

Catherine Naczas
Executive Director



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

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

NOTICE OF ANNUAL MEETING
MANCHESTER HOUSING AND REDEVELOPMENT AUTHORITY
MANCHESTER, NEW HAMPSHIRE

You are hereby notified that the Commissioners of the Manchester Housing and Redevelopment Authority are called to meet for the Annual Meeting at 12:00 p.m. on Tuesday, February 25, 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 January 21, 2025

4. Financial Report

- a. AMP Operations YTD reporting
- b. Section 8 Operations YTD reporting

5. Capital Fund Projects

- a. Kelley Falls Door Lock Security Upgrades
- b. Elmwood Gardens – 7 Buildings 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 – Annual Election of Officers for MHRA Board of Commissioners

12. Other Business

13. Adjourn

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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, January 21, 2025.

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
Catherine Naczas	Executive Director

ABSENT

Andrew Papanicolau	Commissioner
Thomas Hickman	Commissioner

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
Sandy Busato	Resident Services Manager

The Chair declared a quorum present.

The Chair introduced Item 2, Consent Agenda; There were no items for the consent agenda

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

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

AYES

David Quinn
Stephen Duffley
Mike Lopez

NAYS

The Chair introduced Item 4; Financial Report. The Finance Director stated that for the month of December, Public Housing ended at \$367,190 for the month, which is \$309,000 above plan and the Section-8 Administrative program ended the month at \$81,738 which is \$69,524 above plan. She also stated that the auditors were coming on site this week for a couple of days.

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 and Gallen Bldg Modernizations

Punchlist work completed, and spaces have been occupied. Staff, residents, and security personnel have all expressed their approval of the renovations.

Kelley Falls – Door Lock Security Upgrades

Installation of new unit door locks and latch guards underway. Two (2) of seventeen (17) buildings completed to date. Another four to six weeks are expected for project completion.

Elmwood Gardens – Waste Piping and Roof Surface Upgrades

Twelve (12) of forty-one (41) buildings remain to be completed for crawl space waste piping upgrades. MHRA hopes to utilize the same plumbing contractor for the final 12 buildings if their pricing is acceptable. Commissioner Duffley asked about the dynamics of this project. Director D’Intino stated work includes the replacement of all “above-grade” cast iron waste piping located within the crawl space to PVC piping.

The project manual for roof surface upgrades at seven (7) buildings has been distributed to several roofers. Quotations are due February 18th.

The Chair introduced Item 6., Housing Operations and turned the floor over to the Housing Operations Director. The director stated that the occupancy rate did not improve from last month and actually dipped a little further. Since last month’s meeting we were able to turn over 8 units which were leased immediately. Unfortunately, we had 16 residents move out. Five of the move outs were due to death, 4 went to a nursing home and 6 were either under eviction or evicted. Because of this we had a net loss of 8 units which affected our vacancy rate. The board asked questions regarding time it takes to turn a unit.

Marie Papineau stated that many of the units, especially at Pariseau, are vacated and left in horrible condition, especially the ones that were evicted. Some are a total rehab including floors, cabinets, counters, and ceilings. We have also needed the plumber to get into units and we currently only have the 1 plumber at this time. She continued by explaining about the number of vacant units in the AMP 3 scattered sites. She stated this is an elderly/disabled site and this is where we had the most deaths or moving to a nursing home occur the past month. The director continued by saying as we manage the vacant units, we are still keeping up with the daily work orders that are resident generated or generated from the annual inspections which is an ongoing process. Although we have had minor snow events, this still takes the staff out of the vacant units to deal with the icing up of walkways and parking areas.

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

As of December 31, 2024, there were 2000 families under lease. This includes 173 veteran families. There were 12 families that left the program as of the end of December. 25 families have vouchers looking for units to rent. As of December 31, 2024, the total amount spent to date was \$799,417.00 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:

- 260 security deposits,
- 275 landlord incentive fees
- 59 application fees
- 62 HQS Unit Repair Fees.

As of January 3, 2025, the total amount spent to date of the Additional Administrative (AF) Fees for the HUD-VASH program allotted by HUD is \$2740.00 out of the total \$47,250.00 allotted.

Total claims paid out are as follows:

- 3 utility Arrears payments
- 2 landlord incentive fees

Commissioner Lopez asked about how many veterans had been put on the VASH program during the current fiscal year. He is meeting with the mayor on veterans homelessness and wanted to have accurate information. The Section 8 HCV Director said she would get him that information.

The Chair introduced Item 8; Human Resources and Administrative Service and turned the floor over to the Human Resources and Administrative Services Director. The HR Director stated that her staff is happy to be in their new office space now that the Kiosk is officially open ! They are working on setting up the meeting space so that staff can meet with clients and the public. The Chair asked if we were having an official opening, and the Executive Director stated yes, but probably when the weather is a little warmer.

The Chair introduced Item 9; Resident Services and turned the floor over to the Resident Services Director. The Resident Services Director provided a year end summary of services provided for 2024.

Resident Services processed 534 resident referrals with the highest need for services being in housekeeping. Sixteen reports to Adult Protective Services and 4 to Division of Family and Youth were made.

Also, the New Hampshire Insurance Department is a state agency that offers free assistance with navigating the insurance marketplace and helping out when things go wrong. Presentations will be offered at multiple locations starting January 21st and will help residents understand the importance of renters insurance, how to prevent from being scammed by deceptive warranties, and how the NH Insurance Department can assist when they have insurance questions.

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 Director stated that the re-bids came in and a contractor was chosen. The staff is working with the architect and the contractor on some value engineering in order to ensure that this pilot can be replicated over time in the other 15 buildings. It is expected that a contract will be signed in February and that work will begin mid-to late March. A four-month construction period is expected.

The Chair introduced Item 11; Executive Director's Report and turned the floor over to the Executive Director. The Executive Director reported that MHRA has applied for CIP funds in the amount of \$500,000 to continue funding the Landlord/Participant program which has been a very successful program. The Executive Director thanked Nicole Hudson, who runs the Landlord/Participant Program and the Finance Director for getting that application completed and submitted to the city.

The Executive Director also reported that she is watching the federal budget process closely. Senator Shaheen's staff have communicated that the House and senate probably will not take up the budget until early March and that we are looking at a funding level of approximately 91% of what is needed. We have good reserves but will need to look at where expenses can be cut if this is the level of funding we end up with.

The Chair introduced Item 12; Other Business. The Chair asked about rescheduling the February meeting as this is our annual meeting. Commissioner Duffley suggested February 25th. All were in favor of this date and the Chair asked the Executive Director to communicate this date to other Commissioners. The Chair also announced that Commissioner Papanicolau was reappointed for another 5- year term.

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

Respectfully submitted,
Catherine Naczas, Executive Director

MHRA - Financial Reporting

Income & Expense Report S-8 Administrative Income & Expense Jan-25

Account Description	2025		Jan-25		Jan-25		2024		Jan-24		Jan-24		Y-T-D Difference
	Annual Budget	Y-T-D	Budget	Y-T-D	Actual	Y-T-D	Annual Budget	Y-T-D	Budget	Y-T-D	Actual	Y-T-D	
Fees Earned	2,255,000	751,667	751,667	731,853	731,853	(19,814)	2,250,000	750,000	750,000	580,052	580,052	(169,948)	
Other Income	18,500	6,167	6,167	27,445	27,445	21,278	15,261	5,087	5,087	24,430	24,430	19,343	
Total Income	2,273,500	757,833	757,833	759,298	759,298	1,465	2,265,261	755,087	755,087	604,482	604,482	(150,605)	
Salaries & Benefits	1,393,578	464,526	464,526	449,764	449,764	(14,762)	1,330,673	443,558	443,558	273,314	273,314	(170,244)	
All Other Expenses	751,065	250,355	250,355	211,351	211,351	(39,004)	709,943	236,648	236,648	170,665	170,665	(65,983)	
Fees Paid to other housing	80,000	26,667	26,667	29,632	29,632	2,966	57,212	19,071	19,071	18,558	18,558	(513)	
COVID-19 Expenses	0	0	0	0	0	-	0	0	0	0	0	0	
Total Expenses	2,224,643	741,548	741,548	690,747	690,747	(50,801)	2,097,828	699,276	699,276	462,537	462,537	(236,739)	
Net Income/(Loss)	48,857	16,286	16,286	68,551	68,551	52,265	167,433	55,811	55,811	141,945	141,945	86,134	

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

**MHRA - Financial
Income & Expense
Public Housing
January 2025**

Program	Account Description	2025		Jan 2025		Jan 2025		2024		Jan 2024		YTD Difference
		Annual Budget	Y-T-D Budget	Y-T-D Actual	YTD Variance	Annual Budget	Y-T-D Budget	Y-T-D Actual	Annual Budget	Y-T-D Budget	Y-T-D Actual	
Total AMPS	Dwelling Rent	6,112,119	2,037,373	2,029,972	(7,401)	5,917,476	1,972,492	1,502,893	5,917,476	1,972,492	1,502,893	(469,599)
	Subsidy	5,280,805	1,760,268	1,644,320	(115,948)	5,379,074	1,793,025	1,253,835	5,379,074	1,793,025	1,253,835	(539,190)
	All Other Income	1,002,340	334,113	334,812	699	910,471	303,490	241,119	910,471	303,490	241,119	(62,371)
	Total Income	12,395,263	4,131,754	4,009,104	(122,651)	12,207,021	4,069,007	2,997,847	12,207,021	4,069,007	2,997,847	(1,071,160)
	Admin & Maint & Benefits	4,905,722	1,635,241	1,522,685	(112,555)	4,703,860	1,567,953	1,014,053	4,703,860	1,567,953	1,014,053	(553,900)
	Tenant Services	170,350	56,783	6,877	(49,907)	182,350	60,783	2,901	182,350	60,783	2,901	(57,882)
	Utilities	2,157,400	719,133	742,932	23,798	2,110,200	703,400	470,971	2,110,200	703,400	470,971	(232,429)
	Maintenance	1,918,025	639,342	513,342	(125,999)	1,982,812	660,937	302,960	1,982,812	660,937	302,960	(357,977)
	All Other Expenses	3,006,763	1,002,254	942,509	(59,745)	2,669,028	889,676	653,127	2,669,028	889,676	653,127	(236,549)
	Extraordinary Maint.	5,000	1,667	816	(851)	18,000	6,000	-	18,000	6,000	-	(6,000)
	Total Expenses	12,163,260	4,054,420	3,729,161	(325,259)	11,666,250	3,888,750	2,444,012	11,666,250	3,888,750	2,444,012	(1,444,738)
	Net Income/(Loss)	232,004	77,335	279,943	202,608	540,771	180,257	553,835	540,771	180,257	553,835	373,578

*Operating Subsidy is below plan. We never know how much we will be receiving until mid year the following year after budget season.
* Salaries & Benefits are under budget due to the change in Health insurance plan.

Monthly Property Occupancy Report

<u>Public Housing Property</u>	<u>Total No. Units</u>	<u>Occupied</u>	<u>Vacant</u>	<u>% Occupied</u>
Keiley Falls	132	132	0	100.00%
Gallen Apartments	95	92	3	96.84%
O'Malley Apartments	100	99	1	99.00%
Kalivas Apartments	100	97	3	97.00%
Pariseau Apartments	100	97	3	97.00%
Burns Apartments	121	119	2	98.35%
Elmwood Gardens	200	197	3	98.50%
Scattered Sites	321	315	6	98.13%
<u>TOTAL PUBLIC HOUSING UNITS</u>	1169	1148	21	98.20%
<u>Assisted Market Rate Property</u>				
Tarrytown Road Apts	102	100	2	98.04%
West Baker St	2	2	0	100.00%
Cedar/Chestnut	3	3	0	100.00%

TOTAL ASSISTED MKT RATE UNITS

107 | **105** | **2** | **98.13%**

Total No.

Units

Vacant

Occupied

% Occupied

37

0

100.00%

34

0

100.00%

61

4

93.44%

20

1

95.00%

48

0

100.00%

200

195

97.50%

TOTAL TAX CREDIT UNITS

Total Number of People Served 2,467

Total Number of Veterans Housed 70

**Dec-24
Month to Month Comparison**

**TOTAL VOUCHERS UTILIZED
TOTAL HCV HOUSEHOLD MEMBERS**

**2000
4012**

VOUCHERS ISSUED	VOUCHERS EXPIRED	VOUCHERS LEASED	END OF PARTICIPATION	ADDRESS OF NEW UNITS UNDER LEASE	PORT OUTS/CITY LEASED UP
9	5	10	12	155 Maple St #2	MANCHESTER, NH 03104
VOUCHERS ISSUED TO VETERANS	VOUCHERS EXPIRED FOR VETERANS	VOUCHERS LEASED TO VETERANS	TOTAL NUMBER OF VETERANS HOUSED	435 Amory Street #002	MANCHESTER, NH 03102
4	0	1	173	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

**Jan-25
Month to Month Comparison**

**TOTAL VOUCHERS UTILIZED
TOTAL HCV HOUSEHOLD MEMBERS**

**1994
4010**

VOUCHERS ISSUED	VOUCHERS EXPIRED	VOUCHERS LEASED	END OF PARTICIPATION	ADDRESS OF NEW UNITS UNDER LEASE	PORT OUTS/CITY LEASED UP
14	4	6	11	600 Maple St. # 212	MANCHESTER, NH 03104
VOUCHERS ISSUED TO VETERANS	VOUCHERS EXPIRED FOR VETERANS	VOUCHERS LEASED TO VETERANS	TOTAL NUMBER OF VETERANS HOUSED	106 Market St # 103	MANCHESTER, NH 03101
2	0	1	174	590 Kimball St. # 307	MANCHESTER, NH 03102
				494 S Main St # 2	MANCHESTER, NH 03102
				15 Myrtle St	ROCHESTER NH 03867
				49 Manchester St#19	MANCHESTER NH 03104

VASH Incentive Program 2024-2025		
Program Data as of		2/5/2025
Type of Fee	NUMBER OF PARTICIPANTS RECEIVING PAYMENTS	Y-T-D CLAIMS PAID OUT
Holding Fees	0	\$0.00
Utility Deposit Assistance	1	\$203.28
Utility Arrears	4	\$1,417.01
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		\$3,120.29
Funding Available		\$44,129.71
Total Number of Participants Served (HoH)		5