



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.]

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

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

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

III. Minutes of Previous Meeting: May 27, 2025

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

IV. Unfinished Business:

There was no unfinished business.

V. Applications:

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.

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

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

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

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

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

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

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

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

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

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

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

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

Chair Kopczynski closed the Public Hearing.

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

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

The Board considered the three criteria for approving the application.

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

Criteria 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.*

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

The Board considered the three criteria for approving the application.

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

Criteria 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.*

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

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

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

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

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

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

1. That the Housing Inspection repair work be accomplished within six months.
The motion carried unanimously on a vote of 3–0.

C) **Continued CLSS-2025-18: Applicant, for Beth Daniels, Executive Director for Southworth Community Services, is requesting a renewal Congregate 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.**

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

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

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

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

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

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

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

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

The Board considered the three criteria for approving the application.

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

Criteria 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.*

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

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

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

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

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

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

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

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

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

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

The Board considered the three criteria for approving the application.

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

Criteria 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.

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

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

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

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

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

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

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

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

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

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

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

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

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

Chair Kopczynski closed the Public Hearing.

The Board considered the three criteria for approving the application.

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

Criteria 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.*

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

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

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

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

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

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

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.

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

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

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

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

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

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

The Board considered the three criteria for approving the application.

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

Criteria 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.*

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

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

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

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

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

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

VI. New Business:

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

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

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

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

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

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

VII. Adjournment

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

Respectfully submitted by,
Katryna Kibler, Minute Taker
November 25, 2025

Reviewed and edited by,
Corinne Marcou, Board Clerk

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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 Filled 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


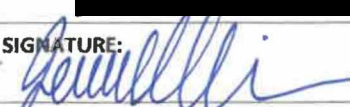
- | | | |
|---|---|---|
| <input type="radio"/> Drug Treatment Center | <input checked="" type="radio"/> Group Home, Small | <input type="radio"/> Homeless Shelter |
| <input type="radio"/> Fraternity/Sorority | <input type="radio"/> Group Resource Center | <input type="radio"/> Lodging House |
| <input 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:		SIGNATURE:	
DATE:	12/23/25	DATE:	12/23/25
PRINTED NAME:	Joshua Mullen	PRINTED NAME:	Jewel Wilson
TITLE:	Executive Director	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:		SIGNATURE:	
DATE:		DATE:	
PRINTED NAME:		PRINTED NAME:	
TITLE:		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 Card 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 Filled 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@keenenh.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:	<u>Keene DR LLC</u>	NAME/COMPANY:	<u>American House Keene</u>
MAILING ADDRESS:	<u>1 Towne Sq Southfield MI 48076</u>	MAILING ADDRESS:	<u>197 Water St Keene NH 03431</u>
PHONE:	<u>248-436 4663</u>	PHONE:	<u>603 352 1282</u>
EMAIL:	[REDACTED]	EMAIL:	[REDACTED]
SIGNATURE:	<u>[Signature]</u>	SIGNATURE:	<u>[Signature]</u>
DATE:	<u>1/30/2026</u>	DATE:	
PRINTED NAME:	<u>Jeffrey M. Floyd</u>	PRINTED NAME:	<u>Hilary Seifer</u>
TITLE:	<u>Authorized Representative</u>	TITLE:	<u>ED</u>
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:	<u>Hilary Seifer</u>
MAILING ADDRESS:		MAILING ADDRESS:	<u>197 Water St Keene NH 03431</u>
PHONE:		PHONE:	
EMAIL:		EMAIL:	
SIGNATURE:		SIGNATURE:	<u>[Signature]</u>
DATE:		DATE:	
PRINTED NAME:		PRINTED NAME:	<u>Hilary Seifer</u>
TITLE:		TITLE:	<u>ED</u>

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 Socitey, 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@keenenh.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: [Signature] DATE: 2/2/26		SIGNATURE: [Signature] DATE: 2/2/26	
PRINTED NAME: GR466 BURDETTE TITLE: EXECUTIVE DIRECTOR		PRINTED NAME: GR466 BURDETTE TITLE: EXECUTIVE DIRECTOR	
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.

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.

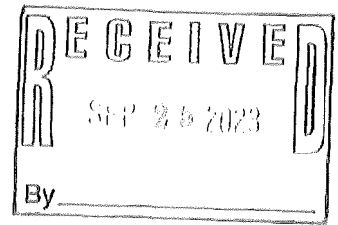
No change from previous

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