



Shannon Wright
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 for the Regular Meeting at 12:00 p.m. on Tuesday, October 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:** No items requiring consent.
- 3. Approval of Minutes:** Minutes of the Meeting of September 16, 2025
- 4. Financial Report**
 - a. AMP Operations YTD reporting
 - b. Section 8 Operations YTD reporting
- 5. Public Housing Operations**
 - a. Public Housing and Tax Credit properties occupancy report
 - b. Maintenance Update
- 6. S-8/HCV Program**
 - a. Utilization Report
- 7. Human Resources**
 - a. HR updates
- 8. Resident Services**
 - a. Program Updates
- 9. Development Report**
 - a. Capital Fund 2025 update & Capital Fund Projects
- 10. Executive Director's Report**
 - a. Health Insurance & overall budget update.
- 11. Other Business**
- 12. 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, **September 16, 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
Andrew Papanicolau	Commissioner
Thomas Hickman	Commissioner
Shannon Wright	Executive Director

STAFF PRESENT

Catherine Brown	Leased Housing Director
Mary Ellen Jutras	Development Director
Marie Papineau	Operations Director
Kris Erkkila	Senior Asset Manager
Regine Pelletier-Tracy	Finance Director
Jen Leonard	Human Resources Manager

The Chair declared a quorum present.

The Chair recognized two members of the public. There was no public comment during this Board meeting.

The Chair introduced Item 2: Consent Agenda;

- a. Approving of the Annual Budget to be submitted to HUD.

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

AYES

David Quinn
Stephen Duffley
Mike Lopez
Andrew Papanicolau
Thomas Hickman

NAYS

b. Approving and Authorizing Execution of a Successor Agreement By and Between Manchester Housing and Redevelopment Authority and AFSCME Council 93 and Its Affiliate Local 2.

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

AYES

David Quinn
Stephen Duffley
Mike Lopez
Andrew Papanicolau
Thomas Hickman

NAYS

c. Approving Public Housing write-offs totaling \$11,323.71.

Commissioner Lopez asked how much MHRA recuperates from collections of these write-off amounts. The Finance Director said she would find out and report back to the Board.

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

AYES

David Quinn
Stephen Duffley
Mike Lopez
Andrew Papanicolau
Thomas Hickman

NAYS

The Chair introduced item 3; Minutes of **August 19, 2025**. The chair stated that if there were no omissions or corrections, he would entertain a motion to accept the minutes of **August 19, 2025**. Upon motion by Vice Chair Duffley and seconded by Commissioner Lopez, it was voted to approve the minutes of **August 19, 2025**.

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

AYES

David Quinn
Stephen Duffley
Mike Lopez
Andrew Papanicolau
Thomas Hickman

NAYS

The Chair introduced Item 4; Financial Report. The Finance Director stated that for the month of August, Public Housing ended at \$41,978 for the month which is 170,691 below plan.

Then she noted that the Section-8 Administrative program ended the month at \$231,001 which is \$171,548 above plan.

Commissioner Lopez asked how much the housing had received back this year from the collection agency on tenants' unpaid balances. The Finance director didn't know the exact amount but noted she would get back to them via email or at the next board meeting.

The Chair introduced Item 5; Public Housing. The Senior Asset Manager gave a 98% occupancy rate for public housing. Commissioner Quinn asked how things are going with pest control. The Executive Director said good, the Senior Asset Manager echoed this and said there is much more attention to detail with the new company. Commissioner Quinn asked if there has been any resident feedback; the Senior Asset Manager said yes, all positive.

The Chair introduced Item 6; S-8/HCV Program. As of August 31, 2025 there were 1969 families under lease. This includes 184 veteran families.

There were 16 families that left the program as of the end of August.

22 families have vouchers looking for units to rent.

As of August 31, 2025, approximately \$2,815.00 of rollover funds from Housing Applicant/Landlord Partnership Program are available. We continue to wait to find out if any further funding will become available from the city for this program.

Total claims paid out are as follows:

262 security deposits,

283 landlord incentive fees

66 application fees

45 HQS Unit Repair Fees.

As of September 5, 2025 the total amount spent to date of the Additional Administrative (AF) Fees for the HUD-VASH program allotted by HUD is \$6,974.00 out of the total \$47,250.00 allotted.

Total claims paid out are as follows:

1 utility deposit

5 utility arrears payments

3 landlord incentive fees

1 application fee

2 security deposit

Commissioner Lopez asked if MHRA can give applicants a copy of their criminal background checks so they do not have to repeatedly pay when applying for units. The Leased Housing Director said the screening for housing is usually different than the screening for leasing and that HUD requires housing authorities to shred the copies of background checks. Commissioner Lopez noted that it seems like

double jeopardy. The Executive Director mentioned that individuals can obtain their own criminal background reports at the state location in Concord, but that would mean they would have to go to the location and some may not be able to. Commissioner Lopez asked if there is anything at all we can release. The Leased Housing Director said no, landlords have to do their own screening. Programs like VASH do help with fees as well as the Landlord Partnership program. Commissioner Lopez asked if individuals can sign a waiver to release their own background checks. The Executive Director said she would discuss further with the Leased Housing Director and report back to the Board on this.

The Chair introduced Item 7; Human Resources. The Human Resources Manager said that MHRA's Employee Appreciation event was coming up on Friday, October 17th at the Puritan and that we will be once again doing peer nominations.

The Chair introduced Item 8; Resident Services. The Senior Asset Manager said her and her team are working diligently to streamline things in Resident Services, such as cooking out of one kitchen and cleaning in pairs. She also stated that MPAL is having more of a presence on-site with kids. *Additional Resident Services report attached to minutes.

The Chair introduced Item 9., Development and Capital Fund Report. The Managing Director of Real Estate Development and Special Projects proceeded to update the Commissioners:

Capital Fund and Other Updates

Current Projects:

- Emergency Lighting at Kelley Falls is nearing completion on interiors.
- At Elmwood Gardens, work has been completed on four of the next seven roofs, trim work, and power washing.
- Elmwood Playground Equipment - Final repairing clamps.
- The replacement of two of three roofs at Kelley Falls is 90% complete, third is 40% complete.
- Kelley Falls Exterior Improvements Buildings 11 & 17 (funded in part by Capital Fund).
 - Interior trim, repair, and painting are in process
 - As is masonry work
 - Next are new main doors and frames; exterior unit doors; Interior unit entry doors – TBD – we are seeing some delays in materials
 - Next awnings, panels, and finish work.
 - Meetings continue weekly with the contractor and architect.
 - A September/October completion is expected – this is a change from the original expected August completion.

John McGrath's next project is to pilot shed replacements at Elmwood Gardens. Steel building 10x25 including pad and conduits for wiring – prefab – 5x5 resident storage – 10x10 section is insulated and intent is to move boilers and water heaters out of basements.

Pelmac/Keri is our vendor option for Fob System Replacement – waiting on pricing.

Commissioner Quinn asked if MHRA has moved away from Computech. The Managing Director said no, currently working on asset inventory which will help with invoicing.

Commissioner Lopez asked for an update on Baker St. The Managing Director said the striping of the driveway was being done today.

Commissioner Lopez inquired about rent increases at Tarrytown. The Senior Asset Manager said there are 103 units, 57 vouchers and no recent increase in rents unless the tenant's own income has increased.

The Chair introduced Item 10; Executive Director's Report. The Executive Director thanked the Board for approving the new fiscal year budget. Commissioner Quinn asked how things seem to be going internally with all the changes. The Executive Director said that she hoped she was speaking on behalf of the group when she said things are going well and that change can be difficult but the change is much needed. The Senior Asset Manager said she agreed. The Managing Director said we are looking at things in a new ways, a new set of eyes.

The Chair introduced Item 11; Other Business. No other business to report.

The Chair introduced Item 12; 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,
Shannon Wright, Secretary/Executive Director

PRELIMINARY**MHRA - Financial Reporting**

**Income & Expense Report
S-8 Administrative Income & Expense
Sep-25**

<u>Account Description</u>	<u>2025 Annual Budget</u>	<u>Sep-25 Y-T-D Budget</u>	<u>Sep-25 Y-T-D Actual</u>	<u>Y-T-D Difference</u>	<u>2024 Annual Budget</u>	<u>Sep-24 Y-T-D Budget</u>	<u>Sep-24 Y-T-D Actual</u>	<u>Y-T-D Difference</u>
Fees Earned	2,255,000	2,255,000	2,319,362	64,362	2,250,000	2,250,000	2,296,251	46,251
Other Income	18,500	18,500	116,216	97,716	15,261	15,261	138,170	122,909
Total Income	2,273,500	2,273,500	2,435,578	162,078	2,265,261	2,265,261	2,434,421	169,160
Salaries & Benefits	1,393,578	1,393,578	1,326,219	(67,359)	1,330,673	1,330,673	1,307,095	(23,578)
All Other Expenses	735,065	735,065	633,427	(101,638)	709,943	709,943	826,428	116,485
Fees Paid to other housing	80,000	80,000	95,118	15,118	57,212	57,212	79,845	22,633
Total Expenses	2,208,643	2,208,643	2,054,764	(153,879)	2,097,828	2,097,828	2,213,368	115,540
Net Income/(Loss)	64,857	64,857	380,814	315,957	167,433	167,433	221,053	53,620

* 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 and the proration we will receive from HUD.

Preliminary

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

Program	Account Description	2025	Sept 2025	Sept 2025	YTD	2024	Sept 2024	Sept 2024	YTD
		Annual Budget	Y-T-D Budget	Y-T-D Actual	Variance	Annual Budget	Y-T-D Budget	Y-T-D Actual	Difference
Total AMPS	Dwelling Rent	6,112,119	6,112,119	6,039,342	(72,777)	5,917,476	5,917,476	6,103,219	185,743
	Subsidy	5,280,805	5,280,805	4,735,873	(544,932)	5,379,074	5,379,074	5,336,559	(42,515)
	All Other Income	1,002,340	1,002,340	1,240,917	238,577	910,471	910,471	1,101,348	190,877
	Total Income	12,395,263	12,395,263	12,016,132	(379,131)	12,207,021	12,207,021	12,541,126	334,105
	Admin & Maint & Benefits	4,905,722	4,905,722	4,407,709	(498,013)	4,703,860	4,703,860	4,539,985	(163,875)
	Tenant Services	170,350	170,350	146,474	(23,876)	182,350	182,350	141,381	(40,969)
	Utilities	2,157,400	2,157,400	2,447,175	289,775	2,110,200	2,110,200	2,125,132	14,932
	Maintenance	1,918,025	1,918,025	2,044,504	126,479	1,982,812	1,982,812	1,997,163	14,351
	All Other Expenses	3,006,763	3,006,763	2,805,751	(201,012)	2,669,028	2,669,028	2,895,388	226,360
	Extraordinary Maint.	5,000	5,000	3,444	(1,556)	18,000	18,000	5,028	(12,972)
	Total Expenses	12,163,260	12,163,260	11,855,057	(308,203)	11,666,250	11,666,250	11,704,077	37,827
	Net Income/(Loss)	232,004	232,004	161,075	(70,928)	540,771	540,771	837,049	296,278

*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>
Kelley Falls	132	124	8	94.00%
Gallen Apartments	95	93	2	98.00%
O'Malley Apartments	100	95	5	95.00%
Kalivas Apartments	100	99	1	99.00%
Pariseau Apartments	100	96	4	96.00%
Burns Apartments	121	120	1	99.00%
Elmwood Gardens	200	197	3	99.00%
Scattered Sites	321	316	5	98.00%
<u>TOTAL PUBLIC HOUSING UNITS</u>	1169	1140	29	98.00%
<u>Assisted Market Rate Property</u>				
Tarrytown Road Apts	102	101	1	99.00%
West Baker St	2	2	0	100.00%
Cedar/Chestnut	3	3	0	100.00%
<u>TOTAL ASSISTED MKT RATE UNITS</u>	107	106	1	99.00%
<u>Tax Credit Properties</u>	<u>Total No. Units</u>	<u>Occupied</u>	<u>Vacant</u>	<u>% Occupied</u>
Marygale Apartments	37	37	0	100.00%
Browns School Apts	34	33	1	97.00%
Laurette Sweeney Apts	61	57	4	93.00%
South Main/Log St. Apts	20	19	1	95.00%
Upland Heights	48	44	4	92.00%
<u>TOTAL TAX CREDIT UNITS</u>	200	190	10	95.00%

Total Number of People Served 2,449

Total Number of Veterans Housed 86

As of September 30, 2025 there were 1962 families under lease. This includes 183 veteran families.

There were 11 families that left the program as of the end of September 30, 2025.

22 families have vouchers looking for units to rent.

As of September 30, 2025, approximately \$3,560.00 of rollover funds from Housing Applicant/Landlord Partnership Program are available. We continue to wait to find out if any further funding will become available from the city for this program.

Total claims paid out are as follows:

262 security deposits,

283 landlord incentive fees

66 application fees

45 HQS Unit Repair Fees.

As of September 5, 2025 the total amount spent to date of the Additional Administrative (AF) Fees for the HUD-VASH program allotted by HUD is \$6974.00 out of the total \$47,250.00 allotted.

Total claims paid out are as follows:

1 utility deposit

5 utility arrears payments

3 landlord incentive fees

1 application fee

2 security deposit

We held our first meeting for the upcoming MHRA toy drive which will be held December 6, 2025. As of October 6, 2025 twelve people have volunteered to help. We need many more helpers including helpers with pick up trucks or larger vehicles to help us move toys the day before the event and the afternoon when we wrap up the event.

VASH Incentive Program 2024-2025**Program Data as of****10/2/2025**

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	5	\$1,806.09
Owner Incentive Payments	3	\$2,000.00
Owner Retention Payments	0	\$0.00
Application fees	1	\$70.00
Broker fees	0	\$0.00
Refundable Application Deposit Assistance	0	\$0.00
Security Deposit (Exceptions Only)	2	\$2,895.00
Total Project Expenditure		\$6,974.37
Funding Available		\$40,275.63
Total Number of Participants Served (HoH)		8
Total Pending		0

HOUSING APPLICANT/LANDLORD PARTNERSHIP PROGRAM				
Sep-25				
SECURITY DEPOSIT CLAIMS	Month Totals	Y-T-D CLAIMS PAID OUT (*totals after adding from column B)	NUMBER OF SECURITY DEPOSITS PAID (This month only)	PROGRAM TOTAL NUMBER OF TIMES FEES HAVE BEEN PAID
From Original Funding (500K)	\$ -	\$ 216,722.94	0	262
From Roll Over Funding (500k) *	\$ -	\$ 19,314.55		
From New Funding (300K) *	\$ -	\$ 168,632.51		
From Roll Over Funding (300K) *	\$ -	\$ -		
LANDLORD INCENTIVE FEES	Month Totals	Y-T-D CLAIMS PAID OUT (*totals after adding from column B)	NUMBER OF INCENTIVE PAYMENTS PAID (This month only)	PROGRAM TOTAL NUMBER OF TIMES FEES HAVE BEEN PAID
From Original Funding (500K)	\$ -	\$ 159,000.00	0	283
From Roll Over Funding *	\$ -	\$ 9,500.00		
From New Funding (300K) *	\$ -	\$ 104,000.00		
From Roll Over Funding (300K) *	\$ -	\$ -		
APPLICATION FEES	Month Totals	Y-T-D CLAIMS PAID OUT (*totals after adding from column B)	NUMBER OF APPLICATION FEES (This month only)	PROGRAM TOTAL NUMBER OF TIMES APPLICATION FEES HAVE BEEN PAID
From Original Funding (500K)	\$ -	\$ 2,048.20	0	66
From Roll Over Funding *	\$ -	\$ 75.00		
From New Funding (300K) *	\$ -	\$ 970.00		
From Roll Over Funding (300K) *	\$ -	\$ -		
HQS UNIT REPAIR FEES	Month Totals	Y-T-D CLAIMS PAID OUT (*totals after adding from column B)	NUMBER OF HQS UNIT REPAIR FEES PAID (This month only)	PROGRAM TOTAL NUMBER OF TIMES HQS UNIT REPAIR FEES HAVE BEEN PAID
From Original Funding (500K)	\$ -	\$ 72,216.86	0	45
From Roll Over Funding *	\$ -	\$ -		
From New Funding (300K) *	\$ -	\$ 10,814.07		
From Roll Over Funding (300K) *	\$ -	\$ 61.00		
CIP #811222 Funds Paid out (500K)	\$ -			
CIP #811222 Roll Over Funding Paid Out to Project	\$ -			
CIP #811222 Admin Fees Collected From Grant	\$ -			
CIP #811222 Admin Fees Collected From Rollover Funding	\$ -			
CIP #811222 Total Admin Fees Collected YTD	\$ 50,012.00		stop collecting admin from roll over once total reaches 50,000.00	
CIP #811222 Total Project Expenditure YTD	\$ 449,988.00		Funds paid out directly to LL's	
CIP #811222 Total Project Expenditure YTD (not including roll over, including admin fees)	\$ 500,000.00			
CIP #811222 Roll Over Funding Available	\$ 4,949.59			
CIP #811222 Funding Remaining	\$ -			
CIP #611224 New Funding Paid Out (300K)	\$ -		not applicable until (11/2023)	
CIP #611224 Roll Over Funding Paid Out to Project	\$ -			
CIP #611224 Admin Fees Collected From Grant	\$ -			
CIP #611224 Admin Fees Collected From Rollover Funding	\$ 1,250.00			
CIP #611224 Total Admin Fees Collected YTD	\$ 26,440.00		stop collecting admin from roll over once total reaches 30,000.00	
CIP #611224 Total Project Expenditure YTD	\$ 284,416.58		Funds paid out directly to LL's	
CIP #611224 Total Project Expenditure YTD (not including roll over, including admin fees)	\$ 310,856.58			
CIP #611224 Roll Over Funding Available	\$ (1,389.75)			
CIP #611224 Funding Remaining	\$ -			
Total of Funding Paid w/o Roll Over YTD (not including Admin Fees collected)	\$ 734,404.58		Funds paid out directly to LL's	
Total Funding Paid with Roll Over YTD (not including Admin Fees collected)	\$ 763,355.13		Funds paid out directly to LL's	
Total Funding Available (Including Available Roll Over)	\$ 3,559.84			

Aug-25
Month to Month Comparison

TOTAL VOUCHERS UTILIZED 1969
TOTAL HCV HOUSEHOLD MEMBERS 3948

VOUCHERS ISSUED	VOUCHERS EXPIRED	VOUCHERS LEASED
17	2	11
VOUCHERS ISSUED TO VETERANS	VOUCHERS EXPIRED FOR VETERANS	VOUCHERS LEASED TO VETERANS
4	1	2

END OF PARTICIPATION
16

TOTAL NUMBER OF VETERANS HOUSED
184

ADDRESS OF NEW UNITS UNDER LEASE **PORT OUTS/CITY LEASED UP**

49 Manchester Street #5	MANCHESTER, NH 03104
394 Second Street # 404	MANCHESTER, NH 03102
122 Market Street # 3D	MANCHESTER, NH 03101
600 Maple Street # 103	MANCHESTER, NH 03104
790 S Porter Street # 321	MANCHESTER, NH 03103
211 Tarrytown Road # 1	MANCHESTER, NH 03103
109 Eastern Ave # 304	MANCHESTER, NH 03104
21 Quirin Street	MANCHESTER, NH 03102
276 Concord Street # 2W	MANCHESTER, NH 03104
682 Harvard Street # 3	MANCHESTER, NH 03103
26 Langdon Ave	CONCORD NH 03301

Sep-25
Month to Month Comparison

TOTAL VOUCHERS UTILIZED 1962
TOTAL HCV HOUSEHOLD MEMBERS 3948

VOUCHERS ISSUED	VOUCHERS EXPIRED	VOUCHERS LEASED
12	1	12
VOUCHERS ISSUED TO VETERANS	VOUCHERS EXPIRED FOR VETERANS	VOUCHERS LEASED TO VETERANS
7	0	0

END OF PARTICIPATION
11

TOTAL NUMBER OF VETERANS HOUSED
183

ADDRESS OF NEW UNITS UNDER LEASE **PORT OUTS/CITY LEASED UP**

49 Manchester Street #24	MANCHESTER, NH 03104
163 S Beech Street # 102	MANCHESTER, NH 03103
163 S Beech Street # 201	MANCHESTER, NH 03103
11 Log Street # 113	MANCHESTER, NH 03102
750 S Porter Street # 107	MANCHESTER, NH 03103
580 Kimball Street # 301	MANCHESTER, NH 03102
590 Kimball Street # 302	MANCHESTER, NH 03102
358 Rockland Avenue, 1st	MANCHESTER, NH 03102
110 Spruce Street # 2	MANCHESTER, NH 03103
350 Bridge Street # 1	MANCHESTER, NH 03104
156 Merrimack Street # 5R	MANCHESTER, NH 03103
15 Woodland Drive # 7	LITCHFIELD, NH 03052

Board Meeting

Resident Services

October 21, 2025

The after-school programs and Elmwood and Kelley Falls have started with a bang, both sites are seeing numbers larger than in past years, EG had an all time high of 62 children in one day the first week of October and the KF numbers have grown to 17. We are receiving a lot of support from community partners like HOPE, MPAL and St Anselm's.

HOPE is hosting the annual family BBQ on Sunday, October 19 from 1-3 at Elmwood and has invited school liaisons to attend and connect with our families.

Tim Brown, a long time FSC is retiring this month, we are actively looking for a strong candidate to replace him, recognizing the importance of a positive male connection for our children and that short term mentorship can do more harm than good we are happy to be able to bridge the gap between Tim's departure and a new FSC being hired with assistance from the community partners that already have relationships with our children and families.

There continues to be positive feedback about our new cleaning schedule and protocols and these improvements can also be seen in our decreasing pest issues in the majority of units where we are providing services.