

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

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

**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

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

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

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

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

**III. Unfinished Business:**

**A) Hundred Nights**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### **B) Alpine Healthcare**

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

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

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

**C) Emerald House**

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

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

**D) Covenant Living of Keene**

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

**E) Live Free Recovery**

- i) 26 Water Street**
- ii) 361 Court Street**
- iii) 880 Marlboro Street**
- iv) 106 Roxbury Street**

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

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

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

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

**IV. Applications:**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

**V. New Business:**

No new business was presented.

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

**VII. Adjournment**

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

Respectfully submitted by,  
Katrnya Kibler, Minute Taker

Reviewed and edited by,  
Corinne Marcou, Board Clerk