



Congregate Living & Social Services Licensing Board
Tuesday, November 28, 2023, 6:00 PM
Council Chambers, 2nd fl of City Hall, 3 Washington St.

AGENDA

- I. **Call to Order:** Roll Call
- II. **Minutes of Previous Meeting:** September 26, 2023
- III. **Unfinished Business:**

Covenant Living Services
Southwestern Community Services

IV. **Applications:**

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.

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.

- I. **New Business:**
- II. **Non-Public Session:** (if required)
- III. **Adjournment:**

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1 **City of Keene**
2 **New Hampshire**

3
4
5 **CONGREGATE LIVING AND SOCIAL SERVICES LICENSING BOARD**
6 **MEETING MINUTES**
7

Tuesday, September 26, 2023

6:00 PM

**Council Chambers,
City Hall**

Members Present:

Andrew Oram, Chair
Medard Kopczynski, Vice Chair
Jennifer Seher
Thomas Savastano

Staff Present:

Jesse Rounds, Community Development
Director
Corinne Marcou, Board Clerk
Don Farquhar, Fire Chief

Members Not Present:

Alison Welsh

8
9
10 **I. Call to Order: Roll Call**

11
12 Chair Oram called the meeting to order at 6:00 PM and roll call ensued.

13
14 **II. Minutes of the Previous Meeting: August 22, 2023**

15
16 A motion by Vice Chair Kopczynski to approve the August 22, 2023 minutes was duly seconded
17 by Mr. Savastano, and the motion carried unanimously.

18
19 **III. Unfinished Business:**

20 **A) Hundred Nights**

21
22 Chair Oram requested Staff comments from the Community Development Director, Jesse
23 Rounds, and the Fire Chief, Don Farquhar. Fire Chief confirmed that the applicant had passed
24 the fire re-inspection. In August, the Board requested more information from the applicant,
25 which was submitted for Board discussion. Mr. Rounds told the Board that any further
26 deliberation or public commentary should only be about the new information submitted for the
27 neighborhood relations plan. Chair Oram said that City Staff advised him on behalf of the City
28 Attorney that the Board should not be discussing the issue of registered sex offenders because it
29 is unclear whether that is within the Board's purview. It is more likely the purview of the Police
30 Department. The City Attorney is looking into this issue and would advise the Board further in
31 the future.

32
33 Vice Chair Kopczynski welcomed the applicants: Mindy Cambiar, Hundred Nights Executive
34 Director, and Charles Mobilia, Hundred Nights Board member. Mr. Mobilia said that in response

35 to the Board’s feedback, they added to the guest expectations and regulations to communicate to
36 guests that they are to act as members of the community and to abide by the City’s regulations,
37 like the Noise Ordinance. Also included in the neighborhood relations plan was a written letter
38 from a former board member, outlining why the shelter accepts the least offensive, non-violent
39 levels of sex offenders—Levels 1 and 2. Chair Oram said his impression was that the applicants
40 delivered what the Board asked for.

41
42 Vice Chair Kopczynski noted that now that this shelter location had opened, there had been a lot
43 of public discourse about homelessness and the shelter. It was good that there was a plan to
44 invite neighbors in for an open house. In looking at the Hundred Nights website, the Vice Chair
45 said it was unclear to him how the neighbors could communicate any concerns to the Hundred
46 Nights Board. Mr. Mobilia said there are two ways to communicate concerns on the website and
47 they are working to provide a clearer link to the neighborhood relations plan. Any questions or
48 comments can be submitted to neighbors@hundrednightsinc.org. Additionally, they are seeking
49 1–2 neighbors to be Board members. Anytime there are issues, the Board reviews those,
50 documents them, analyzes them, and reaches a conclusion. Ms. Seher said she could share
51 recommendations for these neighbor Board members.

52
53 Vice Chair Kopczynski asked how often the Board meets and Mr. Mobilia said monthly. Vice
54 Chair Kopczynski wondered how the Shelter staff communicate challenges to the Hundred
55 Nights Board. Mr. Mobilia said that ideally, there are 2 staff members on the Board to help
56 communicate those challenges.

57
58 Vice Chair Kopczynski said there had been a lot of discourse on day traffic, and he asked how
59 individuals get to use the Resource Center during the day, which he thought might deter some
60 negative activities in the community during the day. Ms. Cambiar replied that the Resource
61 Center is available to anyone who would like to use it, unless they are banned for bad behavior.
62 Resources available include laundry facilities, showers, meals, access to newspapers and books,
63 and access to the Case Manager for help with Medicaid, SNAP benefits, transportation to
64 medical appointments, and more.

65
66 Vice Chair Kopczynski really liked the addition of the good neighbor policy and asked how staff
67 or the Board would know that clients are adhering to the policy. Mr. Mobilia said that in general,
68 they do not know what clients do outside of the building. Still, they had instituted some policies
69 to help. Ms. Cambiar said that staff walk the perimeter of the grounds outside the fence, where
70 some issues had been on the bike path or in the parking lot. Ultimately, all the Hundred Nights
71 staff can do is ask a problematic guest to leave and document that, but after they leave, Hundred
72 Nights has no control over what they do off-property. Additionally, there are cameras inside the
73 building, and they are working to install them outside as well, particularly facing the bike path.

74
75 Vice Chair Kopczynski asked—if a guest was behaving badly and the neighbors complain—
76 would they be in violation of the good neighbor policy and ineligible to stay at the shelter. Ms.
77 Cambiar said the staff expect guests to behave elsewhere in the community the same as they

78 would inside the Shelter. There are other Hundred Nights policies, like no parking on
79 Community Way and no tents outside the fence (one was found the week prior). The Hundred
80 Nights staff and Board are somewhat limited in how they can respond to these issues outside the
81 Shelter perimeter. They have had numerous conversations with the Police and Fire Departments.
82 Hundred Nights is willing to do the best it can, but ultimately, Ms. Cambiar said that negative
83 activities on the Eastern Avenue end of the bike path are outside Hundred Nights' jurisdiction.
84 The Vice Chair quoted part of the good neighbor policy, which states that, "*Guests are expected*
85 *to conduct themselves as responsible members of the surrounding community while outside the*
86 *Hundred Nights property.*" Mr. Mobilia said that is the expectation and the Board will review
87 complaints against guests as they receive them. Now, the policy is clearly in writing and there
88 would be consequences if a violation was identified.

89
90 Ms. Cambiar provided an example. The week before this meeting, there was a couple staying at
91 the Shelter, who exhibited bad behavior outside the Shelter's perimeter. No matter what the staff
92 did, the guests would not comply. Thus, they were eventually told they were no longer allowed
93 on the property for services and Hundred Nights filed a No Trespass Order. Ms. Cambiar does
94 not like depriving anyone of services, but in extreme circumstances like this one, it is necessary.
95 Unfortunately, Hundred Nights has no control over where those prohibited guests go and what
96 they do elsewhere in the community after being banned from the Shelter. Vice Chair Kopczynski
97 appreciated the example that clarified actions Hundred Nights would take if guests were not
98 compliant. He added that some individuals will never follow the rules. Mr. Mobilia added that it
99 is beyond Hundred Nights' control if guests arrive late and are turned away because there are no
100 beds. They cannot control those people going to other unacceptable areas of the City, but they try
101 to alert the Police Department when someone has to be turned away.

102
103 Mr. Savastano was very pleased to see the additions to the guest expectations and neighborhood
104 relations plan. He thought these changes provided a better opportunity to talk to guests who are
105 in violation. He quoted a line from the plan that he liked: "*These expectations include helping to*
106 *maintain a safe, secure, and quiet environment for enjoyment of the private and public spaces of*
107 *our community.*" Mr. Savastano also appreciated the example Ms. Cambiar provided, which
108 indicated the possible repercussions for not abiding by the guest expectations.

109
110 Ms. Seher also appreciated the changes and the example of recent repercussions for bad
111 behavior. She supported the idea of inviting some neighbors to the Hundred Nights Board and
112 thought it could go a long way. She recalled the open house on September 23, when there were
113 factions of the community that were validly concerned, but also those who wanted to work with
114 Hundred Nights to deal with issues. She thought both of those sides of the issue really came
115 together to hear each other's concerns and create some middle ground going forward.

116
117 While he was not suggesting conditional approval, Vice Chair Kopczynski did think it would be
118 helpful for Hundred Nights representatives to update this CLSS Board on how things are going
119 in six months. Mr. Mobilia said the next open house would be in approximately six months, and

120 that might be an apt time for an update. Ms. Cambiar asked when they would need to re-apply
121 for this license and Ms. Marcou said October 2024.

122
123 Chair Oram also appreciated the revisions. He thought the applicant addressed what this Board
124 requested. He spent time on the Hundred Nights website. He felt this was one of the more
125 thorough neighborhood relations plans the Board had received. He appreciated all the effort.

126
127 Chair Oram opened the floor to public comments, and hearing none, he closed the public
128 hearing.

129
130 Ms. Seher made the following motion, which was duly seconded by Mr. Savastano. On a vote of
131 4–0, the Congregate Living and Social Services Licensing Board accepted Hundred Nights’
132 neighborhood relations plan as a condition of their license approval.

133
134 **B) Alpine Healthcare**

135
136 The applicant was not present. Chair Oram requested Staff comments. Mr. Rounds said the Fire
137 Department re-inspected the property and was awaiting installation of a strobe light. The
138 applicant submitted their life/safety plan for each floor and neighborhood relations plan, which
139 were the conditions of approval. The Fire Chief said there were a few violations, all of which the
140 applicant had corrected. They were still awaiting the strobe light, but otherwise, the Fire Chief
141 fully supported granting the license.

142
143 Vice Chair Kopczynski quoted from the plans: *“Alpine endeavors to be an upstanding member of*
144 *the community. We strive to create positive relationships with all of our community, neighbors,*
145 *partners, and friends. We follow Federal, State, and City regulations to provide the best care to*
146 *our residents. We understand that as our neighbors, you may have questions or concerns that*
147 *arise, and we welcome you to contact us at any time through email and a phone number. We*
148 *respond immediately to any concerns. We care about our neighbors and instruct our staff and*
149 *residents to be respectful, mindful, and courteous at all times. We embrace being a good*
150 *neighbor and asset to the Monadnock region, serving our senior community. We welcome*
151 *anyone to take a tour and see our facilities and grounds.”* The Vice Chair said the applicant also
152 provided the exit maps. Thus, Vice Chair Kopczynski felt the applicant met the conditions of
153 approval.

154
155 Vice Chair Kopczynski made the following motion, which was duly seconded by Mr. Savastano.
156 On a vote of 4–0, the Congregate Living and Social Services Licensing Board accepted that
157 Alpine Healthcare satisfied the conditions of their license approval, and their application was
158 complete.

159
160
161
162

163 **C) Emerald House**

164

165 Chair Oram requested Staff comments. Mr. Rounds reported that Emerald House had passed
166 their fire re-inspection. The applicant had also resubmitted their neighborhood relations plan and
167 their building/site maintenance plan. The Fire Chief confirmed that the applicant corrected their
168 violations of the NH Fire Code. The Board agreed that the resubmission met their conditions for
169 approval.

170

171 Mr. Savastano made the following motion, which was duly seconded by Vice Chair Kopczynski.
172 On a vote of 4–0, the Congregate Living and Social Services Licensing Board accepted Emerald
173 House’s revisions of the neighborhood relations plan and building/site maintenance plan.

174

175 **D) Covenant Living of Keene**

176

177 Because the applicant’s supplemental materials were received the day of this meeting, the Board
178 would need more time to review. Vice Chair Kopczynski made the following motion, which was
179 duly seconded by Mr. Savastano. On a vote of 4–0, the Congregate Living and Social Services
180 Licensing Board continue Covenant Living of Keene’s hearing until the October 24 meeting at
181 6:00 PM.

182

183 **E) Live Free Recovery**

184

i) 26 Water Street

185

ii) 361 Court Street

186

iii) 880 Marlboro Street

187

iv) 106 Roxbury Street

188

189 Chair Oram requested Staff comments. Mr. Rounds reported that everything was complete from
190 the Community Development Department’s perspective. Fire Chief Farquhar said that all four of
191 these locations were in good shape. He said the 26 Water Street location corrected their few
192 minor violations and they were waiting on a few things from their vendor, but these were very
193 minor issues. At 361 Court Street, the Fire Chief said it was similar, they corrected a few storage
194 issues, and he thanked their staff for being very responsive; they passed their re-inspection, and
195 the violations were closed. For 880 Marlboro Street, the Fire Chief said the issues corrected were
196 very minor, and that they were awaiting a breaker. Lastly, the situation was similar for 106
197 Roxbury Street, where all the minor violations were corrected. Thus, Chief Farquhar supported
198 grating the licenses for all four Live Free Recovery locations.

199

200 Mr. Savastano asked whether the 106 Roxbury Street location received Zoning Board of
201 Adjustment approval to increase the number of residents and Ms. Marcou confirmed that was
202 approved.

203

204 Vice Chair Kopczynski made the following motion, which was duly seconded by Mr. Savastano.
205 On a vote of 4–0, the Congregate Living and Social Services Licensing Board accepted that the

206 conditions of approval were met for all four Live Free Recovery Locations (26 Water Street, 361
207 Court Street, 880 Marlboro Street, and 106 Roxbury Street).

208

209 **IV. Applications:**

210 **A) LB 23-25: Applicant, Beth Daniels, Executive Director for Southwestern**
211 **Community Services., is requesting a Congregate Living & Social Services**
212 **License for a Homeless Shelter, located at 139 Roxbury St. and is in the High**
213 **District and as defined in Chapter 46, Article X of the Keene City**
214 **Ordinances.**

215

216 Chair Oram requested Staff comments. Mr. Rounds said there were two items of concern in the
217 housing inspection and the applicant was granted 60 days from this meeting date to correct them.
218 Mr. Rounds recommended that passing re-inspection should be a condition of approving this
219 license. Chair Oram confirmed that this application was to renew Southwestern Community
220 Services' (SCS) license and there appeared to be only one change, which Ms. Marcou confirmed.
221 The Board suggested that Staff provide a list of applications changes for license renewals.

222

223 The Fire Chief said there was an issue of importance to discuss for this application.
224 Unfortunately, this location was overoccupancy. The Fire Code allows 16 persons for a lodging
225 house and this SCS facility was at 19 persons when inspected. Having more than 16 persons
226 changes this building's use from a lodging house to a hotel/motel per Chapter 26 of the Fire
227 Code. The Fire Chief advised that the constraints of this building could never allow for meeting
228 the standards of a hotel/motel use. This Fire Code violation needed to be addressed formally. The
229 immediate answer was to bring the occupancy down to 16, after which SCS would need to
230 address some other outstanding minor Fire Code violations.

231

232 Vice Chair Kopczynski said the Building Code follows similar logic, and 16 is the magic
233 number. This situation changes the risk analysis of the building. He quoted the City Code: "*Prior*
234 *to issuance of the initial license, or prior to the renewal of an annual license, all appropriate*
235 *City regulatory and enforcement officers shall make or cause to be made an inspection to*
236 *determine if all applicable laws, ordinances, codes, permits, rules, and regulations have been*
237 *complied with.*" Thus, this Board could only grant this license conditionally.

238

239 Ms. Seher was not present when this license was granted in 2022, so she asked if this SCS
240 location was approved with 19 occupants last year. Vice Chair Kopczynski said no, this Board
241 will always be consistent with the Fire, Building, and Zoning Codes. Mr. Savastano asked if the
242 Fire Chief knew how long this location had been overoccupancy, but the Fire Chief was unsure.
243 Mr. Savastano was concerned that this could be a recurring problem. Vice Chair Kopczynski
244 suggested continuing this application until the October 24 meeting. Another option was to grant
245 this license provisionally for 180 days per the Ordinance. He thought the Fire Department and
246 Code Enforcement could work with SCS to get this building into compliance. Mr. Savastano
247 asked if the Fire Chief was comfortable with allowing this overoccupancy to continue for another
248 month. Chief Farquhar said yes. He was deeply sensitive to the importance of bed space and

249 SCS' mission. He never wanted to create a situation where guests have to be pushed out. The
250 Fire Chief was comfortable with whatever the Board chose. City Staff said SCS were engaged in
251 a constructive dialogue about how to resolve this issue. Chair Oram thought the best solution was
252 to continue until the next meeting, for which there would be no penalty for SCS.
253

254 Mr. Savastano made the following motion, which was duly seconded by Ms. Seher. On a vote of
255 4-0, the Congregate Living and Social Services Licensing Board continued application LB 23-25
256 until the October 24, 2023 meeting at 6:00 PM.
257

- 258 **B) LB 23-16: Applicant, Beth Daniels, Executive Director for Southwestern**
259 **Community Services., is requesting a Congregate Living & Social Services**
260 **License for a Homeless Shelter, located at 32 Water St. and is in the High**
261 **District and as defined in Chapter 46, Article X of the Keene City**
262 **Ordinances.**
263

264 Chair Oram requested Staff comments. Mr. Rounds said there was one item of concern from the
265 housing inspection and the applicant had 60 days from the date of this meeting to correct that.
266 Fire Chief Farquhar said this SCS application was in the same situation as the last one. This site
267 was overoccupancy by one person (17 instead of 16). There were also some minor fire inspection
268 issues that the applicant was correcting.
269

270 Vice Chair Kopczynski made the following motion, which was duly seconded by Ms. Seher. On
271 a vote of 4-0, the Congregate Living and Social Services Licensing Board continued application
272 LB 23-16 until the October 24, 2023 meeting at 6:00 PM.
273

- 274 **C) LB 23-17: Applicant, Trevor Grauer, Executive Director for Keene Cribs., is**
275 **requesting a Congregate Living & Social Services License for a Lodging**
276 **House, located at 85 Winchester St. and is in the High District and as defined**
277 **in Chapter 46, Article X of the Keene City Ordinances.**
278

279 Chair Oram requested Staff comments. Mr. Rounds said there were no concerns from the
280 housing inspection. Fire Chief Farquhar was happy with the facility and there were only a few
281 minor issues the applicant was correcting. The Chief did mention that there had been some
282 persistent issues with this location over the years, but last year, they cleaned the building well, so
283 only these minor violations remained.
284

285 Chair Oram welcomed the applicant, Trevor Grauer, Executive Director of Keene Cribs. Mr.
286 Grauer said the application was the same as last year. He responded to the Fire Chief's
287 comments, noting that he had been managing the property for 5-6 years and he was unaware of
288 any persistent issues since his ownership.
289

290 Chair Oram thought this application was simple and easy to review. He appreciated the
291 neighborhood relations plan and Mr. Grauer's work to establish connections in the
292 neighborhood. Chair Oram thought all conditions were met.

293

294 Chair Oram opened the floor to public comments, and hearing none, he closed the public
295 hearing.

296

297 A motion by Vice Chair Kopczynski to renew the lodging house license LB 23-17 for 85
298 Winchester Street was duly seconded by Mr. Savastano. The Board reviewed the criteria for
299 approval.

300

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

303

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

307

308 This criterion was met on a vote of 4-0.

309

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

312

313 This criterion was met on a vote of 4-0.

314

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

317

318 This criterion was met on a vote of 4-0.

319

320 On a vote of 4-0, the Congregate Living and Social Services Licensing Board the lodging house
321 license LB 23-17 for the Keene Cribs location at 85 Winchester Street.

322

323 **D) LB 23-18: Applicant, Rhoda Jurkowski, Property Manager for Hampshire**
324 **House., is requesting a Congregate Living & Social Services License for a**
325 **Lodging House, located at 86 Winter St. and is in the Downtown Transition**
326 **District and as defined in Chapter 46, Article X of the Keene City**
327 **Ordinances.**

328

329 Chair Oram requested Staff comments. Mr. Rounds said there were no issues from the housing
330 inspection. Fire Chief Farquhar said there was only one minor issue that the applicant already
331 corrected. For such a large building with many residents, the Fire Chief said it was immaculate,
332 which was a testament to their staff.

333 Chair Oram welcomed the applicant, Rhoda Jurkowski, Property Manager for Hampshire House.
334 Ms. Jurkowski thanked the Fire Chief for his comments.

335
336 Mr. Savastano complimented Ms. Jurkowski on how things had taken shape since last year. He
337 appreciated the neighborhood relations plan and that neighbors have a 24/7 contact at Hampshire
338 House. He quoted the plan, “*Keene Housing staff will continue striving to know our neighbors*
339 *and making sure they know us and how to get ahold of us.*” Over the last year, this Board has
340 reviewed many neighborhood relations plans and tried to encourage interaction between the
341 various City agencies. Still, he thought there were more opportunities for outreach to the
342 neighbors of Hampshire House. Ms. Jurkowski said she and the other resident managers are
343 available and check-in regularly with neighbors. As a neighbor of this building, Mr. Savastano
344 said he had not experienced that outreach, but he was not concerned because he knew the staff
345 were available should an issue arise.

346
347 Ms. Seher praised Hampshire House as an amazing representation of what affordable housing
348 could be in this community. She noted that over the last year, this Board sought more robust
349 neighborhood relations plans. She asked—if there was a problem at Hampshire House—would
350 neighbors contact Keene Housing Authority, or someone from Hampshire House; the two
351 entities are located in different neighborhoods. She thought there was more focus in this
352 application on contacting Keene Housing Authority about issues. During a previous application’s
353 hearing, Ms. Jurkowski said she heard a good idea to pass a letter around to the neighbors, which
354 she thought was a good idea to try implementing. She said the resident managers had been
355 working hard to have gatherings with residents and invite neighbors, but never officially. She
356 would like to have an open house.

357
358 Chair Oram wondered if crafting a more robust neighborhood relations plan should be a
359 condition on renewing this license. Mr. Savastano felt the need would be clearly outlined in the
360 minutes, so he felt comfortable looking at a revision during their renewal in 2024. Ms. Seher
361 agreed.

362
363 Chair Oram opened the floor to public comment, and hearing none, he closed the public hearing.

364
365 A motion by Mr. Savastano to renew the lodging house license LB 23-18 for Hampshire House
366 at 86 Winter Street was duly seconded by Vice Chair Kopczynski. The Board reviewed the
367 criteria for granting the license.

368
369 *The licensing board shall consider the following criteria when evaluating whether to approve,*
370 *renew, or deny a congregate living and social services license application:*

371
372 Criteria 1: *The use is found to be in compliance with the submitted operations and management*
373 *plan, including but not limited to compliance with all applicable building, fire, and life safety*
374 *codes.*

375

376 This criterion was met on a vote of 4–0.

377

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

380

381 This criterion was met on a vote of 4–0.

382

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

385

386 This criterion was met on a vote of 4–0.

387

388 On a vote of 4–0, the Congregate Living and Social Services Licensing Board renewed the
389 lodging house license LB 23-18 for Hampshire House at 85 Winchester Street.

390

391 **V. New Business:**

392

393 No new business was presented.

394

395 **VI. Non-Public Session (if required):**

396 **VII. Adjournment**

397

398 There being no further business, Chair Oram adjourned the meeting at 7:15 PM.

399

400 Respectfully submitted by,
401 Katryna Kibler, Minute Taker

402

403 Reviewed and edited by,
404 Corinne Marcou, Board Clerk

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City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:	
Case No.	_____
Date Filled	_____
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

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

SECTION 2: CONTACT INFORMATION

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

OWNER	APPLICANT
NAME/COMPANY: Keene Serenity Center	NAME/COMPANY: Samuel L Lake
MAILING ADDRESS: 24 Vernon Street, Keene, NH 03431	MAILING ADDRESS: 24 Vernon Street, Keene, NH 03431
PHONE: (603) 283-5015	PHONE: 6039035903
EMAIL: sam.lake@kscrevoery.org	EMAIL: sam.lake@kscrecovery.org
SIGNATURE: 	SIGNATURE:
PRINTED NAME: Samuel L. Lake	PRINTED NAME: Samuel L. Lake

AUTHORIZED AGENT (if different than Owner/Applicant)	OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)
NAME/COMPANY: Monadnock Peer Support	NAME/COMPANY:
MAILING ADDRESS: 24 Vernon Street, Keene, NH 03431	MAILING ADDRESS:
PHONE: (603) 352-5093	PHONE:
EMAIL: karen@monadnockpsa.org	EMAIL:
SIGNATURE: 	SIGNATURE:
PRINTED NAME: Karen Richi	PRINTED NAME:

SECTION 3: PROPERTY INFORMATION

PROPERTY ADDRESS:

TAX MAP PARCEL NUMBER:

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:

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.

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

Health and Safety Plan- CLSS

All individuals that come into the Center are required to sign in. If the person presents a noticeable health risk, they are asked to either add PPE or leave the building, at the discretion of the person completing intake.

Keene Serenity Center provides Personal Protective Equipment (PPE) for all staff and participants. We follow all CDC required guidelines for COVID precautions. We monitor policy changes and ensure that they are enforced for the health and safety of all concerned.

All cleaning supplies are labeled for correct use. We are a peer driven center and much of the cleaning and organizing is completed by volunteers. The staff oversees the cleanliness and safety of the facility and is responsible for the space.

We have been supportive with referrals to vaccination clinics for any need. Currently we are partnered with a mobile crisis unit offering Hep- C testing and treatment for participants.

Neighborhood Relations Plan CLSS

We are a Recovery Community Organization and our mission is: “To build a community that embraces all pathways to recovery through peer support and community engagement in a safe environment “ .

Having strong, inclusive neighborhood partners is the key to our success- following the idea that “together we can accomplish that which I, alone cannot.

Some of the ways in which we support a Neighborhood Relations Plan is to:

- Hold and post regular office hours. (M-F 9-5)
- Support a social media profile and manage links and comments for Facebook and tik tok.
- Support an active website (www.kscrecovery.org with open email link - info@kscrecovery.org
- Phone service including available anytime access to the Director.
- We host outreach events all over the city including at the public library most Fridays from 1-3.
- We offer harm reduction trainings to any organization or individual that asks.
- We accept used syringes for disposal and will go out and offer disposal services as an outreach.
- We have working partnership relations with most organizations in our neighborhood. Such as the Community Kitchen, Monadnock Peer Support, Parenting Resources, Probation, Drug Court and Planned Parenthood.

We have an internal ethics team that is available to handle concerns such as complaints. We are also part of a larger Ethics committee that includes members from Harborcare and all 20 Recovery Community Organizations across the state.

We answer all public inquiries or complaints promptly and with an open mind.

At this time we do not have any open cases or complaints.

Staff Training and Procedures Plan- CLSS

All staff and volunteers are required to complete training requirements at the time of onboarding.

Training includes-

- Code of Ethics
- Confidentiality & Non-Disclosure
- Code of Conduct
- HIPPA (42 CFR)
- Crisis Prevention Institute- (non- violent crisis management)
- Harm Reduction & Overdose Prevention
- General Fire Safety and Emergency Response.

The center always has a clear and defined responsible person in charge and a policy of 2 or more staff/ volunteers on site at all times.

Security Plan

Keene Serenity Center utilizes key lock doors with a limited number of key sets. The interior office and rest room doors are set to always lock upon closing. We have a rule of 2 or more staff/ qualified volunteers in the Center while open.

The Center holds regular scheduled office hours. M-F from 9:00 a.m. – 5:00 p.m.

All employees wear photo name tags at all times.

All staff must complete yearly non violent crisis intervention training. (CPI).

Staff involved in bi-weekly supervision meeting where security procedures are a topic.

All compliant files are kept in a locked office, within a locked cabinet.

Any computer holding secure information is password protected and held by a qualified member.

First aid kit is clearly labeled and located near the entrance. A staff member is charged with ensuring that it is stocked and ready.

Life Safety Plan- CLSS

Keene Serenity Center occupies a leased space at 24 Vernon Street, Keene, N.H. 03431. The lessor holds responsibility for offering a legal space to conduct business. Our landlord is.

Monadnock Peer Support

24 Vernon Street, Keene NH 03431

www.monadnockpsa.org Office: 603. 352.5093

The space has fire extinguishers, sprinkler system and alarm system that is inspected on a yearly basis. Documentation is kept on each extinguisher.

All emergency exits have an escape plan diagram that includes a meeting spot outside the facility.
(corner of Elm and Vernon)

All staff are trained in emergency response.

Emergency Response Plan CLSS

All Keene Serenity Staff are trained in recognizing emergency and know to call 911 first in a crisis that threatens the immediate health and safety of those involved.

The appropriate contact information for police, fire and crisis management is clearly posted and all staff have access to several methods of contact, including cell phones, land lines and internet.

The Executive Director is to be notified immediately (Samuel L. Lake- sam.lake@kscrecovery.org. or 603-903-5903) Back up is Board Chair (Jennifer Griffey- jgriffey95@gmail.com or 408.309.8388 ,

Of any crisis or emergency.

Building and Site maintenance Procedures CLSS

Our space at 24 Vernon Street is leased by our landlord, Monadnock Peer Support and our lease contract states that basic internal responsibilities, such as notification of a problem or basic maintenance is the responsibility of Keene Serenity Center and all external and repairs are that of the landlord.

We take care of cleaning, light bulbs etc. The landlord is responsible for trash removal, winter maintenance including sidewalk, HVAC, electrical and plumbing.



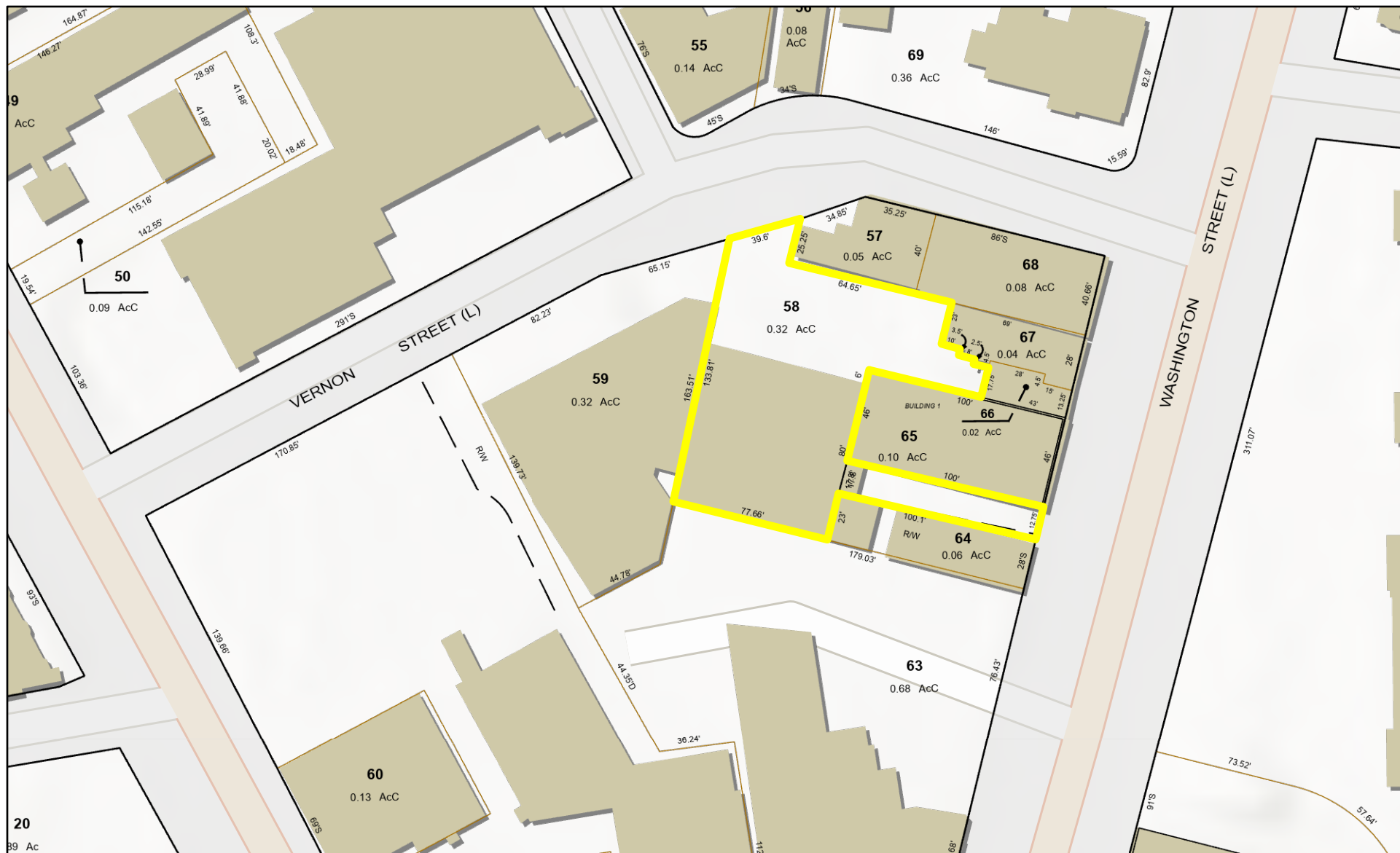
City of Keene, NH

1 inch = 69 Feet



November 13, 2023

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City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:
 Case No. CB23-19
 Date Filled 11/6/23
 Rec'd By GM
 Page 1 of 8
 Tax Map# 584-007-000
 Zoning District: High Density

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

SECTION 1: LICENSE TYPE

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

SECTION 2: PROPERTY LOCATION

ADDRESS: **57 Winchester Street, Keene 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 Capital 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	
SIGNATURE: <i>M Skelton</i>	DATE: <u>10/24/2023</u>	SIGNATURE: <i>M Skelton</i>	DATE: <u>10/24/2023</u>
PRINTED NAME: Mojgan Skelton	TITLE: Owner	PRINTED NAME: Mojgan Skelton	TITLE: Owner

AUTHORIZED AGENT (if different than Owner/Applicant)		OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)	
NAME/COMPANY:		NAME/COMPANY: Peggy Winchester	
MAILING ADDRESS:		MAILING ADDRESS: 29 Strawberry Lane, Hinsdale, NH 03451	
PHONE:		PHONE: 802-258-8500	
EMAIL:		EMAIL: winchesterstreet57@gmail.com	
SIGNATURE:	DATE:	SIGNATURE: <i>Peggy Winchester</i>	DATE: <u>10/24/2023</u>
PRINTED NAME:	TITLE:	PRINTED NAME: Peggy Winchester	TITLE: 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 commuication 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.

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS CONTINUED

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

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

Currently we are mid semester, so leases are running November 1st to May 15th. With the start of a new school year next year leases will run June 1st to May 15th.

Map for Parcel Address: 57 Winchester St Keene, NH 03431-4646 Parcel ID: KEEN M:584 L:7



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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 hours 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.



603-563-7700

To Whom it May Concern,

After a recent inspection at 57 Winchester Street, the inspector had mentioned that there was a sprinkler head leaking. Eric Soucy, an estimator for Life Safety Fire Protection Inc, did a complete and thorough walk through of the building at 57 Winchester Street, Keene, NH on August 7th. He looked at all sprinkler heads and determined there were no leaks.

Should you have any questions, please feel free to reach out to our office at 603-563-7700. We are open Monday through Friday, 8:00am until 4:30pm.

Thank you,

A handwritten signature in black ink, appearing to read "Natasha Buck", with a large, stylized initial "N" and a long, sweeping underline.

Natasha Buck

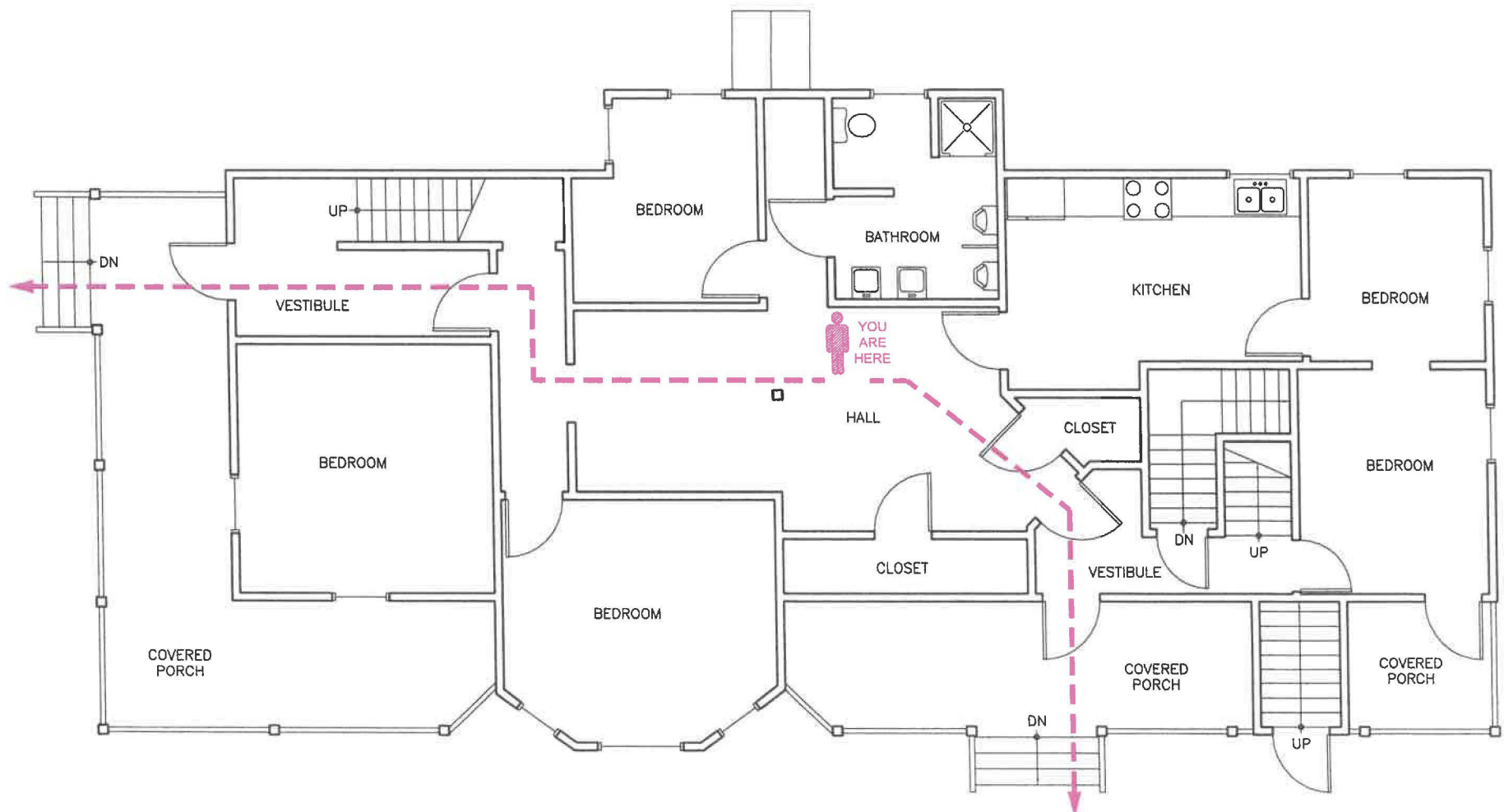
Extinguisher and Suppression Coordinator

Life Safety Fire Protection, Inc

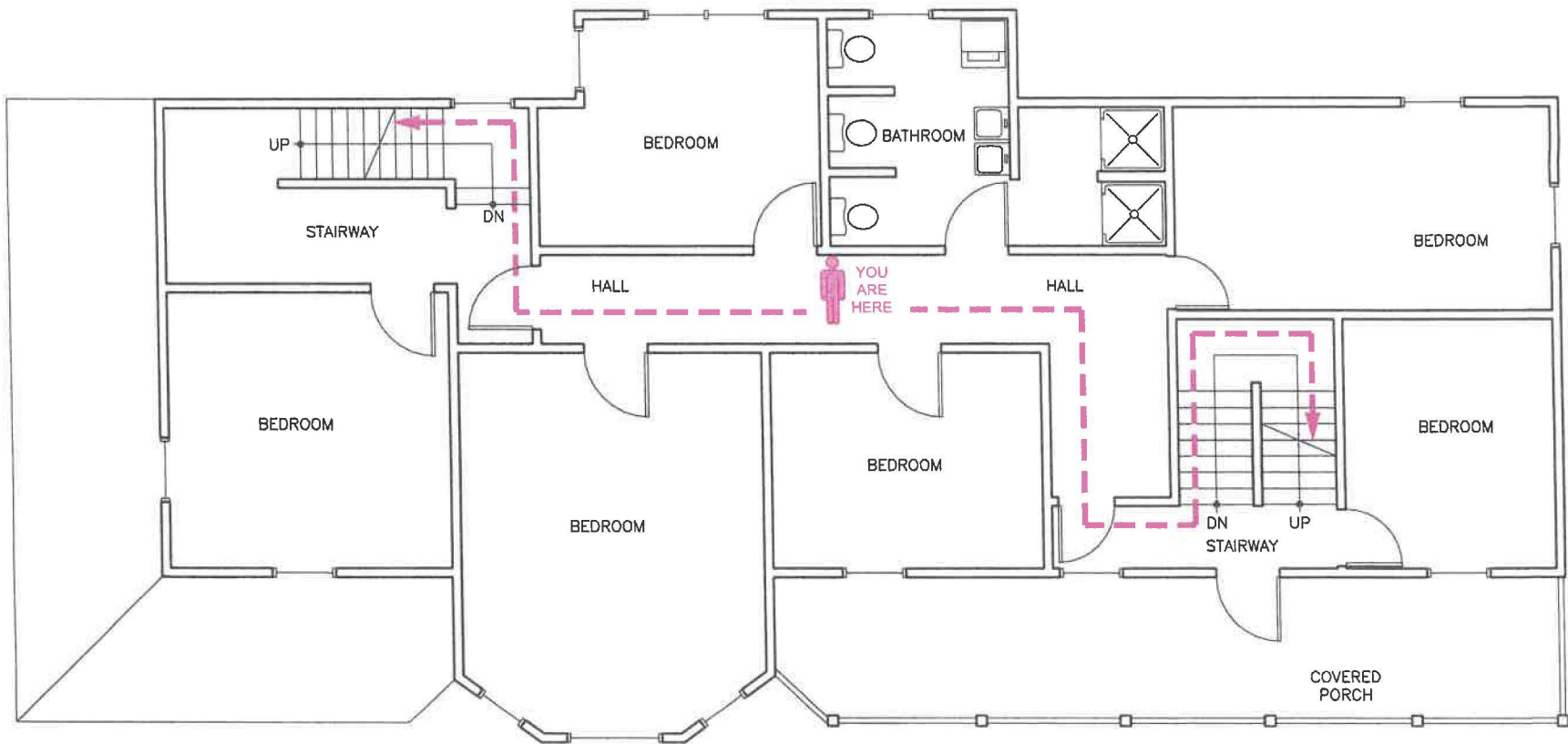
Dublin & Portsmouth, NH

Tel: 1-603-563-7700 x 210

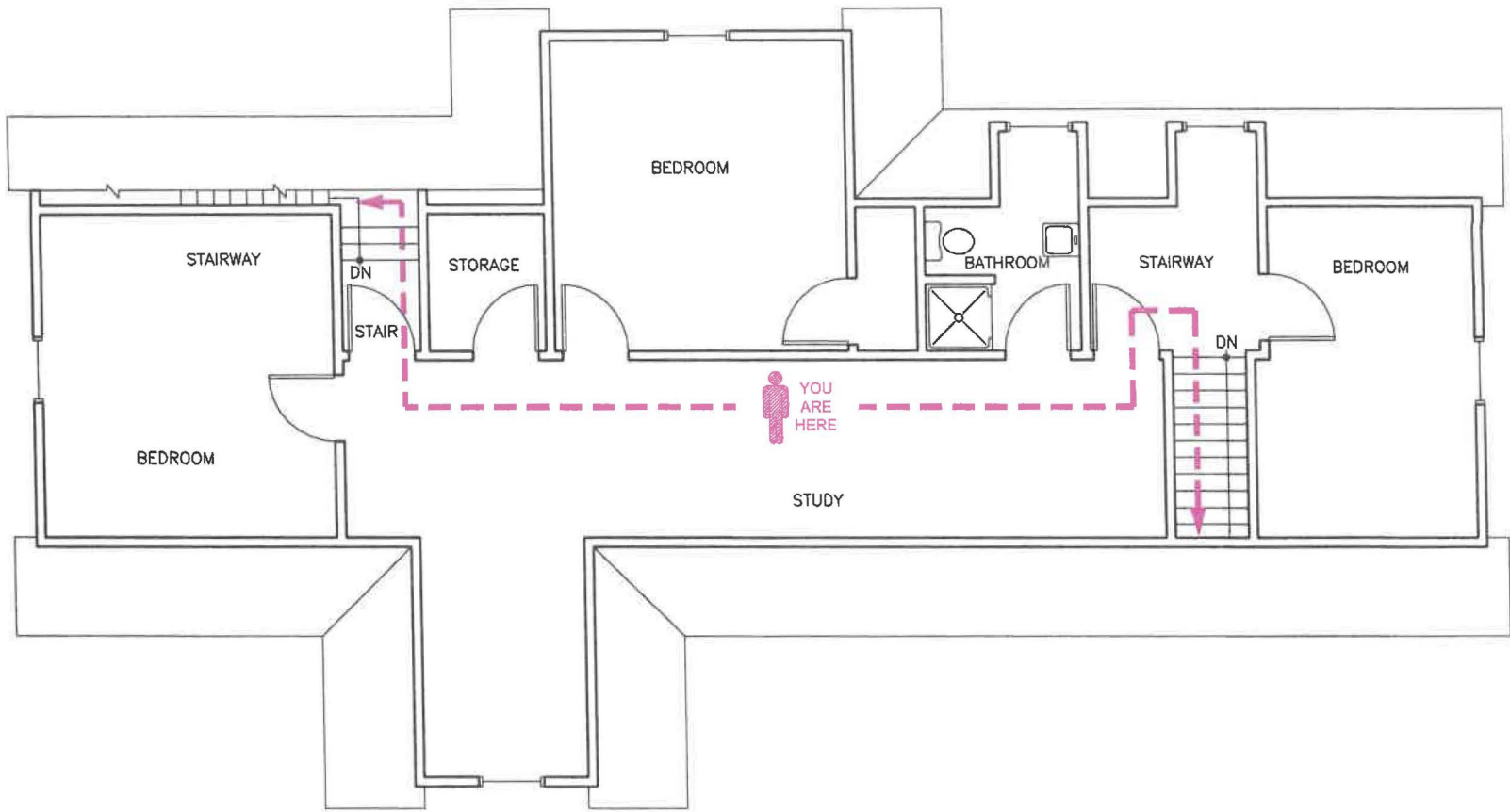
Fax: 1-603-563-7070



FIRST FLOOR



SECOND FLOOR



THIRD FLOOR

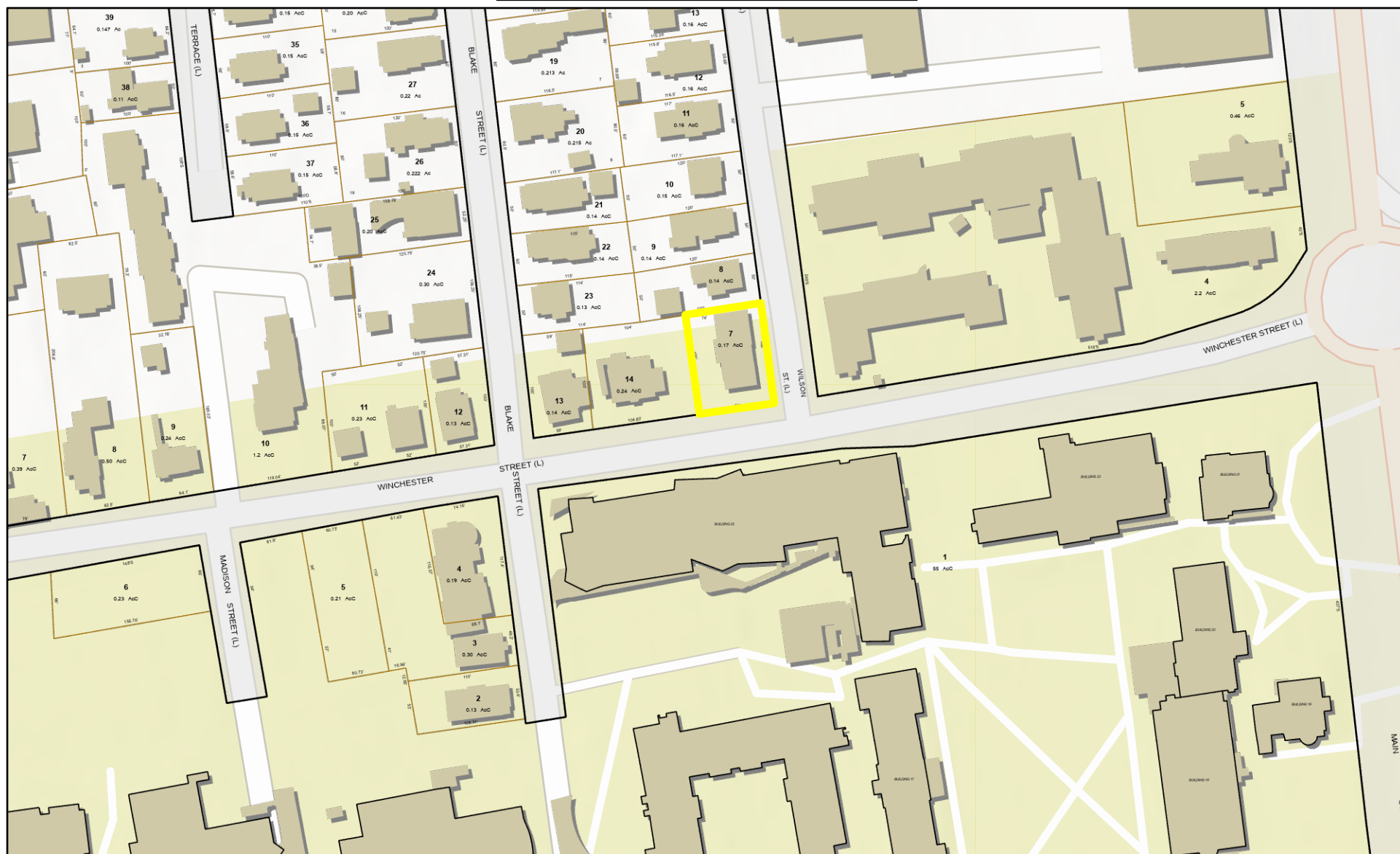


City of Keene, NH

1 inch = 138 Feet

November 13, 2023

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