# Claremont Housing Authority

**BOARD OF COMMISSIONERS MEETING MINUTES**
**Tuesday**
**August 25, 2026, 1:30 p.m.**
**Ball Room, 243 Broad St., Claremont, NH**

<u>**Commissioners in Attendance**</u>:
Charlene Lovett Mark Chamberlain Susan Mochel
Candance Reed Erin Bruce – Resident Commissioner
Michelle Aiken, Executive Director/Secretary

1. **Roll Call**, **Quorum.** Ms. Lovett called the meeting to order at 1:31 p.m. Roll call was taken; 5 commissioners were present. A quorum was established, and the meeting was convened.

2. **Approve the Agenda.** A motion was made to accept the agenda as amended by Ms. Reed; seconded by Ms. Mochel. **Motion carried, 5 Ayes**.

3. **Public Comment –** There were 6 members of the public in attendance. Mr. Bruce Rogers had a grievance about a letter he received advising that there was an odor coming from his apartment that he denies. Ms. Eva Blake was concerned about the sex offender who she believes is staying at the property. Ms. Jane Lawrence had some questions on where to get information regarding the housing authority and was advised to check the website. She was looking for the ACOP and Ms. Aiken was directed to be sure that it was on the website. Mr. Rogers was also concerned as to when the front entrance camera would be up and running again for tenants. Mr. Matt Oulette from the Sullivan House was interested in when the waiting list would re-open and if the application could be found on the website.

4. **Approval of the minutes of the meeting on July 28, 2026, minutes,** A motion was made by Ms. Mochel to approve the minutes as amended; seconded by Ms. Bruce. Motion carried **5 Ayes.**

5. **Treasurer's Report:** The board reviewed the treasurer's report and there was a discussion regarding the Citizens bank savings account and that we would be earning more interest if we put them in a short-term CD. Ms. Aiken was advised to put that money into a short-term CD at CSB. There was discussion around some of the line items that are over budget and trying to get a better handle on keeping them within budget, although in the end the housing authority is still $55k in the black. A Motion to accept the treasurers' report was made by Ms. Reed; seconded by Ms. Bruce Motion carried **5 Ayes.**

6. **Executive Director's Report:**. Ms. Aiken reviewed the action items and advised that Pascale Graham and our inspector met last week, and our inspector advised that because it is going to be mostly new construction he couldn't help her much, but he did not see any red flags.

   Ms. Aiken advised that the Wi-Fi installation has been a huge headache, but they have everyone up and running except for a couple tenants with exceptions. But she will help them when she has time, each time she has to help get it going, she is on the phone with Comcast for at least an hour, which is typical of Comcast no matter what you call about. She explained that she would like to advise Comcast that if they are ever to offer this kind of bulk Wi-Fi to another elderly building they should hire a person to help get it set up because she has spent too much of her time setting up Wi-Fi in tenants' apartments. The Board plans to write a letter to Comcast advising of how much of the Housing Authorities resources this project has used and how the customer service is lacking. Ms. Aiken advised that the Wynde devices are being shipped out, and she is hoping that it will not be as time-consuming as Wi-Fi has been. She has been advised that there is a Wi-Fi line dedicated to the Wynde detectors.

Ms. Aiken advised that eviction #1 has been approved for a lockout by the judge and she is expecting the lockout to happen in a week or so. The Maintenance department has been doing inspections on this apartment and there has been no damage to the apartment. Eviction #2 has until November 30th to find another apartment. The board was unhappy with the 90 days' allowance, Ms. Aiken advised it is up to the judge's discretion and with the housing market she can understand why he is giving the full 90 days. The third eviction we had looks like it will not be an eviction as Adult Protective Services has stepped in to help and get this tenant on the CFI program to get more services in place and also set up a payee for him. The 4th eviction this person has been in the hospital for over a month, so the office is not pursuing this at this time. There is a 5th eviction that is happening that applies to an apartment that we have had complaints about since this person moved in, she is friends with a sex offender who is now frequenting the building and a letter was sent out that he is not allowed to spend the night along with her sister and other guests. She continued to allow them to stay over, and an eviction letter was issued. This tenant has until September 11th to move out, or we will get the lawyer involved. Since we have issued the eviction letter there have been no overnights, but we are still receiving many complaints. The sex offender is not permitted to live at the building, but he is allowed on the property as long as he follows the rules, but he is not allowed to spend the night. A motion was made by Ms. Reed to approve the Executive Directors report; seconded by Ms. Mochel. **Motion carried 5 Ayes.**

7. **Marion L. Phillips Report –** Ms. Amy Morin has taken over the MLP report, since she is taking over most of the Site Managers duties. Ms. Morin advised that there are 271 people on the waiting list. The building has one unit that is being renovated, and in the meantime we had a tenant pass away over the weekend so there is now another vacant unit. It was advised that we also have a tenant that has given his notice and expects the sheriff's eviction of the other tenant, so there will be a large turnover for September. Ms. Morin also advised that the tenants are enjoying the activities, especially Card Bingo, which requires prizes and she has become creative with the prizes as the Ball fund is low on funds right now, she is doing prizes such as money on their laundry card and a free soda from the soda machine and the tenants are enjoying this. Ms. Aiken has sent a letter to the Trustees of Trust Funds requesting another grant.

There was also discussion about the weeds on the property, and the Board would like to get a landscaping budget for keeping up with the property. The board would also like to see how all the work orders are broken down for the next report. The board would also like a notice issued for the front camera, advising that we have not found the right technology to make it work again.

There was discussion regarding getting a police report for the activity around the building and Ms. Aiken advised that the police come here for many reasons and she did not feel we could get a report that would decipher what they came here for unless we knew specific incidents and she actually doesn't know of any recent activity. Ms. Mochel suggested she reach out to Mr. Ohearn who used to be a police officer and see if he knows of a way we can get a report. The Board also felt the overnight unreported guests were an issue and maybe there should be a sign-in and sign-out process. Ms. Aiken advised that they had a night watchman at one point, he was here for noise at that time, and it was just for a short time, and we never found out what the noise was. Ms. Aiken advised she would reach out to him and see if he is still available.

Ms. Amy Morin discussed the CFI report and advised that the number for the program are going back up with the housekeeper back to work. We did lose a tenant who was on the program over the weekend, but we are hopeful to work with APS and get someone else on the program. There was discussion regarding working the case manager for a tenant who is on CFI but is not utilizing all the services available to him and there is an issue with odor, Ms. Morin will reach out to the case manager and see if she has any luck getting him to comply.  A motion was made by Ms. Reed to approve the Marion L. Phillips Report as presented; seconded by Ms. Bruce. **Motion carried 5 Ayes.**

8. **Section 8 Voucher Report** – Ms. Stevens advised that she has been working on the applications to keep leasing up and she is up to 121 and she has another foster youth she is working with, which should bring her to 5, and we have the ability to ask for another voucher.  She also has one foster youth who is at year 1 and after year two her voucher turns into a regular voucher as long as there is one available.    Ms. Stevens also advised they have posted the waiting list to re-open on September 1st and as of right now we have 24 local residents on the list.  She anticipates being inundated with applications.  A motion was made by Mr. Chamberlain to approve the Section 8 Voucher report; seconded by Ms. Reed. **Motion carried 5 Ayes.**

9. **Unfinished Business** – The board discussed the health insurance, and Ms. Aiken provided a breakdown of what we have and what's available for the health plan.  Ms. Aiken advised she had asked the HealthTrust benefits advisor about MLR (Medical Loss Ratio) and they knew nothing about that.  Ms. Aiken told them what it was, and they were unable to provide us with that.

   The Board discussed the upcoming Budget meetings, and the next meeting is scheduled for Friday August 28, 2026, at 1:00pm.  The board will also do the Executive Directors evaluation on September 25, 2026, at 1:30pm.

10. **Non-Public** – A motion to go into a non-public session at 3:24 in accordance with RSA 91-A:3 IIa by Ms. Reed; seconded by Ms. Mochel. **Motion carried 5 Ayes.**

    A motion to come out of a non-public session at 3:45 by Ms. Reed; seconded by Ms. Mochel. **Motion carried 5 Ayes.**

    A motion was made to seal the minutes until it becomes no longer necessary by Mr. Chamberlain; seconded by Ms. Reed. **Motion carried 5 Ayes.**

11. **Adjournment** – A motion to adjourn the meeting was made by Ms. Reed; seconded by Ms. Bruce at 3:46 p.m. Motion carried **5 Ayes**.

Respectfully submitted,
Michelle Aiken, Secretary