



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, February 17, 2026, in the 2nd floor conference room, 198 Hanover Street, Manchester, NH

The following shall be the order of business:

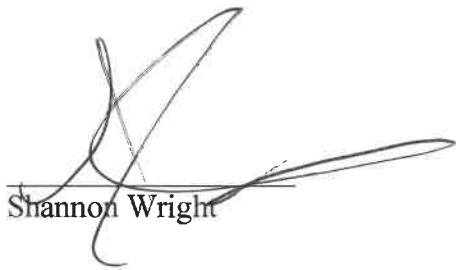
- 1. Roll Call**
- 2. Presentation by Pure Source Consulting, Chad Whittaker**
- 3. Consent Agenda:**
 - a. Approval of Public Housing Write-offs \$97, 385.10
- 3. Approval of Minutes:** Minutes of the Regular Meeting of December 16, 2025
- 4. Financial Report**
 - a. AMP Operations YTD reporting
 - 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 2026 update & Capital Fund Projects
- 10. Executive Director's Report**
 - a. General Updates
- 11. Other Business**
- 12. Adjourn**

MEMO

TO: Board of Commissioners
FROM: Shannon Wright, Executive Director
SUBJECT: Write-off of Public Housing Unpaid Tenant Rent and Other Charges
DATE: February 6, 2026

I have reviewed the attached and recommend approval.

Thank you.



Shannon Wright

M E M O

TO: Shannon Wright, Executive Director
FROM: Marie Papineau, Housing Operations Director
RE: Write-off of Public Housing Unpaid Tenant Rent and Other Charges
DATE: February 6, 2026

Manchester Housing and Redevelopment Authority periodically writes-off certain expenses related to its tenants which have been determined to be uncollectable such as unpaid rent, the cost to repair tenant damages to an apartment and legal fees engaged in an eviction process. These write-offs are necessary to avoid a negative impact on our PHAS score determined by HUD. Writing off these expenses does not preclude further attempts to recover such expenses from the tenant that incurred them.

In order to qualify for an expense to be written off it needs to be in collections for a period of six months, unless the resident passed away or moved to a nursing home, in which we would write off the expense the following month.

For November 30, 2024 to October 31, 2025, a total of \$97,385.10 in such write-offs needs to be approved.

The attached resolution, once approved, authorizes this write-off of these expenses.

WRITE OFFS – February 17, 2026:

This is for the November 30, 2024 through October 31, 2025

1) Rent: \$49,452.36

- a. Deceased/Nursing Home: \$2,004.53
- b. Voluntary/Abandoned Unit: \$5,739.07
- c. Evictions: \$41,708.76

2) Legal Fees: \$11,065

3) Damages: \$36,867.78

- a. Deceased/Nursing Home: \$17,661.34
- b. Voluntary/Abandoned Unit: \$2,995.10
- c. Evicted: \$16,211.35

Total Write Offs: \$97,385.10

RESOLUTION NO. 5694

**APPROVING AND AUTHORIZING THE WRITE-OFF OF CERTAIN UNPAID
PUBLIC HOUSING TENANT-RELATED EXPENSES**

WHEREAS, Manchester Housing and Redevelopment Authority (MHRA) periodically writes-off certain Public Housing tenant-related expenses; and

WHEREAS, from November 30, 2024 to October 31, 2025 a total of \$97,385.10 in such tenant-related expenses have been written off:

NOW, THEREFORE, BE IT RESOLVED by the Commissioners of the Manchester Housing and Redevelopment Authority that the write-off of the above noted expenses is hereby authorized.

MHRA - Financial
Income & Expense
Public Housing
January 2026

Program	Account Description	2026		Jan 2026		Jan 2026		2025		Jan 2025		YTD Difference
		Annual Budget	Y-T-D Budget	Y-T-D Actual	Y-T-D 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	5,992,543	1,997,514	2,117,638	120,124	6,112,119	2,037,373	2,029,972	6,112,119	2,037,373	2,029,972	(7,401)
	Subsidy	4,101,894	1,367,298	1,791,882	424,584	5,280,805	1,760,268	1,644,320	5,280,805	1,760,268	1,644,320	(115,948)
	All Other Income	1,152,519	384,173	431,145	46,972	1,002,340	334,113	334,812	1,002,340	334,113	334,812	699
	Total Income	11,246,955	3,748,985	4,340,665	591,680	12,395,264	4,131,755	4,009,104	12,395,264	4,131,755	4,009,104	(122,651)
	Admin & Maint & Benefits	3,687,790	1,229,263	1,250,463	21,200	4,905,722	1,635,241	1,522,685	4,905,722	1,635,241	1,522,685	(112,556)
	Tenant Services	169,250	56,417	35,139	(21,278)	170,350	56,783	6,877	170,350	56,783	6,877	(49,906)
	Utilities	2,591,300	863,767	849,352	(14,415)	2,157,400	719,133	742,932	2,157,400	719,133	742,932	23,799
	Maintenance	1,733,682	577,894	587,535	9,641	1,918,025	639,342	513,342	1,918,025	639,342	513,342	(126,000)
	All Other Expenses	2,659,143	886,381	838,296	(48,085)	3,006,763	1,002,254	942,509	3,006,763	1,002,254	942,509	(59,745)
	Extraordinary Maint.	6,800	2,267	1,776	(491)	5,000	1,667	816	5,000	1,667	816	(851)
	Total Expenses	10,847,965	3,615,988	3,562,560	(53,428)	12,163,260	4,054,420	3,729,161	12,163,260	4,054,420	3,729,161	(325,259)
	Net Income/(Loss)	398,990	132,997	778,104	645,107	232,004	77,335	279,943	232,004	77,335	279,943	202,608

MHRA - Financial Reporting

**Income & Expense Report
S-8 Administrative Income & Expense
Jan-26**

<u>Account Description</u>	2026		Jan-26		Jan-26		2025		Jan-25		<u>Y-T-D</u> <u>Difference</u>
	<u>Annual</u> <u>Budget</u>		<u>Y-T-D</u> <u>Budget</u>	<u>Actual</u>	<u>Y-T-D</u> <u>Budget</u>	<u>Actual</u>	<u>Annual</u> <u>Budget</u>		<u>Y-T-D</u> <u>Budget</u>	<u>Actual</u>	
Fees Earned	2,185,666		728,555	680,458	(48,097)		2,255,000		751,667	731,853	(19,814)
Other Income	22,100		7,367	30,279	22,913		18,500		6,167	28,827	22,660
Total Income	2,207,766		735,922	710,737	(25,185)		2,273,500		757,833	760,680	2,847
Salaries & Benefits	1,309,891		436,630	465,441	28,810		1,393,578		464,526	449,764	(14,762)
All Other Expenses	662,678		220,893	226,199	5,307		751,065		250,355	211,351	(39,004)
Fees Paid to other housing	94,000		31,333	36,416	5,083		80,000		26,667	29,632	2,965
Total Expenses	2,066,569		688,856	728,056	39,200		2,224,643		741,548	690,747	(50,801)
Net Income/(Loss)	141,197		47,066	(17,319)	(64,385)		48,857		16,286	69,933	53,647

* 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.

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	127	5	96.00%
Gallen Apartments	95	89	6	94.00%
O'Malley Apartments	100	97	3	97.00%
Kalivas Apartments	100	94	6	94.00%
Pariseau Apartments	100	94	6	94.00%
Burns Apartments	121	118	3	98.00%
Elmwood Gardens	200	195	5	98.00%
Scattered Sites	321	318	3	99.00%
TOTAL PUBLIC HOUSING UNITS	1169	1132	37	97.00%
<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%
TOTAL ASSISTED MKT RATE UNITS	107	107	0	100.00%
<u>Tax Credit Properties</u>				
	<u>Total No. Units</u>	<u>Occupied</u>	<u>Vacant</u>	<u>% Occupied</u>
Marygate Apartments	37	35	2	95.00%
Browns School Apts	34	33	1	97.00%
Laurette Sweeney Apts	61	60	1	98.00%
South Main/Log St. Apts	20	20	0	100.00%
Upland Heights	48	45	3	94.00%
TOTAL TAX CREDIT UNITS	200	193	7	97.00%
<u>Total Number of People Served</u>				
	2,438			
<u>Total Number of Veterans Housed</u>				
	90			

As of January 31, 2026 there were 1961 families under lease. This includes 185 veteran families.

There were 9 families that left the program as of the end of January 2026.

21 families have vouchers looking for units to rent.

As of January 31, 2026 the total amount spent to date of the Additional Administrative (AF) Fees for the HUD-VASH program allotted by HUD is \$8799.00 out of the total \$47,250.00 allotted.

Total claims paid out are as follows:

1 utility deposit

1 holding fee

5 utility arrears payments

3 landlord incentive fees

2 application fees

3 security deposits

On January 23, 2026 we were notified that MHRA's overall SEMAP score for the fiscal year ending 9/30/2025 was 97%. As a result of this score MHRA is again designated as High Performer.

VASH Incentive Program 2024-2026		
Program Data as of		2/5/2026
Type of Fee	NUMBER OF PARTICIPANTS RECEIVING PAYMENTS	Y-T-D CLAIMS PAID OUT
Holding Fees	1	\$500.00
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	2	\$145.00
Broker fees	0	\$0.00
Refundable Application Deposit Assistance	0	\$0.00
Security Deposit (Exceptions Only)	3	\$4,145.00
Total Project Expenditure		\$8,799.37
Funding Available		\$38,450.63
Total Number of Participants Served (HoH)		10
Total Pending		0

Dec-25 Month to Month Comparison TOTAL VOUCHERS UTILIZED 1950 END OF PARTICIPATION 3915

VOUCHERS ISSUED	VOUCHERS EXPIRED	VOUCHERS LEASED	END OF PARTICIPATION	ADDRESS OF NEW UNITS UNDER LEASE	PORT OUTS/CITY LEASED UP
19	0	11	7	370 Amherst Street #6	MANCHESTER, NH 03103
				641 Hayward Street #301	MANCHESTER, NH 03103
				590 Kimball Street #207	MANCHESTER, NH 03102
				181 Beech Street #1	MANCHESTER, NH 03103
3	0	1	185	16 Prince Street #2	MANCHESTER, NH 03102
				256 Beech Street #2	MANCHESTER, NH 03103
				128 Caler Road	MANCHESTER, NH 03103
				49 Manchester Street #20	MANCHESTER, NH 03104
				155 Agnes Street #210	MANCHESTER, NH 03102
				1A Morgan Street	NASHUA, NH 03064
				226 Karatzas Ave #107	MANCHESTER, NH 03104

Jan-26 Month to Month Comparison TOTAL VOUCHERS UTILIZED 1961 END OF PARTICIPATION 3930

VOUCHERS ISSUED	VOUCHERS EXPIRED	VOUCHERS LEASED	END OF PARTICIPATION	ADDRESS OF NEW UNITS UNDER LEASE	PORT OUTS/CITY LEASED UP
6	0	16	9	163 S. Beech Street # 301	MANCHESTER, NH 03103
				394 Second Street # 309	MANCHESTER, NH 03102
				122 Market Street # 3B	MANCHESTER, NH 03101
				122 Market Street # 4C	MANCHESTER, NH 03101
				163 S. Beech Street # 202	MANCHESTER, NH 03103
				163 S. Beech Street # 104	MANCHESTER, NH 03103
				235 Agnes Street # 102	MANCHESTER, NH 03102
				750 S Porter Street # 204	MANCHESTER, NH 03103
				790 S Porter Street # 320	MANCHESTER, NH 03103
				1138 Elm Street # 402	MANCHESTER, NH 03101
				193 Agnes Street # 108	MANCHESTER, NH 03102
				590 Kimball Street # 103	MANCHESTER, NH 03102
				109 Eastern Ave # 307	MANCHESTER, NH 03104
				435 Amory St #210	MANCHESTER, NH 03102
				3 Kensington Lane # 307	BEDFORD, NH 03110
1	0	3	185	15 Warsaw Ave # 2	MANCHESTER, NH 03103



New England

U.S. Department of Housing and Urban Development

Office of Public Housing
Boston Hub
Thomas P. O'Neill, Jr. Federal Building
10 Causeway Street
Boston, Massachusetts 02222-1092

January 23, 2026

Shannon Wright
Executive Director
Manchester Housing & Redevelopment Authority
198 Hanover Street
Manchester, NH 03104
Via Electronic Mail Only

Dear Ms. Wright:

The purpose of this letter is to inform you of the Manchester Housing & Redevelopment Authority's (MHRA's) overall SEMAP score, overall performance rating (designation), and the rating on each SEMAP indicator

The MHRA's overall SEMAP score for the fiscal year ended September 30, 2025, is **97%**. Enclosed please find your score on each indicator. The overall SEMAP score is derived by dividing the sum of the indicator ratings by the total possible points. The SEMAP scores are rounded off to the nearest possible whole number. As a result of your overall SEMAP score of **97%**, you are hereby designated as a **High Performer**.

A SEMAP deficiency is a rating of zero on any indicator (except Indicator 15, the deconcentration bonus). When a PHA receives a rating of zero on any indicator, it must send a written report to the HUD field office describing the corrective taken within 45 calendar days from the date of the HUD notification letter of SEMAP ratings and deficiencies or HUD may require a written corrective action plan.

We have recorded that the MHRA has been rated zero on Indicator 8, Payment Standards. The MHRA did not include the Merrimack County and Western Rockingham FMR areas. Per the Ad Hoc Report, the MHRA has one participant living in each FMR Area. Please respond within 45 days by indicating what corrective actions the MHRA will take to ensure compliance with program rules.

If you have any questions, please contact Justine Francois, Portfolio Management Specialist, at (617) 994-8432 or by electronic mail to justine.francois@hud.gov.

Sincerely yours,

A handwritten signature in black ink that reads "Kara Norman".

Kara Norman
Acting Director

Attachment

SEMAP Individual Indicator Score for FYE 09/30/2025



HQ Division : Public and Indian Housing
HQ Office : PO Field Operations
Hub : 1HBOS Boston Hub
Field Office : 1FPH MANCHESTER COMMUNITY SERVICE CENTER
Field Office HA : NH001 Manchester HRA

#	Indicator	Points Achieved	Maximum Points	% Achieved
1	Selection from Waiting List (24 CFR 982.54(d)(1) and 982.204(a))	15	15	100.00%
2	Reasonable Rent (24 CFR 982.4, 982.54(d)(15), 982.158(f)(7) and 982.507)	20	20	100.00%
3	Determination of Adjusted Income (24 CFR part 5, subpart F and 24 CFR 982.516)	20	20	100.00%
4	Utility Allowance Schedule (24 CFR 982.517)	5	5	100.00%
5	HQS Quality Control (24 CFR 982.405(b))	5	5	100.00%
6	HQS Enforcement (24 CFR 982.404)	10	10	100.00%
7	Expanding Housing Opportunities.	5	5	100.00%
8	Payment Standards(24 CFR 982.503)	0	5	0.00%
9	Timely Annual Reexaminations(24 CFR 5.617)	10	10	100.00%
10	Correct Tenant Rent Calculations(24 CFR 982, Subpart K)	5	5	100.00%
11	Pre-Contract HQS Inspections(24 CFR 982.305)	5	5	100.00%
12	Continuing HQS Inspections(24 CFR 982.405(a))	10	10	100.00%
13	Lease-Up	20	20	100.00%
14	Family Self-Sufficiency (24 CFR 984.105 and 984.305)	10	10	100.00%
15	Deconcentration Bonus	0	5	0.00%

Resident Services Update

BOC Meeting – February 17, 2026

Food Security Initiatives

MHRA continues its partnership with the NH Food Bank to provide monthly food distribution at Upland Heights. This distribution is open to all MHRA residents, with reminders sent via text and email through our PHA communication system.

At the most recent distribution, there was additional surplus food. RSCs used this opportunity to deliver the extra items directly to known elderly shut-ins, providing both a wellness check and supplemental nutritional support to residents who may face mobility or isolation challenges.

Resident Support & Outreach

Resident Service Coordinators (RSCs) assisted over 60 families with a wide range of needs, including completion of important paperwork, connections to community resources, and general wellness check-ins. Due to the recent stretch of extremely cold weather, RSCs increased proactive outreach, ensuring residents remained supported while travel was limited.

Resident Communication Improvements

The PHA web notification system has become a key communication tool, enabling real-time updates to residents about snow removal, recertification deadlines, and special events. Residents can opt in to receive text and/or email messages, significantly improving our ability to disseminate timely information to the majority of households.

Youth & Family Programming

The after-school program is preparing for upcoming field trips to Remix Roller Skating Center and Cowabunga's next week. HOPE is generously covering all costs, including admission and transportation, for an estimated 40-50 children.

Resident Newsletter

The Asset Supervisor of Occupancy is working on creating a resident newsletter to be distributed via email blast and TV's installed at various locations.