIES

MONTH	TOTAL VACANT UNITS	MOVED OUT THIS MONTH		DEATH	NURSING HOME	VOLUNTARY	EVICTED/OR VACATED UNDER EVICTION	MOVED IN
JANUARY	33	16	REASONS	5	4	1	6	8
FEBRUARY								
MARCH								
APRIL								
MAY								
JUNE								
JULY								
AUGUST								
SEPTEMBER								
OCTOBER								
NOVEMBER								
DECEMBER								

The “total vacant units” column is the actual number of vacant units.

- 25 Vacant units at the time of the December BOC meeting.
- 8 units were leased up.
- 16 additional move outs in January, reasons listed in chart above.
- 3 units at Pariseau waiting on plumber repairs, then will be ready to lease up.
- We have applicant files that are completed and ready to fill units once they are ready.

Monthly Property Occupancy Report

<u>Public Housing Property</u>	<u>Total No. Units</u>	<u>Occupied</u>	<u>Vacant</u>	<u>% Occupied</u>
Kelley Falls	132	131	1	99.24%
Gallen Apartments	95	92	3	96.84%
O'Malley Apartments	100	98	2	98.00%
Kalivas Apartments	100	98	2	98.00%
Pariseau Apartments	100	92	8	92.00%
Burns Apartments	121	118	3	97.52%
Elmwood Gardens	200	196	4	98.00%
Scattered Sites	321	311	10	96.88%
<u>TOTAL PUBLIC HOUSING UNITS</u>	1169	1136	33	97.18%
<u>Assisted Market Rate Property</u>				
Tarrytown Road Apts	102	102	0	100.00%
West Baker St	2	2	0	100.00%
Cedar/Chestnut	3	3	0	100.00%

<u>TOTAL ASSISTED MKT RATE UNITS</u>	107	107	0	100.00%
<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	58	3	95.08%
South Main/Log St. Apts	20	20	0	100.00%
Upland Heights	48	47	1	97.92%
<u>TOTAL TAX CREDIT UNITS</u>	200	194	6	97.00%

Total Number of People Served 2,469

Total Number of Veterans Housed 72

Nov-24
Month to Month Comparison

TOTAL VOUCHERS UTILIZED **2009**
TOTAL HCV HOUSEHOLD MEMBERS **4018**

VOUCHERS ISSUED	VOUCHERS EXPIRED	VOUCHERS LEASED
6	2	5
VOUCHERS ISSUED TO VETERANS	VOUCHERS EXPIRED FOR VETERANS	VOUCHERS LEASED TO VETERANS
0	1	3

END OF PARTICIPATION 24

TOTAL NUMBER OF VETERANS HOUSED 172

ADDRESS OF NEW UNITS UNDER LEASE	PORT OUTS/CITY LEASED UP
82 Karatzas Ave # 111	MANCHESTER, NH 03104
211 Tarrytown Road # 32	MANCHESTER, NH 03103
259 Notre Dame Ave # 1	MANCHESTER, NH 03103
105 Main Street	ANTRIM, NH 03440
13 Old Suncook Road # 208	CONCORD, NH 03103

Dec-24
Month to Month Comparison

TOTAL VOUCHERS UTILIZED **2000**
TOTAL HCV HOUSEHOLD MEMBERS **4012**

VOUCHERS ISSUED	VOUCHERS EXPIRED	VOUCHERS LEASED
9	5	10
VOUCHERS ISSUED TO VETERANS	VOUCHERS EXPIRED FOR VETERANS	VOUCHERS LEASED TO VETERANS
4	0	1

END OF PARTICIPATION 12

TOTAL NUMBER OF VETERANS HOUSED 173

ADDRESS OF NEW UNITS UNDER LEASE	PORT OUTS/CITY LEASED UP
155 Maple St #2	MANCHESTER, NH 03104
435 Amory Street #002	MANCHESTER, NH 03102
122 Market St #2	MANCHESTER, NH 03101
106 Market St #304	MANCHESTER, NH 03101
790 South Porter St. #315	MANCHESTER, NH 03103
580 Kimball St. #103	MANCHESTER, NH 03102
233 Tarrytown Road #34	MANCHESTER, NH 03103
390 Hayward Street #1	MANCHESTER, NH 03103
394 Second St. #202	MANCHESTER, NH 03102
600 Maple St. # 3	MANCHESTER, NH 03104

HOUSING APPLICANT/LANDLORD PARTNERSHIP PROGRAM

Dec-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	260
From Roll Over Funding	\$ 2,190.00	\$ 218,912.94	
From New Funding (300K)	\$ 3,128.00	\$ 222,040.94	
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	275
From Roll Over Funding	\$ 1,000.00	\$ 159,000.00	
From New Funding (300K)	\$ 1,000.00	\$ 160,000.00	
APPLICATION FEES	NUMBER OF LANDLORDS RECEIVING PAYMENTS (This month only)	Y-T-D CLAIMS PAID OUT	PROGRAM TOTAL NUMBER OF TIMES APPLICATION FEES
\$ -	0	\$ 2,048.20	59
From Roll Over Funding	\$ -	\$ 2,048.20	
From New Funding (300K)	\$ -	\$ 2,048.20	
HQS UNIT REPAIR FEES	NUMBER OF LANDLORDS RECEIVING PAYMENTS (This month only)	Y-T-D CLAIMS PAID OUT	PROGRAM TOTAL NUMBER OF TIMES HQS UNIT REPAIR FEES HAVE
\$ -	0	\$ 72,216.86	62
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		\$ 10,629.55	
CIP# 811222 Admin Fees YTD		\$ 50,012.00	
CIP#811222 Total Project Expenditure YTD		\$ 500,000.00	
CIP#811222 Roll Over Funding Available		\$ 907.85	
CIP#611224 New Funding Paid Out (300K)		\$ 284,416.58	
CIP# 611224 Admin Fees YTD		\$ 15,000.00	
CIP#611224 Total Project Expenditure YTD		\$ 299,416.58	
Total of Funding Paid w/o Roll Over YTD		\$ 799,416.58	
Total Funding Paid with Roll Over YTD		\$ 795,046.13	
Total Funding Available (Including Available Roll Over)		\$ 3,811.77	

ENGAGEMENT CENTER AT 39 BEECH STREET STATS

Total Number of Interactions	203	Total Individuals served at Engagement Center (May 2023-Present)	93
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Last Updated
1/3/2025

	Number of Completed Applications/Referrals for those served	Applications with Dates Prior to May 1, 2023 are in BLUE	Applications with dates After start of EC visits
HCV (SECTION 8)	67	9	58
Public Housing	64	10	54
Elderly/Disabled with Supportive Services (LIHTC TAX CREDIT)	31	4	27
Public Housing - Accessible Units HC (WC) UNIT	9	1	8
Upland Heights with Housing Support Program	54	0	54
Tarrytown Road Apartments	12	0	12
Veteran Family Housing	0	0	0
Homeless	30	2	28
Mainstream 5	10	1	9
Non-Elderly Disabled	11	1	10

Total Number of Served who are Pending (Waitlist pull/intake in process) [pending]	1
Total Number of Served who are Walking (Voucher Issued/Waiting on lease up) [issued]	0
Total Number of Served who have been housed [housed]	8
Housed with Other Agency [other]	10
Did not respond to Intake Waitlist Letter [no response]	1
Not Eligible for HUD Supported Housing [not eligible]	5

Demographic breakdown of Individuals <u>Housed</u>		Demographic breakdown of Individuals <u>Served</u> (disability & Elderly only available if applied)	
Male	2	Male	57
Female	6	Female	39
(elderly & disabled may identify with more than one category)			
Elderly (>62)	2	Elderly (>62)	15
Disabled	7	Disabled	43

VASH Incentive Program 2024-2025**Program Data as of****1/3/2025**

Type of Fee	NUMBER OF PARTICIPANTS RECEIVING PAYMENTS	Y-T-D CLAIMS PAID OUT
Holding Fees	0	\$0.00
Utility Deposit Assistance	0	\$0.00
Utility Arrears	3	\$1,239.50
Owner Incentive Payments	2	\$1,500.00
Owner Retention Payments	0	\$0.00
Application fees	0	\$0.00
Broker fees	0	\$0.00
Refundable Application Deposit Assistance	0	\$0.00
Total Project Expenditure		\$2,739.50
Funding Available		\$44,510.50
Total Number of Participants Served (HoH)		5