



Congregate Living & Social Services Licensing Board

Tuesday, February 24, 2026, 6:00 PM

Council Chambers, 2nd fl of City Hall, 3 Washington St.

AGENDA

I. **Call to Order: Roll Call**

II. **Election: Voting - Chair & Vice Chair**

III. **Minutes of Previous Meeting:** November 18, 2025

IV. **Unfinished Business:**

V. **Applications:**

CLSS-2026-02: Applicant, Jewel Wilson, House Supervisor for Emerald House, is requesting a renewal Congregate Living & Social Services License for a Residential Care Facility, located 32 Emerald St., that is in the Downtown Growth District and as defined in Chapter 46, Article X of the Keene City Ordinances.

CLSS-2026-05: Applicant, Hilary Seifer, Executive Director for American House Keene, is requesting a Congregate Living & Social Services License for a Residential Care Facility, located at 197 Water St., and is in the Business Growth & Reuse District and as defined in Chapter 46, Article X of the Keene City Ordinances.

CLSS-2026-07: Applicant, Gregg Burdett, Executive Director for Covenant Living of Keene, is requesting a Congregate Living & Social Services License for a Residential Care Facility, located at 100 Wyman Rd., and is in the Rural District and as defined in Chapter 46, Article X of the Keene City Ordinances.

CLSS-2026-08: Applicant, Amanda McSweeney, Executive Director for Keene Center Genesis Healthcare, is requesting a Congregate Living & Social Services License for a Residential Care Facility, located at 677 Court St., and is in the High Density District and as defined in Chapter 46, Article X of the Keene City Ordinances

VI. **New Business:**

VII. **Adjournment:**

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City of Keene New Hampshire

CONGREGATE LIVING AND SOCIAL SERVICES LICENSING BOARD
MEETING MINUTES

Tuesday, November 18, 2025

6:00 PM

Council Chambers, City Hall

Members Present:

Medard Kopczynski, Chair
Tom Savastano, Vice Chair
Robert Hamm

Staff Present:

Mike Hagan, Plans Examiner/Floodplain Administrator
Corinne Marcou, Board Clerk

Members Not Present:

Alison Welsh
Jennifer Seher

I. Call to Order: Roll Call

Vice Chair Kopczynski called the meeting to order at 6:02 PM.

II. Election: Voting for a New Chair

[The Board returned to this agenda item after the first application.]

18 Mr. Kopczynski noted that his term would end on December 31, 2025 but he was willing to be
19 Chair for a short period. Mr. Savastano thought Ms. Welsh should be Chair but Mr. Kopczynski
20 and Mr. Hamm both noted that Ms. Welsh was not willing. Mr. Savastano was willing to be Vice
21 Chair.

23 A motion by Mr. Savastano to nominate Mr. Kopczynski as Chair was duly seconded by Mr.
24 Hamm and the motion carried unanimously.

26 A motion by Chair Kopczynski to nominate Mr. Savastano as Vice Chair was duly seconded by
27 Mr. Hamm and the motion carried unanimously.

29 III. Minutes of Previous Meeting: May 27, 2025

31 A motion by Chair Kopczynski to adopt the May 27, 2025 meeting minutes was duly seconded
32 by Vice Chair Savastano and the motion carried unanimously.

34 IV. Unfinished Business:

35

36 There was no unfinished business.

37

38 **V. Applications:**

39

A) **CLSS-2025-16: Applicant, for Becky Beaton, Executive Director for
Hundred Nights, Inc., is requesting a renewal Congregate Living & Social
Services License for a homeless shelter, located at 122 Water St., and is in the
Downtown Growth District and as defined in Chapter 46, Article X of the
Keene City Ordinances.**

40

41 Chair Kopczynski opened the Public Hearing and requested City staff comments. Mike Hagan,
42 Plans Examiner, reported that Hundred Nights was seeking a renewal to the CLSS License first
43 issued for this location in 2023. The Hundred Nights program provides both a homeless shelter
44 and a resource center. Mr. Hagan said the applicant provided a request to increase the bed count
45 as outlined in their application. No other updates were submitted from their Operations &
46 Maintenance Plans. Staff found the application to be completed and paid. All City Inspections
47 were completed on July 30, 2025 and there were no Property & Housing comments, the Fire
48 Department found it complete, and the Police Department had no comments.

49

50 Chair Kopczynski welcomed the applicant, Becky Beaton, Executive Director for Hundred
51 Nights, Inc. at 122 Water Street. She was applying for a CLSS License renewal. She said
52 Hundred Nights was serving 48 individuals at this time in the Overnight Shelter and was open
53 to the Community for anyone at risk of or experiencing homelessness. Hundred Nights'
54 Resource Center provides two to three meals per day to the community. Overnight guests also
55 have access to showers, public restrooms, laundry services, and several other resources. Ms.
56 Beaton said Hundred Nights was asking to increase its number of beds because it did not have
57 the physical capacity to serve more people and found they were daily turning people away; they
58 were always at capacity and unable to serve people coming to the doors. For the record, Chair
59 Kopczynski believed the increase was a Life/Safety condition as opposed to a CLSS condition
60 (i.e., to meet the Zoning, Fire, and Building Codes). Mr. Hagan said the increased beds would be
61 reviewed for Life/Safety.

62

63 Mr. Savastano saw the phrase, "currently approved for 48 as detailed in the application
64 document," but said he did not see that in the application. He wondered if it referred to a
65 previous application and wanted some clarification on when the approval for 48 beds happened.
66 Ms. Beaton referred to Question 2 on the application where it detailed currently providing shelter
67 for 48, which was the historic approval for the building since Hundred Nights received its CLSS
68 license. Mr. Savastano said his question again for the City was what the guidelines and processes
69 had been to come to that initial 48; did it go before the Zoning Board of Adjustment or City
70 Council for approval? Chair Kopczynski said no, the 48 beds were listed in Hundred Nights'
71 original CLSS application, it was not a City approval. Vice Chair Savastano said there was
72 nothing in City documents that put a number on it, Hundred Nights chose the number for safe
73 use within building. Chair Kopczynski said no, the number of beds was never a condition, it was
74
75
76
77

78 the number Hundred Nights chose. Chair Kopczynski asked City staff to speak about the matter.
79 Vice Chair Savastano wanted to ensure the Board was following correct procedures if there were
80 numbers consistent to the downtown, the Downtown Growth District specifically, or to a
81 variance. Chair Kopczynski said no, it went back to his earlier comment that if there were
82 Building or Land Use conditions, this Board would not have the power to overturn those; the
83 same would be true for a variance limitation. Vice Chair Savastano confirmed the 48 beds had
84 nothing to do with land use and Chair Kopczynski agreed.

85
86 Mr. Hamm clarified whether the increase in beds was approved per the Building, Fire, and
87 Zoning Codes. Mr. Hagan replied that the Fire Department met with the applicant and reviewed
88 the design. Mr. Hagan said the allowable square footage of the building would permit the
89 increased number.

90
91 Vice Chair Savastano noticed that there had been certain residents awaiting housing at Hundred
92 Nights since 2021. He asked about the current waiting time for Section 8 Housing; he had heard
93 about two to three years. Ms. Beaton said at this time, the State of New Hampshire housing
94 authorities that have state housing vouchers on their websites were listing seven to nine years.
95 The last time she spoke with Keene Housing, there were around 600 households on their wait
96 list. She said it is also a matter of matching people with the proper housing. For example, the
97 individual that was specifically pointed out as being there since 2021 was a housing mismatch,
98 more than just lack of housing; someone who needed support that did not exist. Vice Chair
99 Savastano asked how many people Hundred Nights was serving from outside Cheshire County at
100 this time. Ms. Beaton said in 2024, 91% of Hundred Nights' beds served Cheshire County
101 residents and 82% were for the City of Keene.

102
103 Chair Kopczynski opened the Hearing to public comments. There were no comments expressing
104 opposition. Comments in favor ensued.

105
106 Joseph Clifford, resident and ambassador of Hundred Nights, was present to support Ms. Beaton
107 because of the homelessness problem in Keene. He was homeless, went to Hundred Nights, and
108 said they treated him wonderfully. Mr. Clifford was honored to be present, supporting Ms.
109 Beaton and her staff.

110
111 Roberta Heinonen, Chairman of the Hundred Nights Board at 122 Water Street, wanted to give
112 the history of how the agency came to requesting 48 beds for its new shelter facility. She said
113 that when Hundred Nights was on Lampson Street, the number of beds there along with the beds
114 used at Saint James Church and at the United Church of Christ during the winter totaled 48 beds.
115 Ms. Heinonen recalled the history of trying to get the new shelter built, noting there were many
116 different locations through many years and before Hundred Nights was finally approved at 122
117 Water Street, with some controversy. She said it, "was not officially told to us but it was strongly
118 recommended in many hearings that were held that we just go for the historical number of 48
119 even though we knew that we were building a shelter that was larger and could have more beds.
120 It's actually a larger capacity. We could even have more than 72 beds." At this time, with

121 staffing, Ms. Heinonen said they were requesting to increase to 72 beds. That was the history,
122 and she said that it did not mean they did not have capacity or capability for more beds.

123
124 Dave Kochman, President of the Hundred Nights Foundation and Treasurer for Hundred Nights,
125 said the shelter had the capacity and could easily accommodate the people, noting the building is
126 quite large at over 15,000 square feet. He said they knew they had more capacity than the
127 approved 48. If permitted by the Board, Mr. Kochman said the increase would not happen all at
128 once, it would probably be a slow phase-in process of adding from 48 upward. At this time, he
129 said the shelter was turning away 10 to 15 people daily. He thought this would be a great thing to
130 do for the City.

131
132 Teresa Starkey of 31 Allen Ct., Secretary of the Hundred Nights Board of Directors, had been
133 involved as long as Mr. Kochman and Ms. Heinonen. Ms. Starkey was also very much in
134 support. She was unsure whether the Board was aware that since Hundred Nights opened on
135 Water Street, it had an overnight warming shelter, where upward of 20 plus people had stayed
136 for most nights the previous winter; it was a real drain on the staff. Ms. Starkey said Hundred
137 Nights could not do it again this year because Hundred Nights is not the solution to
138 homelessness. She said no community could handle homelessness at this time, but Hundred
139 Nights was not the solution, only one of the things that could help the community deal with the
140 homeless population and those experiencing homelessness. She said Hundred Nights was just
141 doing their part. Ms. Starkey did not even want to think about how many people they would have
142 to turn away on those coldest nights without the overnight warming center. She noted that it was
143 cold on the evening of this meeting and wondered how many Board members walked from a
144 parking space; it was only November. She said we desperately need to ensure its most vulnerable
145 community members are taken care of.

146
147 Chair Kopczynski closed the Public Hearing.

148
149 Vice Chair Savastano felt his questions were answered, especially concerning the right process
150 and authority to approve the increased beds.

151
152 Mr. Hamm noted that he had volunteered at Hundred Nights for many years but had no
153 pecuniary interest in the agency, so the Board felt there was no need for recusal.

154
155 The Board considered the three criteria for approving the application.

156
157 *The licensing board shall consider the following criteria when evaluating whether to approve,
158 renew, or deny a congregate living and social services license application.*

159
160 Criteria 1: The use is found to be in compliance with the submitted operations and management
161 plan, including but not limited to compliance with all applicable building, fire, and life safety
162 codes.

163

164 A motion by Vice Chair Savastano to find that Criteria 1 was met was duly seconded by Mr.
165 Hamm and the motion carried unanimously on a vote of 3–0.

166

167 Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration*
168 *that adversely affects the surrounding area.*

169

170 A motion by Mr. Hamm to find that Criteria 2 was met was duly seconded by Vice Chair
171 Savastano and the motion carried unanimously on a vote of 3–0.

172

173 Criteria 3: *The use does not produce public safety or health concerns in connection with traffic,*
174 *pedestrians, public infrastructure, and police or fire department actions.*

175

176 A motion by Mr. Hamm to find that Criteria 3 was met was duly seconded by Vice Chair
177 Savastano and the motion carried unanimously on a vote of 3–0.

178

179 A motion by Vice Chair Savastano was duly seconded by Mr. Hamm to approve CLSS-2025-16
180 for Hundred Nights Homeless Shelter and Group Resource Center, located at 122 Water Street.
181 The motion carried unanimously on a vote of 3–0.

182

183 Ms. Beaton asked if the renewed license included the increased beds or if further follow-up was
184 required. Mr. Hagan said as the application was applied for the increased beds, he understood
185 that the Board was voting on the increase as well. Mr. Hamm said that was his understanding
186 too. Ms. Beaton wanted to ensure she was allowed to let another person in immediately.

187

188 Chair Kopczynski thought some conversations about homelessness and conversations about
189 behavior were needed. He said he did not have the roles within the City that he used to, but he is
190 involved in housing in general, both at the state and national levels, as well as within the City.
191 Chair Kopczynski thought the sooner the community would have some of those conversations,
192 the better.

193

194 B) **Continued CLSS-2025-17: Applicant, for Beth Daniels, Executive Director**
195 **for Southworth Community Services, is requesting a renewal Congregate**
196 **Living & Social Services License for a homeless shelter, located at 139**
197 **Roxbury St., and is in the High Density District and as defined in Chapter 46,**
198 **Article X of the Keene City Ordinances.**

199

200 Chair Kopczynski opened the Public Hearing and requested City staff comments. Mike Hagan,
201 Plans Examiner, reported that Southwest Community Services (SCS) was seeking their fourth
202 CLSS renewal for the 139 Roxbury Street property. No changes were made to their
203 documentation. Staff found their application to be completed and paid in full. City Staff
204 Inspections were completed on July 30, 2025. The Housing Inspector noted the need to repair the
205 exterior stairs, stringers, railings, and porch decking; chipping paint and bare wood to be painted
206 before the next year's inspection. Mr. Hagan said the applicant talked with the Building

207 Inspector and acknowledged that the work would be taken care of. The City would follow up
208 with SCS for further inspections. Mr. Hagan reported no comments from the Fire or Police
209 Department Inspections.

210
211 Chair Kopczynski welcomed comments from the applicant, Greg Henderson, SCS Assistant
212 Director of Homeless Services. Mr. Henderson said SCS had been providing homeless services
213 for multiple decades in the Keene area. SCS provides housing at two locations: 139 Roxbury
214 Street (this application) and 32 Water Street (the next application). He said SCS was maintaining
215 a bed capacity of 18 at 139 Roxbury Street, providing all people with a safe place to stay,
216 showers, kitchen areas, and food. Mr. Henderson said there were no changes to the application.
217 He added that SCS had maintained a good relationship with the City and neighbors for as long as
218 the agency had been there. Chair Kopczynski asked if there were any changes to the Outreach
219 Plan. Mr. Henderson said no, there were some very slight changes to the client Rules,
220 specifically to ensure they have no contraband in the shelters.

221
222 Mr. Hamm inquired about SCS' Outreach Plan. Mr. Henderson explained that SCS' shelter
223 portion accepts all people who present themselves as homeless. He said the agency certainly had
224 to keep an outreach position within the agency and that person goes out for things like a safe
225 parking program that was in tandem with some of SCS' work with the churches. Mr. Henderson
226 said it had become more difficult, but SCS strived to do better outreach and to maintain
227 relationships with homeless people who are unwilling to come into the shelters. He said SCS
228 does have an active outreach program. Mr. Hamm said that was the outreach program with
229 potential clients who might be able to use SCS' services. Mr. Henderson agreed, ensuring they
230 have basic needs, counsel, and opportunities.

231
232 Mr. Hamm asked about SCS' outreach relationship with abutters. Mr. Henderson said he was the
233 Program Consultant and had directed the program for years before. He could count on two hands
234 the neighbors to the back or side of Roxbury Street who had contacted him directly. He said SCS
235 had been very good at ensuring that clients do not go out past the curfew or go where they should
236 not be. He recalled the back neighbor finding some beer cans in their backyard, and Mr.
237 Henderson went and picked them up, so now they have a good relationship. Chair Kopczynski
238 thought the whole Board should be familiar with the Outreach Plans. He would ensure future
239 packets have copies of them for review, noting a key item for the Board had always been
240 applicants' plans for communicating with neighbors and how often.

241
242 Vice Chair Savastano asked if Mr. Henderson would be representing the 32 Water Street SCS
243 property also. Mr. Henderson said yes. Vice Chair Savastano asked the percentage of people
244 SCS served at this time from outside Cheshire County or the City of Keene. Mr. Henderson
245 replied that as a Program Consultant, he could only talk about prior years he had seen, and he
246 safely thought between 80% and 90% of people SCS served were from Cheshire County. Mr.
247 Hamm asked how long people typically stayed with SCS. Mr. Henderson said there are no limits
248 on stays and agreed with Ms. Beaton that there was an uptick in the average length of stay across
249 the board for clients, and an increase in the age of clients SCS was serving. He reported that for

250 a time frame of the year beginning September 1, 2023, the exiting clients stayed an average of 95
251 days, while all clients who remained in the shelter stayed an average of 124 days.

252
253 Chair Kopczynski opened the Hearing to public comments and hearing none in opposition or
254 support, he closed the Public Hearing.

255
256 Vice Chair Savastano said his only concern was to ensure the repair work would be completed
257 within six months or a time frame the Board thought appropriate. Chair Kopczynski said to make
258 it a condition of approving the license.

259
260 The Board considered the three criteria for approving the application.

261
262 *The licensing board shall consider the following criteria when evaluating whether to approve,*
263 *renew, or deny a congregate living and social services license application.*

264
265 Criteria 1: The use is found to be in compliance with the submitted operations and management
266 plan, including but not limited to compliance with all applicable building, fire, and life safety
267 codes.

268
269 A motion by Vice Chair Savastano to find that Criteria 1 was met was duly seconded by Mr.
270 Hamm and the motion carried unanimously on a vote of 3–0.

271
272 Criteria 2: The use is of a character that does not produce noise, odors, glare, and/or vibration
273 that adversely affects the surrounding area.

274
275 A motion by Mr. Hamm to find that Criteria 2 was met was duly seconded by Vice Chair
276 Savastano and the motion carried unanimously on a vote of 3–0.

277
278 Criteria 3: The use does not produce public safety or health concerns in connection with traffic,
279 pedestrians, public infrastructure, and police or fire department actions.

280
281 A motion by Vice Chair Savastano to find that Criteria 3 was met was duly seconded by Mr.
282 Hamm and the motion carried unanimously on a vote of 3–0.

283
284 A motion by Mr. Hamm was duly seconded by Vice Chair Savastano to approve CLSS-2025-17
285 for the Southwestern Community Services homeless shelter located at 139 Roxbury Street, with
286 1 condition:

287 1. That the Housing Inspection repair work be accomplished within six months.

288 The motion carried unanimously on a vote of 3–0.

289
290 C) Continued CLSS-2025-18: Applicant, for Beth Daniels, Executive Director
291 for Southworth Community Services, is requesting a renewal Congregate
292 Living & Social Services License for a homeless shelter, located at 32 Water

St., and is in the Downtown Transition District and as defined in Chapter 46, Article X of the Keene City Ordinances.

296 Chair Kopczynski opened the Public Hearing and requested City staff comments. Mike Hagan,
297 Plans Examiner, reported that Southwest Community Services (SCS) was seeking its fourth
298 CLSS renewal for the 32 Water Street property. No changes were made to their documentation,
299 and staff found their application to be completed and paid for. City Inspections were completed
300 on July 30, 2025. The Property and Housing Inspection found that flooring in high traffic areas
301 in both units would need to be monitored for peeling sections. Mr. Hagan said this was addressed
302 with the applicant, who was aware. Mr. Hagan spoke with the Inspector to understand the extent,
303 and whether the floors would need to be replaced immediately. The Inspector said just to monitor
304 it because the type of flooring causes peeling and could be a future issue. There were no
305 comments from the Fire or Police Department Inspections.

306
307 Chair Kopczynski welcomed comments from the applicant, Greg Henderson, Assistant Director
308 of Homeless Services. Mr. Henderson said SCS was requesting the renewal of its CLSS License
309 for the 32 Water Street building that supports 23 individuals. Mr. Henderson said that number of
310 supported individuals would not change and had not from the previous few applications. Like
311 SCS' other programs, this building is a part of SCS' shelter programs, providing basic needs for
312 all the people who enter; all they have to do is present themselves as homeless and they will be
313 provided with food, a safe place to stay, bathroom facilities, a kitchen, food, clothing and
314 anything that they need. Chair Kopczynski thought this location used to be a women's shelter.
315 Mr. Henderson said during his tenure, it had always been a family shelter, but it tended to have
316 mostly women. Chair Kopczynski said the women were generally not in good conditions when
317 they arrived. Mr. Henderson stated that the general population was often single women and
318 women with children.

320 Vice Chair Savastano was curious about what coordination happens between local agencies. For
321 example, if an individual enters one facility but another agency might have a different specialty.
322 Mr. Henderson explained that New Hampshire is pretty savvy, with a Homeless Management
323 Information System, so all people who enter homeless services have information entered into a
324 database. If a client goes to SCS, that information will also be available to Hundred Nights if
325 they go there in the future. He said New Hampshire also has a Coordinated Entry System, so
326 anyone at SCS, Hundred Nights, or street homeless could access that system for supportive
327 housing and anything that other providers have. He said not everything is local, if there is an
328 opening for a bed in Keene it could go to an individual from Concord at the top of the list, for
329 example. Mr. Henderson said it had become a lot more fluid and dynamic, and certainly more
330 information was flowing between programs and partnerships. He also noted Keene being in the
331 Cheshire County Emergency Housing Collaborative, so SCS was working with Hundred Nights
332 and others through the Monadnock United Way as a collaborative.

333
334 Mr. Hamm asked how often SCS received clients from Concord or other distant places. Mr.
335 Henderson said SCS had been consistently serving 80% to 90% clients from Cheshire County,

336 noting it was rare to see individuals from different parts of the state and even rarer from other
337 parts of the country.

338

339 Chair Kopczynski thought that when communities surrounding Keene and Cheshire County did
340 not necessarily have the systems in place to support their homeless, they were sending those
341 individuals to Keene. It was his understanding that the City of Keene tried to recoup some of
342 those costs for City services from those communities. He wondered if the Board could receive a
343 staff report on that and how the Keene taxpayers are impacted. Mr. Hamm said it was a question
344 he heard often, and he agreed that it would be important to learn more.

345

346 Chair Kopczynski asked about the house next to 32 Water Street that appeared to be a party
347 house, citing instances of individuals shooting fireworks at passing cars. He asked Mr.
348 Henderson if it interfered with SCS operations. Mr. Henderson said he had heard no complaints
349 from any of the clients. He admitted, however, in his current position that answer might not find
350 its way to him. Chair Kopczynski said it was okay, he had talked to SCS Executive Director Beth
351 Daniels about it in the past. Mr. Hamm asked if there was a staff person on premises at all times
352 at 32 Water Street. Mr. Henderson said no, the staff office is on Roxbury Street. Mr. Hamm
353 asked if 32 Water Street was pretty well self-policed by the other residents. Mr. Henderson said
354 yes, and with Covid funding, SCS installed a security system with cameras, including five or six
355 exterior cameras at the Roxbury Street location.

356

357 Chair Kopczynski opened the Hearing to public comments and hearing none in opposition or
358 support, he closed the Public Hearing.

359

360 The Board considered the three criteria for approving the application.

361

*362 The licensing board shall consider the following criteria when evaluating whether to approve,
363 renew, or deny a congregate living and social services license application.*

364

*365 Criteria 1: The use is found to be in compliance with the submitted operations and management
366 plan, including but not limited to compliance with all applicable building, fire, and life safety
367 codes.*

368

369 A motion by Vice Chair Savastano to find that Criteria 1 was met was duly seconded by Mr.
370 Hamm and the motion carried unanimously on a vote of 3–0.

371

*372 Criteria 2: The use is of a character that does not produce noise, odors, glare, and/or vibration
373 that adversely affects the surrounding area.*

374

375 A motion by Mr. Hamm to find that Criteria 2 was met was duly seconded by Vice Chair
376 Savastano and the motion carried unanimously on a vote of 3–0.

377

378 Criteria 3: The use does not produce public safety or health concerns in connection with traffic,
379 pedestrians, public infrastructure, and police or fire department actions.

380
381 A motion by Mr. Hamm to find that Criteria 3 was met was duly seconded by Vice Chair
382 Savastano and the motion carried unanimously on a vote of 3-0.

383
384 A motion by Vice Chair Savastano was duly seconded by Mr. Hamm to approve CLSS-2025-18
385 for the Southwestern Community Services homeless shelter located at 32 Water Street. The
386 motion carried unanimously on a vote of 3-0.

387
388 **D) CLSS-2025-19: Applicant, Trevor Grauer, COO for Keene Cribs, is**
389 **requesting a renewal Congregate Living & Social Services License for a**
390 **lodging house, located at 85 Winchester St., and is in the High Density**
391 **District and as defined in Chapter 46, Article X of the Keene City**
392 **Ordinances.4**

393
394 Chair Kopczynski opened the Public Hearing and requested City staff comments. Mr. Hagan
395 reported that the property at 85 Winchester Street was seeking its next renewal. No changes were
396 made to their documentation. Staff found their application to be completed and paid for. City
397 Inspections were completed on September 9, 2025, with no Departmental comments from Fire,
398 Police, or Property and Housing.

399
400 Chair Kopczynski welcomed the applicant Trevor Grauer, COO for Keene Cribs, requesting
401 renewal for a CLSS Permit for a Lodging House at 85 Winchester Street. He said it is a single-
402 family residential house, predominantly rented to college students. Mr. Grauer believed the
403 building was allowed for up to eight people but said there were usually only five or six. There
404 were no changes to the application, and he said he was just looking for a renewal. Chair
405 Kopczynski said he understood that since Mr. Grauer took over the house, it had been very well
406 run. Mr. Grauer said there had been no problems with Code, Police, or Fire other than occasional
407 minor issues (e.g., burnt food; fire alarm is connected to the caller).

408
409 Chair Kopczynski opened the Hearing to public comments and hearing none in opposition or
410 support, he closed the Public Hearing.

411
412 The Board considered the three criteria for approving the application.

413
414 *The licensing board shall consider the following criteria when evaluating whether to approve,*
415 *renew, or deny a congregate living and social services license application.*

416
417 Criteria 1: The use is found to be in compliance with the submitted operations and management
418 plan, including but not limited to compliance with all applicable building, fire, and life safety
419 codes.

421 A motion by Mr. Hamm to find that Criteria 1 was met was duly seconded by Vice Chair
422 Savastano and the motion carried unanimously on a vote of 3–0.

423
424 Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration*
425 *that adversely affects the surrounding area.*

426
427 A motion by Vice Chair Savastano to find that Criteria 2 was met was duly seconded by Mr.
428 Hamm and the motion carried unanimously on a vote of 3–0.

429
430 Criteria 3: *The use does not produce public safety or health concerns in connection with traffic,*
431 *pedestrians, public infrastructure, and police or fire department actions.*

432
433 A motion by Mr. Hamm to find that Criteria 3 was met was duly seconded by Vice Chair
434 Savastano and the motion carried unanimously on a vote of 3–0.

435
436 A motion by Mr. Hamm was duly seconded by Vice Chair Savastano to approve CLSS-2025-19
437 for the 85 Winchester Street, LLC, lodging house located at 85 Winchester St. The motion
438 carried unanimously on a vote of 3–0.

439
440 E) **CLSS-2025-20: Applicant, Rhoda Jurkowski, Property Manager for**
441 **Monadnock Affordable Housing, is requesting a renewal Congregate Living**
442 **& Social Services License for a lodging house, located at 86 Winter St., and is**
443 **in the Downtown Transition District and as defined in Chapter 46, Article X**
444 **of the Keene City Ordinances.**

445
446 Chair Kopczynski opened the Public Hearing and requested City staff comments. Mike Hagan,
447 Plans Examiner, reported that Monadnock Affordable Housing Corporation at 86 Winter Street
448 was seeking their next renewal. No changes were made to their documentation. Staff found their
449 application to be completed and paid for. City Inspections were completed on September 9,
450 2025, with no Departmental comments from Fire, Police, or Property and Housing.

451
452 Chair Kopczynski welcomed the applicant, Rhoda Jurkowski, Property Manager for Monadnock
453 Affordable Housing, who said nothing was changing about the 18 single rooms at 86 Winter
454 Street. There was also still the one apartment on site for the Resident Manager to live and help
455 manage the house, which makes it unique. Ms. Jurkowski said it is fully residential, with one-
456 year leases; some go on to stay for two years. She said everything was pretty much status quo.
457 She noted they had stuck to the Neighborhood Relations Plan, which had been pretty positive.
458 Chair Kopczynski said the Board had found that when Neighborhood Relations Plans were
459 exercised, they were usually pretty positive and took steam out of a lot of potential issues. Ms.
460 Jurkowski said her Resident Managers were pretty good about having neighborhood gatherings
461 at the house and they were trying to include some of the closer neighbors.

463 Vice Chair Savastano asked about specific Resident Managers he knew by name. Discussion
464 ensued as Ms. Jurkowski did not realize Vice Chair Savastano was still a neighbor of 86 Winter
465 Street; they used to engage in the neighborhood. Vice Chair Savastano appreciated what
466 Monadnock Affordable Housing Corporation (Keene Housing) did over the years to address
467 noise problems. He wondered if something could be done to add a bike rack because many
468 people were locking their bikes to telephone poles, etc., on Winter and School Streets, often
469 causing some noise at night. Ms. Jurkowski noted that there was a large bike rack in the full side
470 garage for the tenants. She and Vice Chair Savastano agreed that it could be tenants' visitors
471 causing the problem. Ms. Jurkowski said she did not mind taking responsibility and asking her
472 tenants to request their guests not park their bikes there. Vice Chair Savastano said that would be
473 great.

474
475 Chair Kopczynski said that having been involved with the expansion of the Keene Public Library
476 and working in close cooperation with the neighbors, he could say things had actually improved
477 greatly—like night and day—at this location. Mr. Hamm recalled that Linda Mangones really
478 started Keene Housing and Ms. Jurkowski agreed.

479
480 Chair Kopczynski opened the Hearing to public comments. There were no comments expressing
481 opposition. Comments in favor ensued.

482
483 Cheryl Bemis, Property Manager for Keene Housing, said she supported the application.

484
485 Chair Kopczynski closed the Public Hearing.

486
487 The Board considered the three criteria for approving the application.

488
489 *The licensing board shall consider the following criteria when evaluating whether to approve,*
490 *renew, or deny a congregate living and social services license application.*

491
492 *Criteria 1: The use is found to be in compliance with the submitted operations and management*
493 *plan, including but not limited to compliance with all applicable building, fire, and life safety*
494 *codes.*

495
496 A motion by Vice Chair Savastano to find that Criteria 1 was met was duly seconded by Mr.
497 Hamm and the motion carried unanimously on a vote of 3–0.

498
499 *Criteria 2: The use is of a character that does not produce noise, odors, glare, and/or vibration*
500 *that adversely affects the surrounding area.*

501
502 A motion by Mr. Hamm to find that Criteria 2 was met was duly seconded by Vice Chair
503 Savastano and the motion carried unanimously on a vote of 3–0.

505 Criteria 3: The use does not produce public safety or health concerns in connection with traffic,
506 pedestrians, public infrastructure, and police or fire department actions.

507
508 A motion by Mr. Hamm to find that Criteria 3 was met was duly seconded by Vice Chair
509 Savastano and the motion carried unanimously on a vote of 3-0.

510
511 A motion by Vice Chair Savastano was duly seconded by Mr. Hamm to approve CLSS-2025-20
512 for the Monadnock Affordable Housing Corp. lodging house located at 86 Winter Street. The
513 motion carried unanimously on a vote of 3-0.

514
515 F) **CLSS-2025-21: Applicant, Mojgan Skelton, owner of Finch Capital, is**
requesting a renewal Congregate Living & Social Services License for a
lodging house, located at 57 Winchester St., and is in the High Density
District and as defined in Chapter 46, Article X of the Keene City
Ordinances.

520
521 Chair Kopczynski opened the Public Hearing and requested City staff comments. Mike Hagan,
522 Plans Examiner, reported that Finch Capital, LLC, was seeking their next renewal for this facility
523 at 57 Winchester Street. No changes were made to their documentation. Staff found their
524 application to be completed and paid for. City staff Inspections were completed on September
525 17, 2025, with no Departmental comments from Fire, Police, or Property and Housing.

526
527 Chair Kopczynski welcomed Mojgan Skelton, owner of Finch Capital, attending the meeting
528 remotely. Ms. Skelton reported buying this 12-bedroom student rental property two years prior.
529 She said it was totally booked until 2027. It is a 12-bedroom, single occupancy house. She
530 managed the property herself, said there was nothing to report, and that everything was in order.

531
532 Chair Kopczynski asked the applicant to elaborate on their Outreach and Management Plans for
533 this property. Ms. Skelton said Josh Greenwald was the local property manager at this time and
534 all the neighbors knew to contact him for anything that needed to be done immediately.
535 Otherwise, for the students, Ms. Skelton would communicate with them every day directly and
536 said there is a cleaning crew and handyman. Chair Kopczynski said those were property
537 management. He wanted to know what the original application discussed for how emergency
538 services could reach the applicant, how neighbor conversations should occur if there were
539 problems, and things like that. Ms. Skelton said she was familiar with it, and everyone knew to
540 contact the Property Manager, Mr. Greenwald. Chair Kopczynski asked staff for clarity about
541 what was in the application. Mr. Hagan said the application's current Neighborhood Relations
542 Plan stated, "A specific location surrounded by a similar population demographic. More
543 specifically, most neighbors are also college students and tenants and have a similar lease or time
544 frame for occupancy. We rely on communication to and from the neighbors, as well as the City
545 representatives, to help support the goals of our community. The emergency line we provide to
546 our tenants is also equally available to every neighbor, every City representative, and any
547 individual that may feel the need to communicate any issues, large or small."

548 Vice Chair Savastano asked about what looked like an anomaly in the Fire Sprinkler Inspection
549 Report, page 60 of the meeting agenda. There was a question, Section 9.A: “Do all sprinklers
550 appear to be in good condition, not obstructed, and free of corrosion or loading?” The answer
551 was “no,” and Vice Chair Savastano asked if it was a mistake. Ms. Skelton said the entire fire
552 system was changed the prior year and she would ensure that any mistake would be corrected.
553 She said that during inspection she was assured that everything was fine. Vice Chair Savastano
554 wanted to follow up with City staff. Mr. Hagan said this Fire Sprinkler Inspection Report was
555 provided to the Fire Marshall, Rick Wood, who reviewed it. Occasionally, on the last page of the
556 report, it will follow up proposing a fix; this report did (page 62), “1 loaded SW inside 2nd fl
557 hallway – OB Chrome 155 1/2” SW BES.” Ms. Skelton said nobody ever came back and said
558 anything or she would have addressed it immediately. Chair Kopczynski said it was okay and
559 both staff and the Board would follow up with Ms. Skelton.

560
561 Mr. Hamm referred to the Fire Sprinkler Inspection Report and the potential for “Non-Critical
562 Deficiencies.” He asked what that meant. Mr. Hagan said when staff report anything that they
563 suggest being changed, it is addressed as non-critical. If it was a critical, it would have to be
564 suggested to be changed immediately. In this case, Mr. Hagan said if it was a little bit of
565 corrosion, it is something that could have been identified as needing to be changed in time, but
566 he was not positive that was what this report was saying. Chair Kopczynski thought the report
567 did not show a failure and that was the importance. It showed something that needed attention
568 and staff would follow up. Ms. Skelton said she would rectify it immediately.

569
570 Chair Kopczynski opened the Hearing to public comments and hearing none in opposition or
571 support, he closed the Public Hearing.

572
573 The Board considered the three criteria for approving the application.

574
575 *The licensing board shall consider the following criteria when evaluating whether to approve,*
576 *renew, or deny a congregate living and social services license application.*

577
578 Criteria 1: The use is found to be in compliance with the submitted operations and management
579 plan, including but not limited to compliance with all applicable building, fire, and life safety
580 codes.

581
582 A motion by Mr. Hamm to find that Criteria 1 was met was duly seconded by Vice Chair
583 Savastano and the motion carried unanimously on a vote of 3–0.

584
585 Criteria 2: The use is of a character that does not produce noise, odors, glare, and/or vibration
586 that adversely affects the surrounding area.

587
588 A motion by Mr. Hamm to find that Criteria 2 was met was duly seconded by Vice Chair
589 Savastano and the motion carried unanimously on a vote of 3–0.

591 Criteria 3: The use does not produce public safety or health concerns in connection with traffic,
592 pedestrians, public infrastructure, and police or fire department actions.

593
594 A motion by Vice Chair Savastano to find that Criteria 3 was met was duly seconded by Mr.
595 Hamm and the motion carried unanimously on a vote of 3–0.

596
597 A motion by Mr. Hamm was duly seconded by Vice Chair Savastano to approve CLSS-2025-21
598 for the Finch Capital, LLC., lodging house located at 57 Winchester Street. The motion carried
599 unanimously on a vote of 3–0.

600

601 **VI. New Business:**

602

603 Chair Kopczynski said he would be working with City staff to redo the meeting script to flow
604 better. He would emphasize certain information from the application, like the Outreach Plans, to
605 ensure the Board is not overlooking those crucial points in addition to technical aspects, like the
606 Staff Reports. Vice Chair Savastano said that for times he needs to Chair the meetings, the script
607 would be appreciated. He was unsure how long he could be Vice Chair; his term would expire on
608 December 31, 2026.

609

610 Discussion ensued about the recent building fire downtown near Keene State College on Elliot
611 Street that injured City of Keene Firefighters. Vice Chair Savastano asked if the building was
612 used for students. Chair Kopczynski’s understanding was that it was, but he did not think it was a
613 Lodging House. Mr. Hamm heard rumors [skuttle] that it was indeed a Lodging House and asked
614 what someone should do with that information if so. Mr. Hagan said someone could always
615 contact the Community Development Department with any issues or if concerned about a
616 property; there is a website to submit anonymously but that prohibits a follow-up. Mr. Hamm
617 heard an abutter who said they saw vans transporting people to and from that residence. Vice
618 Chair Savastano asked at what point a house becomes a Lodging House. Discussion ensued
619 about the complexities while Mr. Hagan looked for the definition.

620

621 Chair Kopczynski noted the challenges of buildings with multiple units, multiple people in each
622 unit, etc., and when going beyond one unit becomes something else depending on what is
623 underlying the use. He added that the legislature was changing it all the time. Vice Chair
624 Savastano said he did not know all the details of that specific fire, but he knew it was a major
625 fire, and if it was actually operating as a Lodging House and the City had the opportunity for a
626 fire safety review, he said maybe that would have made a difference. Chair Kopczynski said that
627 if it was operating as a Lodging House and it should not have been, that would become an
628 enforcement issue (Fire and Building Code, licensure), which is for City staff to deal with.

629

630 Mr. Hagan read the definition of Lodging House per Article 29 of Keene’s Land Development
631 Code (LDC): “*Any dwelling for between 5 and 16 unrelated natural persons, which provides*
632 *separate rooms for sleeping for a fee, without personal care services and without separate*
633 *cooking facilities for individual occupants. A lodging house may include separate living quarters*

634 *for an on-site property manager. For purposes of this LDC, the term lodging house shall not*
635 *include a hotel or motel.”*

636

637 Vice Chair Savastano’s concern was that one of the Board’s best applicants all along had been
638 Mr. Grauer with Keene Cribs (85 Winchester Street), running a very responsible Lodging House
639 for college students. Vice Chair Savastano thought the City owed it to the student population to
640 ensure things were being run properly and said Mr. Grauer’s operation was an example. The
641 Board agreed it is not good when things are running under the radar.

642

643 **VII. Adjournment**

644

645 There being no further business, Chair Kopczynski adjourned the meeting at 7:19 PM.

646

647 Respectfully submitted by,
648 Katryna Kibler, Minute Taker
649 November 25, 2025

650

651 Reviewed and edited by,
652 Corinne Marcou, Board Clerk
653

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CLSS STAFF REPORT

CLSS-2026-07 – Residential Care Facility – Emerald House, 32 Emerald House

Request:

Applicant Jewel Wilson, Supervisor, requests a license for a Residential Care Facility at the property located at 32 Emerald St. and is in the Downtown Growth District.

Background:

Emerald House operates this facility, including 10 beds along with business operations at this onsite facility

Completeness:

The property at 32 Emerald Street is seeking annual renewal, with no changes having been made to their documentation, though there is a new Supervisor. Staff find their application complete and fee has been paid.

Inspections:

City Staff inspection was completed on January 12, 2026

Departmental Comments:

Property & Housing: One comment; a window in the attic has a section of the frame deteriorating

Fire Department: No comment

Police Department: No comment

There have been no phone calls/complaints filed for this property.

Criteria Review:

- 1) The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.
- 2) The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.
- 3) The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.

Recommended Motion:

If the Board is inclined to approve this request, the following motion is recommended:

Move to approve CLSS-2025-02 for Monadnock Family Services DBA Emerald House to operate a Residential Care Facility located at 32 Emerald St.



City of Keene

3 Washington Street

New Hampshire 03431

Congregate Living & Social Services Licensing Inspection Checklist

Name of Organization: Emerald House

Address of Property: 32 Emerald St

1)	Exterior	N/A
Notes:	No concerns noted.	
2)	Hallways/Stairwells	N/A
Notes:	No concerns noted.	
3)	Storage/Closets	N/A
Notes:	No concerns noted.	
4)	Bathrooms	N/A
Notes:	No concerns noted.	
5)	Basement/Attic	N/A
Notes:	Window in attic facing driveway/main St side has part of the frame falling apart.	
6)	Kitchen/Food Prep Area	N/A
Notes:	No concerns noted.	
7)	Bedrooms/ Classrooms	N/A
Notes:	No concerns noted.	
8)	Common Areas	N/A
Notes:	No concerns noted.	
9)	Offices	N/A
Notes:	No concerns noted.	
10)	Electrical Systems	N/A
Notes:	No concerns noted.	
11)	Heating System	N/A
Notes:	No concerns noted.	
12)		
Notes:		

Date of Inspection: January 13, 2026

Inspector: Ryan Lawliss



City of Keene, NH

**Congregate Living & Social Services
License Application**

For Office Use Only:
Case No. CLSS-2026-02
Date Filed 1/6/2026
Rec'd By CJM
Page 1 of 4
Tax Map# 584-065-000
Zoning District: DT-G

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keenenh.gov

SECTION 1: LICENSE TYPE

<input type="radio"/> Drug Treatment Center	<input checked="" type="radio"/> Group Home, Small	<input type="radio"/> Homeless Shelter
<input type="radio"/> Fraternity/Sorority	<input type="radio"/> Group Resource Center	<input type="radio"/> Lodging House
<input type="radio"/> Group Home, Large	<input type="radio"/> Residential Drug/Alcohol Treatment Facility	<input type="radio"/> Residential Care Facility

SECTION 2: PROPERTY LOCATION

ADDRESS: 32 Emerald St. Keene, NH 03431

SECTION 3: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER	APPLICANT		
NAME/COMPANY: Monadnock Affordable Housing Corp	NAME/COMPANY: Monadnock Family Services		
MAILING ADDRESS: 831 Court St. Keene, NH 03431	MAILING ADDRESS: 32 Emerald St. Keene, NH 03431		
PHONE: (603) 352-6161	PHONE: (603) 352-6649		
EMAIL: [REDACTED]	EMAIL: [REDACTED]		
SIGNATURE: 	DATE: 12/23/25	SIGNATURE: 	DATE: 12/23/25
PRINTED NAME: Joshua Malan	TITLE: Executive Director	PRINTED NAME: Jewel Wilson	TITLE: Emerald House Supervisor
AUTHORIZED AGENT (if different than Owner/Applicant)		OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)	
		<input checked="" type="checkbox"/> Same as owner	
NAME/COMPANY:	NAME/COMPANY:		
MAILING ADDRESS:	MAILING ADDRESS:		
PHONE:	PHONE:		
EMAIL:	EMAIL:		
SIGNATURE:	DATE:	SIGNATURE:	DATE:
PRINTED NAME:	TITLE:	PRINTED NAME:	TITLE:

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS

Using additional sheets if needed, briefly describe your responses to each criteria:

1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.

Residents of Emerald House are adults coping with severe and persistent mental illness who are supported by Monadnock Family Services. Emerald House provides coaching and prompting of ADLs, as well as support with medications, transportation, community integration, scheduling, meal preparation and crisis intervention.

2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.

Emerald House is a 10-bed, 24/7 staffed facility. The ten beds are consistently filled. During the day from 7am-7pm there may be 2-5 staff members on site and 1-2 other MFS or CFI personnel on the property working with clients. Residents may host up to two guests between the hours of 10am-5pm. The facility is 4,616 ft. of living space and sits alone on a .24 acre lot.

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS CONTINUED

Using additional sheets if needed, briefly describe your responses to each criteria:

3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.

The average stay at Emerald House is three years.

Neighborhood Relations Plan

We are surrounded by businesses, except at the back, which is college student housing. Due to their transient nature, we don't have a plan with them. 75% of the time residents are supported by staff in the community, which gives staff and clients an opportunity to create healthy neighborhood relationships. Our residents frequent the local establishments and have a good rapport. There is no history of or current complaints of any nature.

Building and Site Maintenance Plan

Emerald House is owned by Keene Housing. For any and all building repairs or emergencies, staff can contact our Keene Housing Maintenance Manager 24 hours a day, 7 days a week.

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CLSS STAFF REPORT

CLSS-2026-05 – Residential Care Facility – American House, 197 Water St.

Request:

Applicant Hilary Seifer, Executive Director, requests a license for a Residential Care Facility at the property located at 197 Water St. and is in the Business Growth & Reuse District.

Background:

American House operates this facility, including 109 apartments with 144 NH licensed Assisted Living Residential Care beds along with business operations at this onsite facility

Completeness:

The property at 197 Water Street is seeking annual renewal, with no changes having been made to their documentation, except the included updated Neighborhood Relations Plan. Staff find their application complete and fee has been paid.

Inspections:

City Staff inspection was completed on January 15, 2026

Departmental Comments:

Property & Housing: Several ceiling duct registers exhibit signs of mold spores.

Fire Department: No comment

Police Department: No comment

There have been no phone calls/complaints filed for this property.

Criteria Review:

- 1) The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.
- 2) The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.
- 3) The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.

Recommended Motion:

If the Board is inclined to approve this request, the following motion is recommended:

Move to approve CLSS-2025-05 for American House Keene to operate a Residential Care Facility located at 197 Water St.



City of Keene

3 Washington Street

New Hampshire 03431

Congregate Living & Social Services Licensing Inspection Checklist

Name of Organization: American House

Address of Property: 197 Water St.

1) EXTERIOR

NOTES: No concerns noted

2) HALLWAYS/STAIRWELLS

NOTES: No concerns noted

3) STORAGE/CLOSETS

NOTES: No concerns noted

4) BATHROOMS

NOTES: No concerns noted

5) BASEMENT/ATTIC

NOTES: No concerns noted

6) KITCHEN/FOOD PREP AREA

NOTES:

7) BEDROOMS/ CLASSROOMS

NOTES: No concerns noted

8) COMMON AREAS

NOTES: No concerns noted

9) OFFICES

NOTES: No concerns noted

10) ELECTRICAL SYSTEMS

NOTES: No concerns noted

11) HEATING SYSTEM

NOTES: Several ceiling duct registers exhibited signs of mold spores

FINAL NOTES:

DATE OF INSPECTION: 1/15/26

INSPECTOR: John Hyslop



City of Keene, NH

**Congregate Living & Social Services
License Application**

For Office Use Only:
Case No. CLSS-2026-05
Date Filed 2/3/2026
Rec'd By CJM
Page 1 of 3
Tax Map# 586-049-000
Zoning District: BGR

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keenennh.gov

SECTION 1: LICENSE TYPE

<input type="radio"/> Drug Treatment Center	<input type="radio"/> Group Home, Small	<input type="radio"/> Homeless Shelter
<input type="radio"/> Fraternity/Sorority	<input type="radio"/> Group Resource Center	<input type="radio"/> Lodging House
<input type="radio"/> Group Home, Large	<input type="radio"/> Residential Drug/Alcohol Treatment Facility	<input checked="" type="radio"/> Residential Care Facility

SECTION 2: PROPERTY LOCATION

ADDRESS: 197 Water St.

SECTION 3: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER	APPLICANT		
NAME/COMPANY: Keene DR LLC	NAME/COMPANY: American House Keene		
MAILING ADDRESS: 1 Town Sq Sunfield MI 48076	MAILING ADDRESS: 197 Water St Keene NH 03431		
PHONE: 248-436-4663	PHONE: 603 352 1282		
EMAIL: [REDACTED]	EMAIL: [REDACTED]		
SIGNATURE: Jeffrey M. Floyd	DATE: 1/30/2026	SIGNATURE:	DATE:
PRINTED NAME: Jeffrey M. Floyd	TITLE: Authorized Representative	PRINTED NAME: Hilary Seifer	TITLE: ED
AUTHORIZED AGENT (if different than Owner/Applicant)		OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)	
		<input type="checkbox"/> Same as owner	
NAME/COMPANY:	NAME/COMPANY:		
MAILING ADDRESS:	MAILING ADDRESS:		
PHONE:	PHONE:		
EMAIL:	EMAIL:		
SIGNATURE:	DATE:	SIGNATURE:	DATE:
PRINTED NAME:	TITLE:	PRINTED NAME:	TITLE:

American House Neighborhood Relations Plan 2026

American House continues to work along side our neighbors. American House host weekly BNI meetings, bi-weekly Branch River Theatre meetings, and occasional lion club meetings.

American House host interns from Mc2 charter school, as well as a multigenerational group for yoga, storytelling, and socialization.

American House has a long-standing relationship with the Monadnock Humane Society, hosting monthly therapy dog visits.

American House has Freedom reins visit twice a year and volunteered at Amazing Grace Animal Sanctuary as part of leadership team building.

American House was honored to provide a platform for Keene middle school students to read their poetry, and for Rise for Baby and Family to deliver Christmas cards to the residents.

American House had the pleasure of hosting Mayor Kahn's inauguration this year, as well as support our residents in voting, by providing absence options as well as transportation to the polls.

American House host the Women's collective group, on a regular basis, so that they can plan their volunteer opportunities.

American House is always more than willing to provide a meeting space for local business's and community groups.

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CLSS STAFF REPORT

CLSS-2026-07 – Residential Care Facility – Covenant Living of Keene, 100 Wyman Rd.

Request:

Applicant Gregg Burdett, Executive Director, requests a license for a Residential Care Facility for property located at 100 Wyman Rd. and is in the Rural District.

Background:

Covenant Living operates this facility, consisting of 140 independent living units, 43 assist living units, 18 memory support units and 20 skilled nursing beds along with business operations at this onsite facility

Completeness:

The property at 100 Wyman Rd. is seeking annual renewal, with no changes having been made to their documentation, except the included updated Neighborhood Relations Plan. Staff find their application complete and fee has been paid.

Inspections:

City Staff inspection was completed on January 15, 2026

Departmental Comments:

Property & Housing: Kitchen range hood was red tagged at prior inspection & not corrected.

Fire Department: No comment

Police Department: No comment

There have been no phone calls/complaints filed for this property.

Criteria Review:

- 1) The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.
- 2) The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.
- 3) The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.

Recommended Motion:

If the Board is inclined to approve this request, the following motion is recommended:

Move to approve CLSS-2025-07 for Covenant Living of Keene to operate a Residential Care Facility located at 100 Wyman Rd.



City of Keene

3 Washington Street

New Hampshire 03431

Congregate Living & Social Services Licensing Inspection Checklist

Name of Organization: Covenant Living of Keene

Address of Property: 100 Wyman Rd

1)	Exterior	
Notes:	No concerns noted.	
2)	Hallways/Stairwells	
Notes:	No concerns noted.	
3)	Storage/Closets	
Notes:	No concerns noted.	
4)	Bathrooms	
Notes:	No concerns noted.	
5)	Basement/Attic	
Notes:	No concerns noted.	
6)	Kitchen/Food Prep Area	
Notes:	Kitchen range hood was red tagged at prior inspection and not corrected.	
7)	Bedrooms/ Classrooms	
Notes:	No concerns noted.	
8)	Common Areas	
Notes:	No concerns noted.	
9)	Offices	
Notes:	No concerns noted.	
10)	Electrical Systems	
Notes:	No concerns noted.	
11)	Heating System	
Notes:	No concerns noted.	
12)		
Notes:		

Date of Inspection: 1/15/26

Inspector: John Hyslop



City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:
 Case No. CLSS-2026-07
 Date Filled 2/2/2026
 Rec'd By CJM
 Page 1 of 3
 Tax Map# 221-018-000
 Zoning District: Rural

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keenennh.gov

SECTION 1: LICENSE TYPE

<input type="radio"/> Drug Treatment Center	<input type="radio"/> Group Home, Small	<input type="radio"/> Homeless Shelter
<input type="radio"/> Fraternity/Sorority	<input type="radio"/> Group Resource Center	<input type="radio"/> Lodging House
<input type="radio"/> Group Home, Large	<input type="radio"/> Residential Drug/Alcohol Treatment Facility	<input checked="" type="radio"/> Residential Care Facility

SECTION 2: PROPERTY LOCATION

ADDRESS: 100 Wyman Rd, Keene NH 03431

SECTION 3: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER	APPLICANT
NAME/COMPANY: Covenant Living of Keene	NAME/COMPANY: Covenant Living of Keene
MAILING ADDRESS: 100 Wyman Rd Keene, NH 03431	MAILING ADDRESS: 100 Wyman Rd Keene, NH 03431
PHONE: (603) 283-5150	PHONE: (603) 283-5150
EMAIL: [REDACTED]	EMAIL: [REDACTED]
SIGNATURE: DATE: 2/2/26	SIGNATURE: DATE: 2/2/26
PRINTED NAME: Greg Burgett TITLE: EXECUTIVE DIRECTOR	PRINTED NAME: Greg Burgett TITLE: EXECUTIVE DIRECTOR
AUTHORIZED AGENT (if different than Owner/Applicant)	
OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)	
NAME/COMPANY: <input checked="" type="checkbox"/> Same as owner	
MAILING ADDRESS:	MAILING ADDRESS:
PHONE:	PHONE:
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SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS

Using additional sheets if needed, briefly describe your responses to each criteria:

1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.

No change from previous

2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.

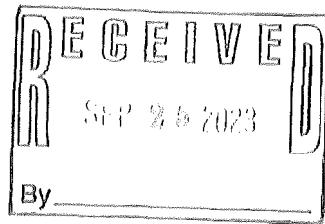
No change from previous

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS CONTINUED

Using additional sheets if needed, briefly describe your responses to each criteria:

3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.

No Change from previous



Covenant Living of Keene

Neighborhood Relations Plan

Covenant Living of Keene residents and employees have a responsibility as members of the Keene community, and our immediate Wyman Road area, to demonstrate respect and concern for their neighbors. Covenant Living of Keene further imposes this obligation upon all residents and employees to demonstrate responsible citizenship in their local neighborhood.

Neighbors are to be communicated with on a regular basis as to the happenings at our community. This communication can take the form of invitations to events and public forums taking place on our campus, general written notices of pending construction projects, large scale events, emergency situations, etc. In addition to direct neighbors, Covenant Living of Keene pledges to maintain open lines of communication with the City of Keene, the Keene Police Department, and the Keene Fire Department.

As a good corporate citizen, Covenant Living of Keene plays a major role in the community with regards to philanthropic and volunteer activities. Examples include, but are not limited to:

- Donating excess food to community food bank, shelters, and hunger relief programs
- Supporting local literacy programs by providing space for volunteer activities
- Extensive recycling programs including office paper, newspapers, aluminum, plastic
- Donating used good goods such as furniture and linens to local organizations
- Sponsoring numerous non-profit charity events throughout the region
- Encouraging volunteer activities for all employees.

Covenant Living of Keene pledges to continue its policy and practice of good corporate citizenship and positive local neighborhood relations.

Adopted September 2023