

**City of Keene**  
**New Hampshire**

**CONGREGATE LIVING AND SOCIAL SERVICES LICENSING BOARD**  
**MEETING MINUTES**

**Tuesday, November 28, 2023**

**6:00 PM**

**Council Chamber,  
City Hall**

**Members Present:**

Andrew Oram, Chair  
Medard Kopczynski, Vice Chair  
Alison Welsh

**Staff Present:**

John Rogers, Building & Health  
Official/Zoning Administrator  
Corinne Marcou, Board Clerk

**Members Not Present:**

Thomas Savastano  
Jennifer Seher

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

Chair Oram called the meeting to order at 6:10 PM.

**II. Minutes of Previous Meeting: September 26, 2023**

A motion by Vice Chair Kopczynski to adopt the September 26, 2023 meeting minutes was duly seconded by Ms. Welsh and the motion carried unanimously.

**III. Unfinished Business:**

**A) Covenant Living Services**

Mr. Rogers recalled that Covenant Living Services' application was continued at the June meeting due to the Board asking for more information, with a deadline in August 2023. When that deadline passed without the additional information submitted, City Staff sent a courtesy letter to the applicant in September, and the applicant submitted some information. Staff met with the applicant in October to review the application and provide guidance. The Executive Director was then given a November 28 deadline and Staff had received none of that information as of this date, despite reaching out to the applicant via email. Staff were reviewing the next appropriate steps regarding enforcement. Covenant Living Services was still operating under conditional license approval.

**B) Southwestern Community Services**

Mr. Rogers reported that the Board was awaiting an update from the Fire Chief, Don Farquhar, who was not present at this meeting. Southwestern Community Services (SCS) was under review by the Fire Chief due to their having 18 beds full, while only 16 beds are allowed per the Fire Code. There was a process to get a variance from the NH Fire Marshall for the increased beds. Mr. Rogers advised the Board to continue this application until the Fire Chief could address them.

Vice Chair Kopczynski recalled recent community conversations on homelessness, and one issue discussed was shelter overflow during cold weather. While SCS needed to give an update along with the Fire Chief, the Vice Chair noted that the City Manager, Elizabeth Dragon, presented a modification to the City Council, which gave the City Manager some authority in emergencies. Vice Chair Kopczynski imagined that there would be a more complete report available at the next meeting.

This application was approved as a conditional license, so Mr. Rogers said there was no need for a motion to continue.

#### IV. Applications:

Ms. Welsh mentioned that she is the coordinator of the Cheshire County Drug Court. The Board discussed whether this posed a conflict of interest. Vice Chair Kopczynski noted that for the City of Keene, conflicts are usually about fiduciary implications. Ms. Welsh confirmed that she has no pecuniary gain from this role, so the Board agreed there was no conflict.

- A) **LB 23-19: Applicant, Sam Lake, Executive Director for The Serenity Center, is requesting a Congregate Living & Social Services License for a Group Resource Center, located at 24 Vernon St. and is in the Downtown-Limited District and as defined in Chapter 46, Article X of the Keene City Ordinances**

Chair Oram requested comments from City Staff. Mr. Rogers reported that both the housing and fire inspections occurred a few days before this meeting, so the reports were not available yet. Mr. Rogers knew there were no life/safety concerns. Thus, Mr. Rogers advised approving this application conditional upon completion of anything required from the fire inspection; applicants are usually provided with 30–45 days to make any needed changes.

Mr. Rogers further explained that there is also a new Police Department (PD) review. Board members were provided with reports from the PD, as an example of what the PD could provide to the Board for these locations. Ultimately, Mr. Rogers said this was a baseline report, to which next year's data could be compared, in particular for the Serenity Center, which is at a different location than it was last year. Some of these PD reports will include things that might not be directly associated with the address, like activities in the right-of-way and not at the property, because the PD reports will list the nearest address, like that of the Serenity Center. Some were

vehicular stops, and a high percentage were related to probation/parole; individuals on probation/parole must check-in with the PD at curfew and so the PD stops there.

PD Lieutenant Matthew Bomberg was present to answer questions about these reports. Ms. Welsh knew that this location on Vernon Street also houses Monadnock Peer Support (MPS), and she asked if there was a way to differentiate the Serenity Center and MPS. Lt. Bomberg replied that the report was only address-based, so there would be no way to determine which use the citations were associated with. Mr. Rogers added that most listings on the reports were for citations and not arrests.

Vice Chair Kopczynski said one of the weaknesses of these PD reports is that they are address-based. The report could list incidents taking place in the street and not associated with the Serenity Center. A challenge for the Board will be learning how to sift through these reports to glean the most important and useful information. The Vice Chair recalled that Hundred Nights recently hosted an open house and community meeting with its neighbors that he thought would lead to positive actions. He said a critical point of their neighborhood relations plans is how to connect with the Hundred Nights staff to deal with these issues. At the community meeting, it was discussed that if the shelter makes someone leave for breaking policies, it then becomes a problem for the neighborhood. The Vice Chair wondered if there was a way for the Board to critique the details in the PD reports to glean the most important specifics, such as whether activities are engendering excess Police/Fire calls that drain the Departments and tax base. Lt. Bomberg said that personal knowledge is more telling, as things like vehicle stops might not be related to the address listed; that is just how they are reported. He thought it was good to track the 24-hour reports for 1 year, using this initial report as a baseline, as Mr. Rogers suggested. If new reports in the future show problems compared to this baseline for a licensee, the Board would have that evidence for a conversation with the licensee. Mr. Rogers encouraged the Board to look at the different types of activities in this report to filter out unrelated activities in the future.

Chair Oram said there was not an objective way to look at the baseline report and it should be used in relative terms when the Board receives new reports next year. Mr. Rogers agreed. Chair Oram asked if the PD works with these reports frequently. Lt. Bomberg said it depends on why the PD runs the report; ultimately, it is just a call breakdown. Chair Oram asked if there was anything in the reports that would be helpful for the Board to understand. Lt. Bomberg replied that it is helpful to understand the types of calls reported and whether they are directly related to the location listed.

Ms. Welsh asked if it was typical for a site to have three Involuntary Emergency Admissions (IEAs) for a single site. Lt. Bomberg was unsure that was indicative of anything without comparing the report to other locations. Ms. Welsh asked if the number of disturbances listed for 24 Vernon Street was high or normal, or comparable to a site like Hundred Nights. Lt. Bomberg replied that he was unsure that it was vastly different than anything else, but he had no data to compare to other locations.

Chair Oram continued with the application for the Serenity Center at 24 Vernon Street, and welcomed the applicant, Sam Lake, Executive Director. Mr. Lake recalled going through this process last year for the Center's previous location, which was approved. Since moving locations, Mr. Lake had to apply for a new Conditional Use Permit (CUP) from the Planning Board; that CUP was approved by the Planning Board on November 27, conditional upon this license being approved by this Board.

Mr. Lake continued, describing what the Serenity Center is and the services it provides. The Serenity Center is a recovery community organization in NH. Currently, there are 12 organizations—comprising 20 facilities—all with a similar focus on peer support for substance use disorders. All the centers offer peer support, recovery coaching, and a variety of other community support. The Serenity Center is required to support the local Doorway at Cheshire Medical Center and does so actively. There are recovery coaches on site at the Serenity Center. There is also a transportation program—Road to Recovery—that had amazing growth in 2023. The Serenity Center does a lot of community outreach, including the harm reduction program, parts of which are no longer in-house; one reason is that the new location is 600 feet from the closest school, but the NH Harm Reduction Coalition requires 1,000 feet from schools before offering certain harm reduction efforts in a facility. For example, the Serenity Center can no longer offer syringes on-site, but only as outreach in the community instead. Mr. Lake liked the idea of the PD reports, noted that the Serenity Center is involved with the East Keene Coalition, and said the recent Hundred Nights community meeting included discussion about the increase of 300 case calls in that area. He said that is not necessarily a bad thing. There could be an increase in certain calls to the Serenity Center if, for example, the staff can convince someone trying to hide from the PD to take responsibility and agree to meet with the PD at the Serenity Center. He said this happens often. Mr. Lake added that this summer (2023), the Serenity Center celebrated 10 years of offering services in Keene, and they are grateful to continue growing and collaborating as much as possible. He welcomed questions.

Vice Chair Kopczynski asked how large the Serenity Center's client population is normally. Mr. Lake said the Center serves 25–30 people per day in-house. That question is harder to answer for the transportation program, for which there could be 80 rides/week, but all those individuals might not be seen in-house. There are also outreach and harm reduction programs in the community. Chair Oram asked if program attendance is tracked. Mr. Lake said there are groups that meet in the evenings and those individuals are not tracked as a part of the daily attendance at the Center; facility spaces are rented for 1-hour for Alcoholics Anonymous and other meetings that might draw an attendance of 35 participants.

Ms. Welsh noted that in her work, the biggest issues are housing, homelessness, and transportation. She said that the Serenity Center's transportation program had been very helpful to the community, including rides to treatment. She thanked Mr. Lake for addressing this great need. Mr. Lake said they are trying to increase that service, but the primary challenge is the number of parking spaces available for more vehicles. He was hopeful that a good collaboration with the City would help ease this challenge.

Vice Chair Kopczynski said that no clients sleep at the Serenity Center and Mr. Lake confirmed that was accurate. The Vice Chair transitioned the conversation to the health and safety plan in this application. He said there are no medication services and that most support is through clients talking with staff, which Mr. Lake confirmed. In terms of medical support, Mr. Lake said that Better Life Partners come to the Center to offer 4 hours of outreach with a clinician or provider; this is clinical-type support, and no medications are offered. Vice Chair Kopczynski asked about Serenity Center's staff training. Mr. Lake said that staff are certified through the State of NH. All staff follow a HIPPA (Health Insurance Portability and Accountability Act) procedure plan, which includes training. Recovery Coaches undergo a training series (45 hours of instruction) to become Certified Recovery Support Workers (CRSW) by the NH State Licensing Board. Mr. Lake agreed to provide copies of those certificates to Mr. Rogers/Ms. Marcou for the application file.

Vice Chair Kopczynski referred to the neighborhood relations plan, noting that plans for other applications had varied from superior to greatly lacking. He thought the Serenity Center's submitted neighborhood relations plan was midway, lacking on actual physical outreach to neighbors (i.e., reaching out directly to guide them on how to handle concerns). He referred to Hundred Nights' plan, which was revised to be very easy for neighbors to work with. The Vice Chair said that the Serenity Center's plan mentioned social media posts and meetings with peers, but lacked on how the Center and its staff are reaching out to its direct neighbors so they know what the Center does and how to channel problems that neighbors might have, which may or may not be caused by the Center's clients in the neighborhood. Mr. Lake said he was very open to revising the neighborhood relations plan. He recalled a recent instance of realizing he had never personally met with two direct neighbors, which disappointed him. He liked the advice to visit direct neighbors personally. The Vice Chair recalled the ideal situation, when neighbors of recovery houses testify to their good work.

Ms. Welsh agreed that the neighborhood relations plan was a good start. She referred Mr. Lake to Patrick Heneghan, of the Cheshire County Restorative Justice program, who could be a resource while Mr. Lake is building the neighborhood relations plan and community trust.

Regarding the neighborhood relations plan, Chair Oram noted that there is an important aspect of anonymity, which can make neighborhood relations plans difficult. In such cases, the outreach would be from the staff only, which is distinctly different than other applications for locations where clients sleep overnight, for example. He wondered if it would be helpful to distinguish how neighborhood relations plans vary for different services. He also suggested a procedure listed in the plan for how grievances are handled. Still, he thought the Serenity Center should work with its clients on how to be good neighbors, versus waiting for complaints to arise. One thing the Board had seen from other applicants was a document that listed the expectations of the people at the facility relative to the neighbors (e.g., watching the noise on the way out of evening meetings) — like a code of conduct. Such reminders could be posted in the building.

Mr. Lake explained that any concerns regarding PD/Fire/this Board are with people not directly engaged with the Serenity Center, but those out in the neighborhood. He said there had been complaints from the community about Center users. Still, he said that anytime there is a reason for people to gather, it is difficult. He recalled a meeting at the Community Kitchen, at which he noticed that individuals were already gathering on the front steps for dinner several hours in advance; such instances can become a problem for the neighborhood and situations are similar for things like the Drug Court. He recalled MPS trying to open an outdoor smoking area to contain people, but it was quickly corrupted and had to be shut down. He said that complaints from neighbors are rarely about someone in a Serenity Center program. Most Serenity Center clients are trying to move forward in their lives, not to cause problems. There are also vests available for volunteers to walk in the neighborhood cleaning up trash; he wants neighbors to see that as an opportunity to engage.

Ms. Welsh referred to the CRSW positions and asked if Staff are required to obtain that certification within a certain time period. Mr. Lake said that one staff member submitted their application 10 months ago and it was still not completed. Ultimately, he said it is just a certificate program that requires a lot of effort. This is not a clinical position; these staff members would never hand out medication, for example. He referred to a letter from Christopher Freeman—a neighbor—which mentioned that the Serenity Center is meant to provide substance abuse counseling services, which is not accurate. Peer support services are not counseling services, and staff are not trained clinicians.

Chair Oram opened the hearing to public comments. Hearing no comments from the audience, Chair Oram read into the record a letter submitted from Christopher M. Freeman of Belltower Property Management, located at 11 Vernon Street. The letter was addressed to the City's Planning, Licenses, and Development Committee:

*Below, please find a copy of my prepared remarks regarding the above topic. I shared these comments with the planning board during their hearing on Monday, November 27th, 2023. The board advised that our concerns ought to be presented to the licensing committee. Unfortunately, we did not receive abutters notice regarding the licensing committee meeting and are unable to join in person.*

*Good evening, members of the planning board, fellow residents, and representatives of the Serenity Center. My name is Chris Freeman. I am a resident of Keene and the owner of Belltower Property Management, which specializes in furnished co-living rentals in Keene and Lebanon, NH.*

*For those unfamiliar with the co-living model, think of it like student housing for non-students. We take traditional apartments, outfit them in AirBnB fashion, and offer them by the room on a long-term basis. Our market niche is about halfway between congregate living and conventional rentals, and we view ourselves as providing a market-based affordable housing alternative for those whose housing needs are compatible with the co-living format. In this regard, we feel that*

*our mission of empowering individuals within our community is of a kindred spirit to that of the Serenity Center, even if our target demographic is slightly different.*

*In total, Belltower Property Management operates about 35 total rentable spaces across the 6 multi-unit properties that we own in the downtown Keene area. Notably, our portfolio includes the small office building located across the street from the Serenity Center at 11 Vernon Street, which we acquired in March of this year for investment purposes and to house our own offices. I am here this evening to discuss some concerns we've been facing in relation to the Center's operation, while also being mindful of the valuable services they provide to our community.*

*First, I want to express my appreciation for the work the Serenity Center does in offering mental health and substance abuse counseling services. Their commitment reflects the broader community spirit that first drew me to Keene and influenced my decision to build my business here.*

*I also wanted to acknowledge that the center pre-dates my own ownership on Vernon Street, and that unlike my neighbor Attorney Kinyon, who is also sharing his concerns this evening, I did have the opportunity to consider many of the details of the location prior to making my decision to purchase my building. Although I have chosen to speak with the opposition this evening, I want to be clear that I am **not** asking for the revocation of the center's conditional use permit.*

*Nevertheless, I feel that I would be remiss if I did not provide an honest accounting of my experience having the center as my neighbor. My hope is that my feedback will provide actionable insight to the members of the center who are here in attendance tonight, and to the City of Keene as it considers the conditions of renewal.*

*Since purchasing 11 Vernon Street in March, we have been continually subjected to trespassing, drug dealing, theft, littering, loitering, and public urination, and defecation. We believe most of these infractions have been caused by individuals traveling between service locations within the neighborhood – including traffic between the Serenity Center and the Community Kitchen. Unfortunately, the frequency of these events is extreme. In a single two-week period during July, we documented more violations of our property rights than we have experienced at all other properties combined over the preceding seven years. To give some specific examples:*

- *On July 10th, I nearly stepped in a large pile of feces, presumed to be human, while passing through my alleyway to get to the building entrance from my car.*
- *A week later, on July 17th, we called in a complaint to the Keene Police Department to report trespassing and active drug dealing on our premises. This was after the second or third time that I had personally broken up a drug deal behind my building – which, by the way, is far outside of my comfort zone as a private citizen.*
- *On the morning of July 24th, I walked to my office to do some work. Upon arriving, I discovered that the emergency flood barriers that we kept stored by our entryway had been strewn all over the street, and that the trunk they were stored had been stolen. We reported this theft to the Keene Police Department.*

- *On July 26th, a neighboring business brought to our attention an accumulation of trash and furniture behind our building. This was the result of a homeless individual stealing refuse from nearby dumpsters and hoarding it behind our building.*

*Although these examples are from July specifically, we feel that there has been no noticeable improvement in the circumstances at our property since then. I have simply given up on keeping detailed notes and have begun spending less time at my property. As recently as last week, I had to do yet another trash cleanup to prepare for a property showing. During this, we found uneaten food containers, articles of clothing, empty beer cans, wads of toilet paper, and other objectionable debris.*

*These events have not only affected the physical state of our property but also our sense of security. I often feel uneasy about staying late at my office, avoiding the alleyway out of concern for unpredictable encounters, which have occurred frequently. My partner also feels unsafe and is reluctant to even wait in the car if I need to quickly stop by the office. In response to this, I have recently purchased security cameras, and it is my current intent to begin furnishing our footage to KPD on a scheduled basis.*

*From a business standpoint, we believe these issues are affecting the marketability of our rental space. This is creating a financial strain as I have remained the sole occupant of the building, despite a desire to rent most of the space to other local business, and despite cutting our advertised rates well below the professionally prepared guidance we obtained during our due diligence period.*

*With all this said, there are two key sets of action that we believe are necessary to ensure that the continued operation of the Serenity Center is done in a way that respects the needs of all stakeholders.*

*The first is that we ask the staff of the center to emphasize to their patrons the criticality of being a good neighbor, to create opportunities for them to demonstrate neighborliness, and to help them understand that their access to these important services is ultimately subject to the types of conversations we are having this evening. I know from my brief interactions with Kevin McClean, a coordinator at the center, that these values are close to his heart – and we hope he will find a way to impart that to the individuals he is working with. Perhaps some neighborhood trash cleanup would be a constructive group activity.*

*And then secondly, we believe that better enforcement of and compliance with the conditions of the Center's use permit, particularly the limitations on outdoor congregation, is essential. We also believe that the fence that was built to create a visual buffer between the center and the neighboring properties is entirely ineffectual. We ask the board to consider expanding their prior fence requirement to require that the entire outdoor area be fully enclosed.*



*In conclusion, while we support the Serenity Center's mission and value their presence, it is crucial for the well-being of our business and the neighborhood that certain standards are upheld. We are committed to being part of a collaborative solution and hope that through increased accountability and cooperation, we can maintain a safe and thriving community for all. Thank you for your time, consideration, and attention to this matter.*

The Chair and Vice Chair agreed that it was unclear whether the letter was in support or opposition to granting this license. They thought the letter was fair given what Mr. Freeman had experienced, though some aspects of the letter were out of this Board's purview, which was hard to distinguish. They also agreed that there is only so much the Serenity Center can control once clients leave their facility. The Vice Chair thought this was an example of why this Board emphasizes the neighborhood relations plans so much. Some of these instances might be preventable. Still, there was agreement that the Board could not just say that "this is not our problem." The Board deliberated how to handle this so that clients understand their role and neighbors know what to do when problems arise. The Board agreed that everything listed in Mr. Freeman's letter might not be attributable to the Serenity Center's clients. The Board agreed that an improved neighborhood relations plan could help to resolve some of these issues. The Board also agreed that Mr. Freeman's letter should not delay granting this license. The letter and PD report provided no frame of reference to judge how much the Serenity Center should be held accountable for people in the community who might not be coming and going from the Center. The Board thought that their ability to help in this regard was limited to emphasizing an improved neighborhood relations plan. The Board also clarified that while Mr. Freeman's letter mentioned no notice as an abutter, there is no abutter notice required for this Board's hearings, but there could have been notice issues for the Planning Board hearing on November 27. The Serenity Center was before the Planning Board for a new CUP since changing locations. Mr. Rogers added that this is unique because if this license was approved, there would be two services licensed by this Board in the same building — the Serenity Center and MPS. The Serenity Center will appear before this Board to renew their license in May 2024 and MPS in June 2024. There could be an opportunity for this Board to help these applicants so that some of the abutter concerns are addressed.

Chair Oram provided Mr. Lake with an opportunity to reply to the letter. First, Mr. Lake noted that the Serenity Center does not lease outdoor space, so he did not think the Center's clients would be those complained about in the letter. Second, he said there is no way to differentiate between individuals using 24 Vernon Street/Serenity Center, the laundromat, MPS, and the low-income housing that are all on the same block. Mr. Lake was not contesting the concerns raised in Mr. Freeman's letter about homelessness.

Vice Chair Kopczynski said that this conversation was not a judgement of Mr. Lake or the Serenity Center's important work. The Board had discussed how to create the best and most useful neighborhood relations plans with all applicants because these are issues at many locations. While some uses are in residential areas, this location is more commercial. He said it is

vitaly important for these services and uses to have a common understanding of how to handle these challenges.

Chair Oram said he appreciated Mr. Lake's additional comments. He agreed that this was not an attempt to place all these challenges on Mr. Lake, but an effort to create a stronger neighborhood relations plan. The Board was not asking Mr. Lake to solve this problem for the whole neighborhood. Mr. Lake noted that he left the Planning Board meeting with a lot of ideas, and more arose while he walked home from that hearing with neighbors. He thought some simple things, like signage, could help Serenity Center clients remember that they are responsible for behaving well in the neighborhood.

Hearing no further comments, Chair Oram closed the public hearing. The Board reviewed the criteria for granting the license.

*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.*

Met with 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.*

Met with 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.*

Met with a vote of 3–0.

Vice Chair Kopczynski made the following motion, which was duly seconded by Ms. Welsh. On a vote of 3–0, the Congregate Living and Social Services Licensing Board approved application LB 23-19, conditional upon the following:

1. Completing requirements from the Fire Department inspection.
2. Revising the neighborhood relations plan.
3. Providing copies of certified recovery support worker's certificates.

**B) LB 23-20: Applicant, Peggy Winchester, Property Manager for Finch Capital, LLC, is requesting a Congregate Living & Social Services License**

**for a Lodging House, located at 57 Winchester St. and is in the High District and as defined in Chapter 46, Article X of the Keene City Ordinances.**

Chair Oram requested Staff comments. Mr. Rogers said that the inspections occurred recently. There were no issues of concern from the housing inspection, but this application should be approved conditional upon completing the Fire Department requirements. The Board also received a Police Department (PD) report on this location.

The Vice Chair recalled that this property went through the licensing procedure recently. Mr. Rogers agreed, noting that there is a new owner, resulting in a transfer of the property. The CLSS licenses are not transferable, so the new owners were applying for this license. Vice Chair Kopczynski recalled that the previous application was very thorough and complete. He asked if the PD had any issues since the new ownership. Mr. Rogers said that like the last application, the PD report would be a baseline to compare to in future years. Ms. Welsh questioned why there were so many vehicle stops associated with this address, and Lt. Bomberg said it was merely because the address is at an intersection.

Chair Oram welcomed comments from Peggy Winchester, the Property Manager. Ms. Winchester said the new owners are based in NY and she is responsible for the property day-to-day. The tenants are college students, who must sign a strict lease agreement; their parents must sign as well. She said the owners are particular about caring for their property and she had no doubt that the property would be well maintained. She said the owners would not hesitate to evict if a tenant violates the guidelines.

Vice Chair Kopczynski recalled the many iterations of this property, including when it was a fraternity house. He said its current condition was the best he had seen in 22 years. He did not agree with a perspective that “everyone is a college student, so why have an outreach plan?” He thought there needed to be a mechanism for outreach given that this is located next to Keene State College, where Antioch University New England is moving (could result in new clientele), in addition to many nearby lodging houses. While he did not think it should be a condition of approval, he did encourage improving the neighborhood relations plan.

Ms. Winchester explained that she planned to send a letter to neighbors introducing herself, letting them know of the new owners in NY, that she is responsible for the day-to-day, providing her phone and email, and mentioning the screening process for all tenants. The Vice Chair agreed that there are plenty of opportunities for outreach, including to The Pub and the nearby realty office. Ms. Welsh thought the letter Ms. Winchester described would help and agreed that the neighborhood relations plan could be more detailed. Ms. Winchester provided a copy of the letter to Mr. Rogers for the application file.

Chair Oram opened the floor to public comments. Hearing none in favor or opposition, he closed the public hearing and the Board deliberated.

Vice Chair Kopczynski thought that the previous plans for this property were thorough and detailed, and he encouraged Ms. Winchester to review and use those if it makes sense. He said this was a unique situation for the Board, with a change in ownership but no change in use, so there was no need for a new Conditional Use Permit from the Planning Board. He thought the Board should see what happens at this property in the next year.

Ms. Welsh moved to approve application LB 23-20, which Vice Chair Kopczynski seconded, conditional upon:

1. Submission of the letter being sent to neighbors.
2. Completion of anything required from the Fire inspection.

The Board reviewed the criteria for approval.

*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.*

Met with 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.*

Met with 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.*

Met with a vote of 3–0.

On a vote of 3–0, the Congregate Living and Social Services Licensing Board approved application LB 23-20, conditional upon:

1. Submission of the letter being sent to neighbors.
2. Completion of anything required from the Fire inspection.

## **II. New Business**

Mr. Rogers recalled that Hundred Nights held a neighborhood meeting with a good response. It was informative and well attended. Mr. Rogers also explained that Unity House on Summer Street — a small group home — needs a building permit for change of use, and the site remains unoccupied until that permit is granted. This could be a reason for a December meeting. Board

members should let Ms. Marcou know of their availability for a meeting on December 26, if needed.

Ms. Marcou reported on her efforts to have fewer conditional license approvals in 2024. She met with the Fire Prevention Officer and the Housing Inspector to develop a schedule for the next year so that agencies have inspections 45–50 days prior to their CLSS Board hearings. There will be a calendar for the whole year so that agencies know their inspection and hearing dates far in advance. The Board was appreciative of and commended Ms. Marcou for this proactive effort.

Ms. Welsh requested that if the Fire Chief cannot attend these hearings, another Fire Department representative attends.

**III. Non-Public Session (if required)**

**IV. Adjournment**

There being no further business, Chair Oram adjourned the meeting at 7:42 PM.

Respectfully submitted by,  
Katrinya Kibler, Minute Taker  
December 5, 2023

Reviewed and edited by,  
Corinne Marcou, Board Clerk