

Congregate Living & Social Services Licensing Board Tuesday, October 22, 2024, 6:00 PM Council Chambers, second floor, 3 Washington St.

AGENDA

I. Call to Order: Roll Call

II. Minutes of Previous Meeting: September 24, 2024

III. Unfinished Business:

IV. Applications:

Continued CLSS-2024-17: Applicant, Beth Daniels, Executive Director for Southworth Community Services, is requesting a <u>renewal</u> 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.

Continued CLSS-2024-18: Applicant, Beth Daniels, Executive Director for Southworth Community Services, is requesting a <u>renewal</u> 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.

CLSS-2024-20: Applicant, Rhoda Jurkowski, Property Manager for Monadnock Affordable Housing, is requesting a <u>renewal</u> 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.

CLSS-2024-21: Applicant, Peggy Winchester, Property Manager for Finch Capital, is requesting a <u>renewal</u> 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.

CLSS-2024-19: Applicant, Trevor Grauer, COO for Keene Cribs, is requesting a <u>renewal</u> 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.

- V. New Business
- VI. Adjournment



1 2 3	City of Keene New Hampshire CONGREGATE LIVING AND SOCIAL SERVICES LICENSING BOARD MEETING MINUTES		
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7	Tuesday, September 24, 2024 6:00 PM Council Chambers, City Hall		
	Members Present: Andrew Oram, Chair Medard Kopczynski, Vice Chair Alison Welsh Jennifer Seher Tom Savastano Staff Present: Jesse Rounds, Community Development Director		
•	Members Not Present: Ashok Bahl, Alternate		
8 9	I. Call to Order: Roll Call		
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L1	Chair Oram called the meeting to order at 6:01 PM.		
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L3	II. <u>Vote for Vice Chair</u>		
L4 L5 L6 L7	A motion by Ms. Welsh to nominate Mr. Kopczynski as Vice Chair was duly seconded by Ms. Seher and the motion carried unanimously.		
	III. Minutes of the Previous Meeting: May 28, 2024		
19 20 21 22	A motion by Mr. Savastano to adopt May 28, 2024 minutes was duly seconded by Ms. Welsh and the motion carried unanimously. IV. <u>Unfinished Business:</u>		
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25 26 27	Jesse Rounds, Community Development Director, thanked the Board Clerk, Corinne Marcou, for her work as there was no unfinished business to present.		
28	V. Applications:		
29	A) Continued CLSS-2024-14: Applicant, Samuel Lake, Executive Director for		
30	Keene Serenity Center, is requesting a Congregate Living & Social Services		
31	License for a Group Resource Center, located at 24 Vernon St., and is in the		
32	Downtown Core District and as defined in Chapter 46, Article X of the Keene		
33	City Ordinances.		

- Chair Oram requested staff comments. Mr. Rounds said this was a continuation but that the
- Board would be resolving the issue of the 2024 license and voting for the 2025 license as well.
- 36 He explained that the last time the Serenity Center was before the Board, it was inadvertently
- discovered that there was a minor permitting issue with a bathroom on the property. Now, Mr.
- Rounds said the bathroom, all inspections (including Fire), and this CLSS application were all

39 complete.

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- Chair Oram welcomed the applicant, Samuel Lake, Executive Director of the Keene Serenity
- 42 Center. Mr. Lake said he was glad to hear that if approved, the license would be for the whole of
- 43 2025, because it had been a rocky start to this process. He explained that the Serenity Center is a
- local nonprofit recovery community organization. It is a day program only, which he said is an
- oddity for this license because compared to other CLSS license holders, the organization does
- not provide housing; though he said he could direct those looking for housing to anyone willing
- 47 to provide a spare room. Mr. Lake called it a rare program that offers harm reduction, recovery,
- coaching, and a lot of outreaches outside of the physical location at 24 Vernon Street (i.e.,
- 49 community engagement). The Serenity Center tries to be involved with every community
- organization that it can, such as the Greater Keene Homeless Coalition and the NH Harm
- Reduction Coalition. The Serenity Center also has a transportation program and a harm reduction
- 52 program. The office at 24 Vernon Street is open Monday–Friday, 9:00 AM–5:00 PM, but there
- are evening groups and spaces are rented to external groups for AA and NA meetings.

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- Vice Chair Kopczynski said he remembered the Serenity Center's history. Ms. Welsh stated that
- she appreciates the services that the Serenity Center offers that are a big help to the community.
- 57 Ms. Seher said that she thought the neighborhood plan submitted with the application was really
- great and comprehensive, and she also appreciates what the Serenity Center does. Mr. Lake
- 59 appreciated those comments.

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There were no public comments.

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Mr. Savastano said the application seemed complete to him.

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- 65 Chair Oram asked Mr. Rounds if—since City staff were doing well to provide the Board with
- good summaries of the applications, making it clear that the applicants were meeting the three
- 67 criteria for granting licenses—if the Board could motion to accept all three criteria together in
- the absence of objections. Mr. Rounds replied that it would be perfectly acceptable from the
- staff's perspective, and he thought it would only be a change of practice, not a change of a Rule
- of Procedure (he later confirmed in the Rules). Vice Chair Kopczynski thought it was a good
- 71 idea, noting that initially, the only model the Board had to follow was the Zoning Board of
- Adjustment, which is a completely different Board with completely different mechanisms. Over time, the Vice Chair thought it might be best for this Board to codify its formal practices that
- 74 identifies as most effective, especially if it makes the process easier for applicants and City staff.
- 75 The Board had no objections.

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A motion by Ms. Welsh to accept City staff's opinion that the three criteria for approving the application had been met was duly seconded by Mr. Savastano. The motion carried unanimously.

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A motion by Vice Chair Kopczynski to approve Continued Application CLSS-2024-14 for the Keene Serenity Center Group Resource Center located at 24 Vernon Street was duly seconded by Ms. Welsh. The motion carried unanimously.

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B) CLSS-2024-16: 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.

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91 92 Chair Oram requested staff comments. Mr. Rounds said there were no issues with the Building, Fire, or Property & Housing Inspections. This was a license renewal at the new location. He said the applicant made some changes to their outreach plan that Mr. Rounds thought aligned well with the interests of the community, but that was at the Board's discretion.

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Vice Chair Kopczynski noted that there was a change in the plan from gathering people a few times annually to attending the East Keene Group meetings, which the Vice Chair called a positive change. While he did not ask for a modification, the Vice Chair suggested adding contact information for their direct neighbors in the future as well: the condominium association, the furniture factory, and Southwestern Community Services workforce housing project. Vice Chair Kopczynski said those neighbors might not attend the East Keene Group meetings and therefore might not know the valuable work going on.

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Chair Oram welcomed the applicant, Becky Beaton, Executive Director of Hundred Nights, Inc. at 122 Water Street, who had been in that position since April 2024. She had been making the effort to attend the East Keene Group meetings because she saw how valuable they were for neighborhood connection. She explained that the shelter itself was supporting 48 individuals on any given night and had been at capacity since opening. Unfortunately, they were turning people away, so the definite need was clear. Ms. Beaton supported the Vice Chair's recommendation to reach out even further to neighbors, explaining that she was in communication regularly with Southwestern Community Services as a community partner to ensure they are serving all community members. Vice Chair Kopczynski advised that if Ms. Beaton needs contact

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112 information for other neighbors or community partners, she could call Mr. Rounds or Ms.

113 Marcou.

- Mr. Savastano referred to page 1 of the neighborhood relations plan, under Who We Are, he 114
- quoted: "Our vision is a community where all people are equally valued and supported, where 115
- every individual in Cheshire County will have access to appropriate stable housing." Mr. 116
- Savastano asked if the shelter accepted referrals from outside of Cheshire County. Ms. Beaton 117
- 118 replied that one requirement of being licensed through the State of NH is being a part of the "211
- 119 System," so Hundred Nights frequently receives calls from outside Cheshire County. However,

- she said the relationships being built are primarily within the City. She has a monthly meeting
- within the City of Keene and with other local community organizations. So, she said the majority
- of the individuals served are from Keene or Cheshire County, but the 211 System requires
- accepting individuals from outside of the County. Mr. Savastano asked if the 211 System is
- linked to Hundred Nights' funding. Ms. Beaton said yes. Mr. Savastano said he was curious
- because the plan stated: "Our goal is to collaborate with the community to see, hear, and support
- those among us who are equally deserving of dignity..." Ms. Beaton said that generally
- speaking, it is not people coming into Keene because they reached out to Hundred Nights, but
- they had already come to Keene, and are now among us for the most part.
- Ms. Seher said the neighborhood relations plan was much better than she remembered it in the
- past and she appreciated it. She quoted: "Identify opportunities to positively engage with our
- neighbors and community and establish a procedure to follow for any neighbor or community
- contact...". Seher asked if those procedures were already in place. Ms. Beaton replied that there
- is an email dedicated to neighbor communications, a process in place for phone call and email
- follow-up, and guests are participating in neighborhood events like a local clean-up day, and they
- are discussing how to support the adjacent section of the bike path, and more. Ms. Seher said
- those were good ideas and noted her connection to American House, stating that American
- House was interested in more connection and supporting Hundred Nights more in a neighborly
- way to work together on the bike path vision. Ms. Beaton said she loved that idea because none
- of the groups could accomplish that goal on their own. Ms. Seher said she would help put Ms.
- 140 Beaton in contact.
- 141 Vice Chair Kopczynski said people talk a lot about homelessness, some of which is propaganda.
- However, he said that what many people are mad about is trash and debris. He said that not
- everyone congregating and leaving trash on the bike path are homeless or coming out of
- Hundred Nights, but they get blamed, and sometimes truthfully. So, he encouraged Ms. Beaton
- to work out a program—especially one that Hundred Nights could take ownership of and share—
- that he thought could be successful, reduce complaints, and increase acceptance of this
- population. Vice Chair Kopczynski stated that people only see through some strange lenses
- sometimes.
- Ms. Welsh referenced a system for restorative justice plan in 2023 that Patrick Heneghan helped
- with. Ms. Beaton replied that this was a continuation of a prior plan with Mr. Heneghan and
- Hundred Nights guests and staff were still very involved with him twice monthly.
- 152 Chair Oram said he really liked the bike path idea that Ms. Beaton mentioned. He thought
- Hundred Nights would be interdicting a stereotype by getting involved, which he said was smart.
- 154 There were no public comments.
- Vice Chair Kopczynski was glad Ms. Beaton was present but said that this would take a lot of
- work in many different directions. He thought about all the challenges developing housing and
- the goal to get those unhoused into housing. He added the need to work together on these issues,
- but he mentioned that many do not want to work on homelessness, and they want others to do it,
- which he said would never solve the problem; we will all need to work together with clear goals.

- He thought the bike path would be a good place to start; the effort could begin at Main Street to
- make it visible. Vice Chair Kopczynski said he regularly tells people that we cannot surrender
- the bike path and the parks, we have to participate in keeping them active, clean, and in the front
- of people's minds.
- Ms. Welsh asked if the City has an adopt a road program. Vice Chair Kopczynski was unsure if
- it still existed as it used to for cleaning up litter along roadways. He compared it to the annual
- Green Up Keene event that his son started. He noted that even in the classiest neighborhoods,
- there will be trash alongside the roadways. Those are the things—like rehabilitating rundown
- homes and cleaning litter—that uplift neighborhoods. Without those efforts, Vice Chair
- Kopczynski said there can be a psychological impact, so others think it is okay to litter, etc., too.
- A motion by Ms. Welsh to accept that Hundred Nights, Inc. met the three criteria for approving
- the application was duly seconded by Mr. Savastano. The motion carried unanimously.
- A motion by Ms. Welsh to approve Application CLSS-2024-16 for the Hundred Nights, Inc.
- Homeless Shelter at 122 Water Street was duly seconded by Vice Chair Kopczynski. The motion
- 174 carried unanimously.
 - C) <u>CLSS-2024-17:</u> Applicant, for Beth Daniels, Executive Director for Southwestern Community Services, is requesting a <u>renewal</u> 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.

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Chair Oram requested staff comments. Mr. Rounds reported that the applicant could not be present. So, he advised the Board to continue this application until the October 22, 2024 meeting.

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184 Chair Oram motioned to continue Application CLSS-2024-17 until October 22, 2024 Congregate
185 Living & Social Services Licensing Board meeting at 6:00 PM in the City Hall 2nd floor Council
186 Chamber. Ms. Seher seconded the motion, which carried unanimously.

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Chair Oram asked—if City staff had found the application to be complete—that ... there is a requirement that the applicant must appear before the Board. Mr. Rounds said that was correct. Chair Oram said that otherwise the Board could have been efficient in a different way.

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D) <u>CLSS-2024-18:</u> Applicant, for Beth Daniels, Executive Director for Southwestern Community Services, is requesting a <u>renewal</u> 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.

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Mr. Rounds reported that this was the same case as for Application CLSS-2024-17 above.

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Chair Oram motioned to continue Application CLSS-2024-18 until October 22, 2024 Congregate Living & Social Services Licensing Board meeting at 6:00 PM in the City Hall 2nd floor Council Chamber. Mr. Savastano seconded the motion, which carried unanimously.

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204 VI. New Business

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Mr. Savastano sought Board feedback on a letter he was considering submitting to the editor of the Keene Sentinel, as the City Attorney, Tom Mullins, suggested seeking their input. He provided copies for the Board which he explained he used language from the City website to help with this draft. Mr. Savastano said his intention was to inform the public that this Board exists and that it is an outlet for the public to show its support different agencies or to express concerns about various issues. He noted past experiences with challenges navigating the City website or providing feedback.

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- 214 Chair Oram thought it was a thoughtful idea because it was clear that either people do not know
- 215 this Board exists or do not know the extent to which this board exists. So, he thought clarifying
- for the public would be helpful. Vice Chair Kopczynski said he agreed, stating his belief that one
- of the failings of how governments work is how they relate to their citizens. He questioned how
- 218 to change those barriers and noted that the City had been working very hard on outreach, but this
- Board has a unique way of doing things. So, the Vice Chair thought greater education of
- applicants and the public would be beneficial. For example, he doubted anyone in the East Keene
- 221 Group knew about this meeting, for better or worse. Ms. Welsh liked the letter.
- Ms. Welsh thanked Mr. Rounds for the staff report, which she found helpful. The Board agreed.
- 223 Chair Oram called it clearer and precise. He understood much of that was because many were in
- a renewal stage and it would be different for new applications, but he appreciated the focus and
- the new language to be more efficient.
- Mr. Rounds noted that this would be his last meeting with the City and that he appreciated all the
- 227 time the Board had committed to these community organizations. He hoped this Board would
- become a place for new ideas and cooperation. The Board would continue being led by Ms.
- Marcou, who had laid so much of the good groundwork, and the new Staff Liaison, Rick Wood,
- Fire Marshal/Building Inspector. The Board wished Mr. Rounds well and thanked him for his
- work to streamline things.

232 VII. Adjournment

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- There being no further business, Chair Oram adjourned the meeting at 6:42 PM.
- 235 Respectfully submitted by,
- 236 Katryna Kibler, Minute Taker
- 237 October 1, 2024

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- 239 Reviewed and edited by,
- 240 Corinne Marcou, Board Clerk

CLSS-2024-17 - Homeless Shelter - Southwestern Community Services, Inc. - PO Box 603 Keene, NH

Request:

Applicant Beth Daniels, CEO, requests a license for a Homeless Shelter at the property located at 139 Roxbury Street and is in the Downtown-Transition Zoning District.

Background:

Southwestern Community Services (SCS) is a Community Action Program that has been serving the Cheshire County Community since 1965. They offer a variety of community services including Housing Stabilization Services.

This is the second CLSS renewal sought by SCS for the 139 Roxbury Street property.

Completeness:

The property at 139 Roxbury Street is seeking their second renewal. No changes have been made to their documentation. Staff finds their application to be complete.

Inspections:

Community Development's inspection was completed on July 30, 2024

Departmental Comments:

Property & Housing: No Comments
Fire Department: No Comments
Police Department: No Comments

Criteria Review:

- 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-2024-17 for the Southwestern Community Services homeless shelter located at 139 Roxbury Street.



City of Keene, NH

Congregate Living & Social Services License Application

For Offi	ce Use Only:
Case No	.CLSS-2024-11
Date Fil	led 3/23/24/
Rec'd B	Court
Page	l of
Tax May	# 569-098-60
Zoning i	District: High Den 51

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

SECTION 1: I	ICENSE TYPE
O Drug Treatment Center O Fraternity/Sprority O Group Home, Small O Group Resource Center O Residential Drug/Alcohol	Homeless Shelter Lodging House Treatment Facility Residential Care Facility
SECTION 2: PRO	PERTY LOCATION
ADDRESS: 139 Roxbury Street Keene NH	03431
SECTION 3: CONTA Thereby certify that I am the owner, applicant, or the authorized ag and that all information provided by me is true under penalty of law erty owner	ent of the owner of the property upon which this approval is sought. If applicant or authorized agent, a signed notification from the prop
OWNER	APPLICANT
NAME/COMPANY: Southwestern Community Services, Inc.	NAME/COMPANY: Southwestern Community Services, Inc.
MAILING ADDRESS: P.O. Box 603 Keene NH 03431-0603	MAILING ADDRESS: P.O. Box 603 Keene NH 03431-0603
PHONE: (603) 352-7512	PHONE: (603) 352-7512
EMAIL: bdaniels@scshelps.org	EMAIL: bdaniels@scshelps.org
SIGNATURE: Beth Carriels DATE: 08/22/24	SIGNATURE: BULL DATE: 08/22/24
PRINTED NAME: Beth Daniels CEO	PRINTED NAME: Beth Daniels CEO
ALITHORIZED ACCAIT	OREDATOR / MANAGER
AUTHORIZED AGENT (if different than Owner/Applicant)	OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant) Same as owner
NAME/COMPANY: Margaret Freeman/Southwestern Community Services	NAME/COMPANY: Lore DeForest Southwestern Community Services
MAILING ADDRESS: P.O. Box 603 Keene NH 03431-0603	MAILING ADDRESS: P.O. Box 603 Keene NH 03431-0603
PHONE: (603) 352-7512	PHONE: (603) 209-0251
EMAIL: mfreeman@scshelps.org	EMAIL: Ideforest@scshelps.org
Margaret Freeman 8/20/24	SIGNATURE: DATE: 08/22/24
PRINTED NAME: Margaret Freeman CFO	PRINTED NAME: Lore DeForest CEP Manager

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.

Emergency Shelter Services will provide services for clients representing themselves as homeless regardless of age, race, color, religion, creed, sexual preference, gender, gender identification, familial status, or disabling condition.

People experiencing homelessness will have their basic needs met in a safe environment, with a safe and clean place to sleep that is off the streets.

Emergency Shelter Services will include access to personal care items, clothing, showers, laundry and food. Clients will be offered a housing focused case plan and provided ongoing case management services which will monitor progress toward housing goals.

These case plans will prioritize housing and focus on housing applications, obtaining state and federal benefits, employment income if applicable, and collecting all verification that may be required by housing providers.

Clients will be provided access to education classes provided by SCS and community partners. We will provide various educational opportunities. Our focus will be Tenancy 101, Life Skills, and Financial Literacy. These classes are specifically designed to increase our clients financial and housing stability.

All services provided in our emergency shelter program will adhere to the proven results of low barrier, housing first model within a trauma informed care environment.

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.

139 Roxbury Street is a single building with approximately 2614 square feet of living space and sits on a .23 acre lot with approximately 3889 square feet of lawn.

The building has a full eat in kitchen and 2 full baths and a half bath, a living room, a dining room, an office, and five bedrooms with an on-site laundry area.

The building at maximum capacity will serve 18 clients. While the capacity fluctuates on a day-to-day basis, the facility typically maintains 95% or more of it's maximum capacity.

The building's one office space is utilized by one staff member who is mostly on-site. SCS does not allow visitors to our facilities due to confidentiality concerns, but will allow community partners to meet with clients as long as protocols are followed. SCS provides staff coverage from 8:30am-4:30pm and all buildings have a contact tree for off hours in case of an emergency.

SECTION 4: APPLICATION Using additional sheets if needed, briefly			ENTS CONTINUED	
3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.				
Southwestern Community Services relies on the New Hampshire Homeless Management Information System (HMIS) to track client information. Using the reports from the system with a time frame of one year beginning September 1, 2023 we found that all exiting clients had stayed an average of 95 days while all clients who remained in the shelter had stayed an average of 147 days.				

CLSS-2024-18 - Homeless Shelter - Southwestern Community Services, Inc. - PO Box 603 Keene, NH

Request:

Applicant Beth Daniels, CEO, requests a license for a Homeless Shelter at the property located at 32 Water Street and is in the Downtown-Transition Zoning District.

Background:

Southwestern Community Services (SCS) is a Community Action Program that has been serving the Cheshire County Community since 1965. They offer a variety of community services including Housing Stabilization Services.

This is the second CLSS renewal sought by SCS for the 32 Water Street property.

Completeness:

The property at 32 Water Street is seeking their second renewal. No changes have been made to their documentation. Staff finds their application to be complete.

Inspections:

Community Development's inspection was completed on July 30, 2024

Departmental Comments:

Property & Housing: No Comments
Fire Department: No Comments
Police Department: No Comments

Criteria Review:

- 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-2024-18 for the Southwestern Community Services homeless shelter located at 32 Water Street.



City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:
Case No. CLSS - 2024-18
Date Filled 8123124
Rec'd By CMM
Page L of 4
Tax Map#565 - 016-000
Zoning District: DOWN TOWN

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

SECTION 1: LICENSE TYPE			
O Drug Treatment Center O Froup Home, Small O Group Resource Center O Group Home, Large O Residential Drug/Alcohol T	Homeless Shelter C Lodging House reatment Facility Residential Care Facility		
SECTION 2: PROF	PERTY LOCATION		
ADDRESS: 32 Water Street Keene NH 03	3431		
SECTION 3: CONTACT INFORMATION Thereby 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: Southwestern Community Services, Inc.	NAME/COMPANY: Southwestern Community Services, Inc.		
MAILING ADDRESS: P.O. Box 603 Keene NH 03431-0603	MAILING ADDRESS: P.O. Box 603 Keene NH 03431-0603		
PHONE: (603) 352-7512	PHONE: (603) 352-7512		
EMAIL: bdaniels@scshelps.org	EMAIL: bdaniels@scshelps.org		
SIGNATURE: Beth Osniels DATE: 08/22/24	SIGNATURE: Beth Daniels DATE: 08/22/24		
PRINTED NAME: Beth Daniels CEO	PRINTED NAME: Beth Daniels CEO		
AUTHORIZED AGENT	OPERATOR / MANAGER		
(if different than Owner/Applicant)	(Point of 24-hour contact, if different than Owner/Applicant) Same as owner		
NAME/COMPANY: Margaret Freeman/Southwestern Community Services	NAME/COMPANY: Lore DeForest Southwestern Community Services		
MAILING ADDRESS: P.O. Box 603 Keene NH 03431-0603	MAILING ADDRESS: P.O. Box 603 Keene NH 03431-0603		
PHONE: (603) 352-7512	PHONE: (603) 209-0251		
EMAIL: mfreeman@scshelps.org	EMAIL: Ideforest@scshelps.org		
Magarit Freeman 8/20/24	SIGNATURE: DATE: 08/22/24		
PRINTED NAME: Margaret Freeman TITLE: CFO	PRINTED NAME: Lore DeForest CEP Manager		

Page 1 of 4

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.

Emergency Shelter Services will provide services for clients representing themselves as homeless regardless of age, race, color, religion, creed, sexual preference, gender, gender identification, familial status, or disabling condition.

People experiencing homelessness will have their basic needs met in a safe environment, with a safe and clean place to sleep that is off the streets.

Emergency Shelter Services will include access to personal care items, clothing, showers, laundry and food. Clients will be offered a housing focused case plan and provided ongoing case management services which will monitor progress toward housing goals.

These case plans will prioritize housing and focus on housing applications, obtaining state and federal benefits, employment income if applicable, and collecting all verification that may be required by housing providers.

Clients will be provided access to education classes provided by SCS and community partners. We will provide various educational opportunities. Our focus will be Tenancy 101, Life Skills, and Financial Literacy. These classes are specifically designed to increase our clients financial and housing stability.

All services provided in our emergency shelter program will adhere to the proven results of low barrier, housing first model within a trauma informed care environment.

- 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.
- 32 Water Street is a duplex with 2638 square feet of living space and sits on a .2 acre lot with approximately 3397 square feet of lawn.

The first unit on the Water Street side has a full kitchen and 2 full baths, a living room, a dining room, an office, and four bedrooms with an on-site laundry area.

The second unit, in the back of the building, has an eat in kitchen, living room, two bedrooms, and one bathroom. The unit also has an on-site laundry area.

The building at maximum capacity will serve 23 clients. While the capacity fluctuates on a day-to-day basis, the facility typically maintains 90% or more of it's maximum capacity.

The front unit of the building contains 17 beds with the rear apartment having 6 beds.

The building's one office space is utilized by one staff member who is mostly on-site. SCS does not allow visitors to our facilities due to confidentiality concerns, but will allow community partners to meet with clients as long as protocols are followed. SCS provides staff coverage from 8:30am-4:30pm and all buildings have a contact tree for off hours in case of an emergency.

SECTION 4: APPL Using additional sheets if need		RENEWAL REQUIREMEN' onses to each criteria:	TS CONTINUED
3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.			
Southwestern Community Services relies on the New Hampshire Homeless Management Information System (HMIS) to track client Information. Using the reports from the system with a time frame of one year beginning September 1, 2023 we found that all exiting clients had stayed an average of 95 days while all clients who remained in the shelter had stayed an average of 147 days.			

CLSS STAFF REPORT

CLSS-2024-20 - Lodging House - Hampshire House, 86 Winter Street

Request:

Applicant Rhoda Jurkowski, Property Manager requests a license for a Lodging House at the property located at 86 Winter Street and is in the Downtown-Transition Zoning District.

Background:

Keene Housing operates this facility which is a single building with 18 private tenant bedrooms and one single bedroom apartment for the residential property manager. There are no business operations at this facility.

This is the second CLSS renewal sought by Keene Housing for the 86 Winter Street property.

Completeness:

The property at 86 Winter Street is seeking their second renewal. No changes have been made to their documentation. Staff find their application to be complete.

Inspections:

Community Development's inspection was completed on August 28, 2024

Departmental Comments:

Property & Housing: No Comments

Fire Department: No Comments

Police Department: No Comments

Criteria Review:

- 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-2024-20 for the Keene Housing lodging house located at 86 Winter Street.



City of Keene, NH

Congregate Living & Social Services License Application

For Office	Use Only:
Case No.	
Date Fille	d
Rec'd By_	
Page	of

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

SECTION 1: LICENSE TYPE		
Drug Treatment Center Group Home, Small	Homeless Shelter	
Fraternity/Sorority Group Resource Center	✓ Lodginghouse	
Group Home, Large Residential Drug/Alcohol 1	Treatment Facility Residential Care Facility	
and that all information provided by me is true under penalty of law.	ent of the owner of the property upon which this approval is sought	
OWNER	APPLICANT	
NAME/COMPANY: Monadnock Affordable Housing Corp.	NAME/COMPANY: Keene Housing	
MAILING ADDRESS: 831 Court St. Keene, NH 03431	MAILING ADDRESS: 831 Court Street Keene, NH 03431	
PHONE: (603) 352-6161	PHONE: (603) 499-7263	
EMAIL: jmeehan@keenehousing.org	rjurkowski@keenehousing.org	
SIGNATURE: 8/20/2024	SIGNATURE: & 20 24	
Joshua R. Meehan, Executive Director	PRINTED NAME: Rhoda Jurkowski, Property Manager	
AUTUODITED ACENT	OPERATOR / MANAGER	
AUTHORIZED AGENT (if different than Owner/Applicant)	OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant) Same as owner	
NAME/COMPANY:	NAME/COMPANY: On site Resident Managers Linda Hagg, Lenny Garrett or Keene Housing	
MAILING ADDRESS:	MAILING ADDRESS:	
PHONE:	PHONE: Resident Managers 358-5377 Keene Housing 352-6161	
EMAIL:	EMAIL:	
SIGNATURE:	SIGNATURE:	
PRINTED NAME:	PRINTED NAME:	

SECTION 3: PROPERTY INFORMATION				
PROPERTY ADDRESS:	TAX MAP PARCEL NUMBER:			
86 Winter St. Keene, NH 03431	575			
ZONING DISTRICT:	LOCATION MAP: Please attach			
SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS Using additional sheets if needed, briefly describe your responses to each criteria:				
Description of the client population to be served, incents or residents of the facility and of any support or population.	Mark 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1			
Individual Adult Tenants No services on or off site				

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.
Residential House (No services) 18 single private rooms (1 individual adult tenant per room) 1 (1 BR) apartment (on site Residential Property Managers)
This location is a home, there are no business operations at this property
3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.
Initial 1 year lease - many live there for multiple years, some have resided there for more than 20 years.

CLSS STAFF REPORT

CLSS-2024-21 - Lodging House - Finch Capital LLC, 465 West End Ave, PH, New York NY

Request:

Applicant Mojgan Skelton, owner, on behalf of Finch Capital, LLC requests a license renewal for a Lodging House at the property located at 57 Winchester Street and is in the High-Density zoning district

Background:

Finch Capital, LLC operates this facility, renting to a total of 12 individuals in private bedroom/units. There are no business operations at this facility.

This is the first CLSS renewal sought by Finch Capital, LLC for the 57 Winchester Street property.

Completeness:

The property at 57 Winchester Street is seeking their first renewal. No changes have been made to their documentation. Staff find their application to be complete.

Inspections:

Fire Departments inspection was completed on July 20, 2024

Departmental Comments:

Property & Housing: No Comments

Fire Department: No Comments

Police Department: No Comments

Criteria Review:

- 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-2024-21 for Finch Capital LLC for a lodging house located at 57 Winchester Street.



City of Keene, NH

Congregate Living & Social Services License Application

For Office I Case No.	155-2081-
Date Filled	10/10/21
Rec'd By	su.
Page	_of
Tax Map#_	
Zoning Dist	rict:

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

SECTION 1:	LICENSE TYPE		
O Drug Treatment Center O Fraternity/Sorority O Group Home, Small O Group Resource Center O Residential Drug/Alcohol	Homeless Shelter Code Lodging House Treatment Facility Residential Care Facility		
SECTION 2: PRO	PERTY LOCATION		
ADDRESS: 57 Winchester Street, Kee	ne New Hampshire 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: Finch Capital LLC	NAME/COMPANY: Finch Captial LLC		
MAILING ADDRESS: 465 West End Avenue, PH, New York, NY 10024	MAILING ADDRESS: 465 West End Avenue, PH, New York, NY 10024		
PHONE: 646-644-9433	PHONE: 646-644-9433		
EMAIL: Harvard833@gmail.com	EMAIL: Harvard833@gmail.com		
PRINTED NAME: Mojgan Skelton DATE: D 9 2024 TITLE: Owner	PRINTED NAME: Mojgan Skelton Owner		
AUTHORIZED AGENT (if different than Owner/Applicant)	OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant) Same as owner		
NAME/COMPANY:	NAME/COMPANY: Peggy Winchester		
MAILING ADDRESS:	MAILING ADDRESS: 29 Strawberry Lane, Hinsdale, NH 03451		
HONE:	PHONE: 802-258-8500		
MAIL:	EMAIL: winchesterstreet57@gmail.com		
IGNATURE: DATE: RINTED NAME: TITLE:	SIGNATURE: DATE: 10/9/2024 PRINTED NAME: DATE: DATE: PRINTED NAME: DATE: D		
	Peggy Winchester Operator		

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.

57 Winchester st is a Lodging house. This location will provide housing to college students. There is not an individual/employee on site to manage the location internally.

The services provided are an 24 hour emergency line and maintenance when needed or requested. We have provided phone numbers to our tenants for this purpose. They are also provided with an email address for any maintenance requests.

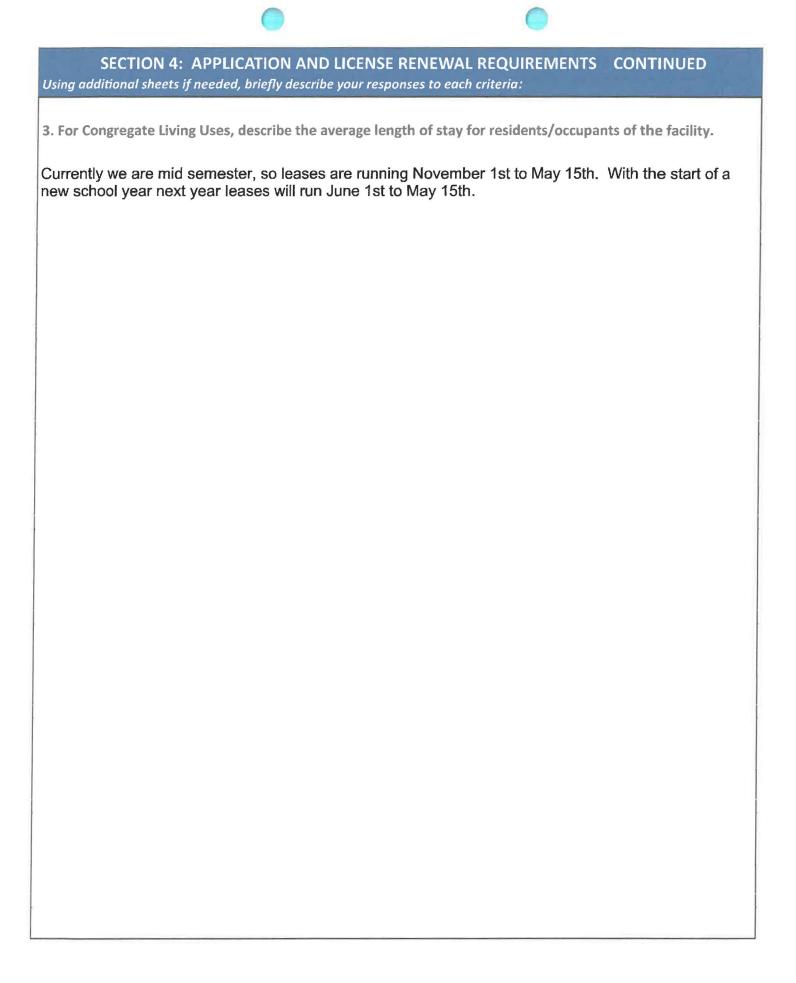
Within the building we have hard wired smoke and carbon monoxide detectors, sprinkler system, fire box which keeps direct commulcation with the Keene Fire department and lastly fire extinguishers.

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.

The occupancy for this building is for 12 individuals. This building has 12 individual bedrooms/units.

There are no hours of operation as the this house is not a business nor its own entity. This is student/tenant housing.

Please see attachments regarding what the building entails from square footage, bedrooms. occupancy etc.



Finch Capital, LLC 465 West End Avenue, PH New York, NY 10024

Property: 57 Winchester Street, Keene, New Hampshire 03431

Security Plan:

The property at 57 Winchester has a keyed entry, with an automatic locking door as soon as it closes. All units/bedrooms are individually keyed. Keys to the front entry door are released to all tenants and keys to each unit/bedroom are released to the tenant who occupies the room. The manager has a master set, and an additional master set is held in a lock box on the property for the Keene Fire Department.

There is outside lighting by each entry way.

Fire Detection systems: smoke and carbon monoxide detectors are hardwired through the building. The sprinkler system is inspected annually. We provide a monitored alarm system that communicates with the Keene Fire Department. Fire extinguishers are provided on each floor. Exit signs are lit, there is an emergency light system to aid during an emergency.

Fire rated doors are located on each floor, within each entry way for preventative methods in case of an emergency.

Life Safety Plan:

On each floor there is a diagram of where the emergency exits are located.

Staff Training and Procedures Plan:

We do not have a staff member occupying this residence. There is someone available 24 hour s a day for emergency service that our tenants may text or call.

We provide maintenance and repair as requested by our tenants. We also incorporate other companies with the correct licenses for repair issues. For example, any plumbing and heating issues are addressed by a NH licensed tech. Any electrical issues are addressed by NH licensed electricians.

Health and Safety Plan:

There are general housekeeping rules as set forth in the lease such as not storing garbage or empty bottles and cans inside the rooms so as not to encourage pests. Tenants are not allowed to store any belongings in the stairwell, hallway or entryways that would prohibit access in and out of those areas. There is no smoking policy in or around the building.

Emergency Response Plan:

We provide a 24-hour emergency service that our tenants may text or call. Once the call is made, we determine who to call out from Keene Police Department, Keene Fire Department, heating tech, plumber, maintenance, and or electrician. Responding to each call effectively and efficiently is our top priority for all our tenants. We rely heavily on our city's trained personnel for their incredible response times as well as advisement during any emergency.

Neighborhood Relations Plan:

This specific location is surrounded by a similar population and demographic. More specifically, most neighbors are also college student/tenants and have a similar lease and time frame of occupancy. We rely on communications to and from our neighbors as well as our city representatives to help support the goals of our community. The emergency line we provide to our tenants is also equally available for every neighbor, every city representative and any individual that may feel the need to communicate any issue large or small.

Building and Site Maintenance Plan:

We provide multiple services for our tenants during the duration of their lease agreement: *Trash removal*: weekly service provided. *Snow Removal*: tenants are notified from our office as to a window of time that the plows will be addressing snow accumulation. Sanding and salting is provided based on the New England weather. *Mowing*: 10-14 day rotation during summer and fall months and/or provided as needed based on the season.

Tenants have an email address or telephone number that gives them the ability to submit maintenance orders.

All emergencies are handled through the emergency line.

Electrical Issues: addressed as needed by a licensed electrician.

Heat Issues: addressed as needed by a licensed heating professional

Fire Extinguishers: Addressed annually or as needed by Fire Safety

Alarm Box, smoke detectors and carbon Monoxide detectors: addressed annually or as needed by licensed electrician.

Maintenance: Addressed as requested and/or as needed promptly. During maintenance service calls, maintenance is instructed to identify any other issues not communicated.

Complete Annual or semi-annual inspections as requested or scheduled and maintain compliance to city and code enforcements.

When our tenant's lease expires, we perform the final walk through. Maintenance addresses any and all issues that were not communicated by the occupants, painters are then brought in to repaint the full interior, then professional cleaners. This preparation for the next group of tenants generally, runs from May 15th till May 30th annually.



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H		FAX. (603) 434-3194	FAX. (603) 4	48-7334	
BILL TO	Peggy		LOCATION	57 Winchester St. Keene,NH	
STREET	57 Winchester Street		INSPECTOR	Cuiten Downling	
11	E Keene,NH 03431		DATE	3/25/2024	
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Fire Sprinkler Inspection Report

8 NO. WENTWORTH AVENUE

104 Etna Rd



INSPECTION

CONTRACT

SHEET 2 OF 3

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21. Critical Deficiencies: None	Wet Riser 18. Drain Test Notes 19. Have there been a visual changes in the lor fire sprinkler protect	any obv building	flous or	ancy	First in			90										
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	orms. The inspection is not complete unless all pages are filled out.	SHEET 3 of 3
22. Non-Critical Delictencles:		
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	VIII. CONTRACTOR OF THE CONTRA	
3. Non Deficient Recommendations:		
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and the second s		
Vere there any areas that were unable to	be inspected due to lack of access?	
If "YES" please list areas:		
4		
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ature of Inspector:	Signature of Owners Rep:	_
	2Signature of Owners Rep:	
	2Signature of Owners Rep:	

HAMPSHIRE FIRE PROTECTION CO., LLC

086844

ALL TYPES OF FIRE PROTECTION - WATER - CO, - FOAM fi No. Wentworth Ave. • Londonderry, NH 03053 • (500) 432-5221 • Fax. (503) 434-3194 95 Narvey Road - Londondary, NH 03053 - (603) 432-8221 - Fax (603) 432-8128 1 Commercial Drive - West Lebaron, 684 03784 - (603) 448 5461 - Fax. (603) 448-7334 277 Old Homestead Highway - Swanzey, NH 03446 - (603) 358-6736 - Fax. (603) 356-6832 41 Spring Hill Road - Seco. ME 04072 - (207) 671-9515

ВІШТО: 57 (2	HAT-WINChester	empshirefire.com	DATE	7-26	-74
	jest and noe			IAN M	
- PH NY	07 10024		TOTAL#		
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CONTACT: P 174	**************************************	TELEPH	ONE # 8	02-29	58-8500
P.O. #		FAX #: _			
COMMENTS:					
	None Due	JN 20	25		
call alread					
OTY UNITS TOTAL 8 56	DESCRIPTION VISUAL INSPECTION CART EXT SVC EXT SIGN P.W. HANGER 5 LB. HANGER 15 LB. HANGER CARTRIDGE ASSEMBLY GAUGE LOCKING PIN HOSE HORN BAND GRIP STEM VR. SEAL HANDLE REPAIR	OTY UNITS	TOTAL	5#1 10# 20# DC 30# DC DRY CHEM	RECHARGE RECHARGE RECHARGE RECHARGE RECHARGE I HYDRO TEST OF ARGE CHARGE CHARGE CHARGE CHARGE CHARGE THEST OF TEST RGE
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TAX EXEMPT: YES NO Payment terms: Net 14 da				TAX: TOTAL:	79.75
CUSTOMER SIGNATURE	Page 3	85 of 43	DAT	E. 7-21	6.24



City of Keene

FIRE DEPARTMENT

Office of the Fire Marshal

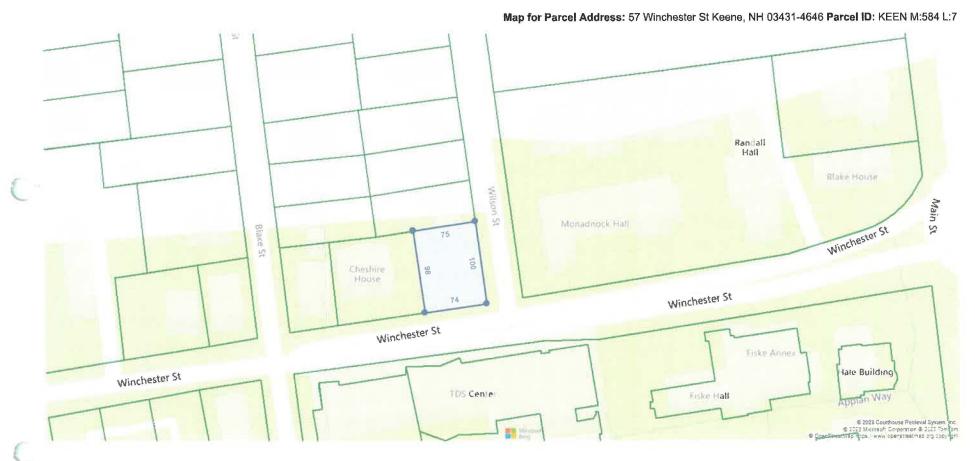
Office: 31 Vernon Street Keene, NH 03431 Telephone: (603) 357-9861 • Fax: 603-283-5668



Business Na	ame: I	nch C	aportal 110	1)		ng Monthly To	
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March 2024	3/5/24	✓	V				bundiester.
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Page	: 37	of	43





CLSS STAFF REPORT

CLSS-2024-19 - Lodging House - 85 Winchester Street LLC, 85 Winchester Street

Request:

Applicant Trevor Grauer, COO for 85 Winchester Street, LLC requests a license renewal for a Lodging House at the property located at 85 Winchester Street and is in the High-Density zoning district

Background:

85 Winchester Street, LLC operates this single-family building, renting to a total of 8 occupants. There are no business operations at this facility.

This is the second CLSS renewal sought by 85 Winchester Street, LLC for the 85 Winchester Street property.

Completeness:

The property at 85 Winchester Street is seeking their second renewal. No changes have been made to their documentation. Staff find their application to be complete.

Inspections:

Community Development's inspection to be completed on October 22, 2024

Departmental Comments:

Property & Housing: No Comments

Fire Department: No Comments

Police Department: No Comments

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-2024-19 for 85 Winchester Street LLC for a lodging house located at 85 Winchester Street.



City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:	
Case No	
Date Filled	_
Rec'd By	_
Pageof	
Tax Map#	
Zoning District:	

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

	SECTION 1	: LICENSE TYPE	
Drug Treatment Center Fraternity/Sorority Group Home, Large	Group Home, Small Group Resource Center Residential Drug/Alcoho		Homeless Shelter Lodging House Residential Care Facility
	SECTION 2: PR	OPERTY LOCATION	
ADDRESS:			
	ner, applicant, or the authorized by me is true under penalty of la		V roperty upon which this approval is sought dagent, a signed notification from the prop
OW	NER		APPLICANT
NAME/COMPANY:		NAME/COMPANY:	
MAILING ADDRESS:		MAILING ADDRESS:	
PHONE:		PHONE:	
EMAIL:		EMAIL:	
SIGNATURE:	DATE:	SIGNATURE:	DATE:
PRINTED NAME:	TITLE:	PRINTED NAME:	TITLE:
AUTHORIZ (if different than 0	_		PERATOR / MANAGER ntact, if different than Owner/Applicant) Same as owner
NAME/COMPANY:		NAME/COMPANY:	
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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.
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.

	ts if needed, briefly de				CONTINUED
For Congregate Li	ving Uses, describe t	the average lengt	th of stay for re	sidents/occupa	nts of the facility.