

NEIGHBORWORKS® SOUTHERN NEW HAMPSHIRE

**THANK YOU
FOR BEING
ONE OF OUR
CHAMPIONS!**

NeighborWorks®
SOUTHERN NEW HAMPSHIRE

25
YEARS
TRANSFORMING

COMMUNITIES
NEIGHBORHOODS
LIVES



25 YEAR ANNIVERSARY MESSAGES

Confronted by hundreds of foreclosed housing units, rampant drug dealing and prostitution, and a prevailing public service attitude, residents provided the foundation that has grown into such an extraordinary, regional resource for neighborhoods across Southern New Hampshire.



Despite our very lean resources, professional staff was always motivated and encouraged to embrace all challenges with strategies and projects that were equal to the vision and passion of our founding members. Manchester Neighborhood Housing Services was the first non-profit in New Hampshire

Despite our very lean resources, professional staff was always motivated and encouraged to embrace all challenges with strategies and projects that were equal to the vision and passion of our founding members.

to utilize the Low Income Housing Tax Credit program, and soon became a leader in the state's evolving affordable housing finance system. We purchased, demolished or redeveloped hundreds of units of foreclosed housing and founded the first homeownership counseling and mortgage program in New Hampshire.

I'd like to think that we contributed to the foundation of an organization that is now regionally and nationally acclaimed for its commitment and capacity to achieve lasting neighborhood revitalization. The work of neighborhood revitalization is never fully achieved. The challenges of poverty, real estate speculation, and drug abuse will always confront our society. But if I take any pride in my personal contribution to the good work that NeighborWorks® Southern New Hampshire continues to this day, it is in the hopes that our early investment in entrepreneurial governance, civic leadership, and resident empowerment helped create the foundation for the extraordinary corporation that succeeded us.

Peter Roche

Founding Executive Director, 1993 – 1995

I was part of the NeighborWorks® America (then Neighborhood Reinvestment Corporation) team that helped start Manchester Neighborhood Housing Services. I had no idea at the time that I would return as the Executive Director and that the things I said when we helped start Manchester Neighborhood Housing Services would be quoted back at me. “Felix says” became a running joke among staff and board.



The groundwork laid in those early days in identifying and recruiting resident and community leadership and securing resources solidified our purpose in the Center City.

The groundwork laid in those early days in identifying and recruiting resident and community leadership and securing resources solidified our purpose in the Center City. In addition to the units of affordable rental housing that were created in the neighborhood, we expanded our breadth in two significant ways: establishing homeownership education and lending services and developing affordable rental housing in other Manchester neighborhoods.

As first-time homebuyers began to realize their dream of owning a home and we redeveloped the brownstone buildings on Elm Street, the economic impact of our community development mission was taking shape throughout Manchester. Although we needed to take some risks as we grew, Manchester Neighborhood Housing Services established itself as a leader in helping to open doors for those in need of quality housing opportunities.

Felix Torres

Executive Director, 1996 – 2004

MESSAGE FROM EXECUTIVE DIRECTOR



I could not be more honored to be serving for twelve years now with this organization and with the greatest team of staff and volunteers. I began working in affordable housing with a Community Action Program at the same time that Manchester Neighborhood Housing Services was formed. Much has changed in our communities, as well as in our industry and sector, since that time. From problem crack houses in the 90's to the opioid crisis today, from the challenges facing a household in poverty to those throughout the workforce, our work is as important now as ever.

Our grassroots, community based and resident engagement continues to deepen in Manchester's Center City and in Nashua's Tree Streets neighborhoods, as we help those communities deal with the challenges they face. This past year we have undertaken the overwhelming task of refinancing and rehabilitating our first five properties situated in fourteen buildings, containing 98 apartments. What began at the corner of Cedar and Beech Streets in Manchester in the early 90's, RENEW represents our commitment to improving the quality of life and neighborhood conditions for the next 25 years.

As you will see in this report, we have originated hundreds of loans over the 25 years, totaling in the tens of millions of dollars and helping thousands of families acquire and maintain their homes. We are once again actively lending to help home buyers, thanks to our partnerships with New Hampshire Housing Finance Authority and USDA Rural Development. The success of our HOMEteam collaboration continues to grow as consumers become armed with the information and knowledge that they need before owning a home.

There are many people who were involved in those early days of the organization and continue that support today—a true testament to the commitment people have for our work. These past 25 years have been a venture riddled with risk the entire way. But thanks to the dedicated individuals and groups associated with all aspects of this organization, we have managed to mitigate those challenges and achieve tremendous results that have helped thousands of families. As former Manchester Mayor Raymond Wiczorek has stated numerous times, “without all of you, none of this would ever be possible.”

Thank you for being a part of this important mission.

Robert Tourigny
Executive Director, 2005 – Present

THANK YOU FOR BEING ONE OF OUR CHAMPIONS!



25
YEARS
TRANSFORMING
COMMUNITIES
NEIGHBORHOODS
LIVES

These past 25 years have been a venture riddled with risk the entire way. But thanks to the dedicated individuals at all levels of this organization, we have managed to mitigate those challenges and achieve tremendous results that have helped thousands of families.

25 YEARS OF TRANSFORMING COMMUNITIES, NEIGHBORHOODS

1992



MANCHESTER NEIGHBORHOOD HOUSING SERVICES (MNHS) INCORPORATES

COMMUNITY LEADERS COME TOGETHER TO ORGANIZE AT UNITED WAY OF GREATER MANCHESTER'S OFFICES AT 20 MERRIMACK STREET

1993

RECEIVES NEIGHBORWORKS® CHARTER MEMBERSHIP FROM THE NEIGHBORHOOD REINVESTMENT CORPORATION



OFFERS FIRST HOME OWNERSHIP SEMINAR



1994

CEDAR BEECH, A 24-UNIT REHAB DEVELOPMENT IN MANCHESTER'S CENTER CITY, IS THE FIRST NON-PROFIT LOW INCOME HOUSING TAX CREDIT PROJECT IN NEW HAMPSHIRE

FORMED OUR FIRST "PARTICIPATION LOAN POOL" WITH LOCAL LENDER PARTNERS

MNHS' HOME OWNERSHIP CENTER ORIGINATES ITS FIRST MORTGAGE LOAN IN THE CENTER CITY



1995

HISTORIC PRESERVATION AWARD FROM THE MANCHESTER HISTORIC ASSOCIATION; ALSO RECEIVED IN 1998, 2001, 2002, 2003, 2007, 2008, 2012

MERRIMACK PLACE, A 16-UNIT NEW CONSTRUCTION TOWNHOUSE PROJECT, REPLACES SEVERAL DILAPIDATED BUILDINGS IN THE CENTER CITY



1996

HOME OWNERSHIP CENTER REACHES \$1,000,000 IN MORTGAGE ORIGINATIONS

1997

RENAISSANCE HOMES BRINGS 8 NEW HOMEOWNERSHIP OPPORTUNITIES TO THE CENTER CITY



HELPS CREATE THE PINE STREET FRIENDSHIP GARDEN (NOW CALLED THE COMMUNITY GARDEN)

CREATES CEDAR STREET FAMILY PARK AT THE SITE OF A FORMER CRACK HOUSE



THE HOME OWNERSHIP CENTER LOAN PROGRAM EXPANDS CITY-WIDE, ALLOWING RESIDENTS WHO LIVE THROUGHOUT MANCHESTER TO ACCESS SERVICES AND LOAN PRODUCTS

HOSTS FIRST NEIGHBORFEST

NEIGHBORHOOD RESIDENTS AND MNHS ORGANIZE TO CLOSE THE ZOO



CREATES STEP (SUSTAINABLE TENANT EMPOWERMENT PROGRAM) TO HELP TENANTS ADDRESS POOR LIVING CONDITIONS AND ADVOCATE FOR THEIR RIGHTS



1998

THREE CORNERS IS DEVELOPED, PROVIDING 20 FAMILIES WITH NEW AND REHABBED APARTMENTS

RECEIVES THE WALTER J. DUNFEY EXCELLENCE IN MANAGEMENT AWARD FROM THE CORPORATE FUND



GOODS, LIVES

BECOMES NATIONALLY CERTIFIED AS A FULL CYCLE LENDERSM BY THE NEIGHBORHOOD REINVESTMENT CORPORATION TO HELP LOW INCOME FAMILIES OBTAIN CONVENTIONAL MORTGAGES

1999

MANCHESTER'S TREE STREETS REVITALIZATION RENOVATES TWO HISTORIC BUILDINGS AND PROVIDES 23 FAMILIES WITH DECENT AFFORDABLE HOUSING



RECOGNIZED AS A NEIGHBORWORKS® HOMEOWNERSHIP CENTER BY THE NEIGHBORHOOD REINVESTMENT CORPORATION, OFFERING FULL-SERVICE EDUCATIONAL AND LENDING SERVICES

2000

RECEIVES "NOT YOUR TYPICAL PARTNER" AWARD FROM CITIZENS BANK



NEIGHBORWORKS® HOMEOWNERSHIP CENTER OFFERS LOAN PROGRAMS STATEWIDE

PROVIDES FINANCING FOR FIRST HOME BUYERS OUTSIDE OF MANCHESTER

BEGINS AN INDIVIDUAL DEVELOPMENT ACCOUNT SAVINGS PROGRAM IN PARTNERSHIP WITH ST. MARY'S BANK

IDA

RECEIVES A 2000 PRACTICE AWARD FROM THE MANCHESTER OFFICE OF THE DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD) FOR OUR ANNUAL NEIGHBORFEST CELEBRATION

BEGINS FORMALIZED RESIDENT LEADERSHIP TRAINING PROGRAM FOR TENANTS

YO GALLERY OPENS AT TREE STREETS



2001

ELM STREET RESTORATION IS COMPLETED; TWO BEAUTIFULLY RESTORED HISTORIC



BUILDINGS ARE HOME TO 68 FAMILIES

INITIATES A FINANCIAL FITNESS PROGRAM

BEGINS TO OFFER INDIVIDUAL DEVELOPMENT ACCOUNT SAVINGS PROGRAM STATEWIDE THROUGH THE NEW HAMPSHIRE COMMUNITY LOAN FUND

COLLABORATES WITH UNH COOPERATIVE EXTENSION TO PROVIDE A YOUTH GARDENING PROGRAM IN THE CEDAR STREET FAMILY PARK



RECEIVES A NEW HAMPSHIRE PRESERVATION ALLIANCE ACHIEVEMENT AWARD; ALSO RECEIVED IN 2003, 2012

2002

CELEBRATES 10 YEAR ANNIVERSARY

NEWBUILD BEGINS, A NEW CONSTRUCTION HOME-OWNERSHIP PROJECT WITH ASSOCIATED RENTALS



DEVELOPS PHOENIX APARTMENTS, 14 AFFORDABLE RENTAL UNITS



BECOMES AN APPROVED NEW HAMPSHIRE HOUSING FINANCE AUTHORITY AND NEIGHBORHOOD HOUSING SERVICES OF AMERICA DIRECT LENDER

REACHES \$10,000,000 IN MORTGAGE LOANS AND OVER 250 HOUSEHOLDS PURCHASE AND REHAB HOMES

NAMED BUSINESS OF THE YEAR (IN THE REAL ESTATE/CONSTRUCTION/ENGINEERING CATEGORY) BY BUSINESS NH MAGAZINE AND THE NEW HAMPSHIRE ASSOCIATION OF CHAMBER OF COMMERCE EXECUTIVES

2003 - 2004

RESTORATION BEGINS ON HISTORIC STRAW MANSION



25 YEARS OF TRANSFORMING COMMUNITIES, NEIGHBORHOODS

RECEIVES E-CARES HIGH TECH PHILANTHROPY AWARD FOR COMMUNITY CYBERSPACE PROJECT FROM THE NEW HAMPSHIRE CHARITABLE FOUNDATION



MANCHESTER RESIDENT TRACY DEGGES RECEIVES "THE DOROTHY RICHARDSON AWARD" FROM NEIGHBORWORKS® AMERICA FOR RESIDENT LEADERSHIP

2005 - 2006

PROVIDED \$486,000 TO PROVIDE DOWN PAYMENT AND CLOSING COST ASSISTANCE TO LOW INCOME FAMILIES

LAUNCHED A WORKFORCE HOUSING INITIATIVE WITH LOCAL EMPLOYERS

CHOSEN AS A PILOT SITE IN NEW ENGLAND BY NEIGHBORWORKS® AMERICA TO PROVIDE ANTI-PREDATORY LENDING AWARENESS



NeighborWorks®
GREATER MANCHESTER

MANCHESTER NEIGHBORHOOD HOUSING SERVICES CHANGES ITS PUBLIC NAME TO NEIGHBORWORKS® GREATER MANCHESTER TO REFLECT OUR REGIONAL EXPANSION

STRAW MANSION APARTMENTS COMPLETED, 33 UNITS OF AFFORDABLE RENTAL HOUSING



2007

SILVER MILL APARTMENTS CONSTRUCTION BEGINS, A 57-UNIT REDEVELOPMENT ON MANCHESTER'S SOUTHEAST SIDE

DEMETRIA'S CROSSING CONSTRUCTION BEGINS, 40 NEW TOWNHOUSES IN MANCHESTER IN PARTNERSHIP WITH ANAGNOST REALTY AND DEVELOPEMENT



CREATED AUBURN STREET PARK, A NEW FAMILY PARK BETWEEN PINE AND CHESTNUT STREETS IN MANCHESTER



WEST GRANITE REVITALIZATION INITIATIVE ORGANIZES

2008

RECEIVES CHAMPION IN ACTION FOR AFFORDABLE HOUSING BY CITIZENS BANK AND WMUR-TV

RECEIVES HOUSING FOR EVERYONE AWARD BY THE TD CHARITABLE FOUNDATION; ALSO RECEIVES AWARD IN 2009, 2010, 2013



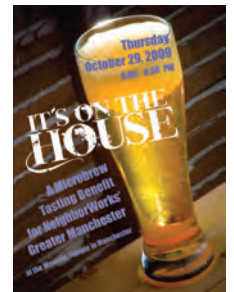
SILVER MILL APARTMENTS AND DEMETRIA'S CROSSING CONSTRUCTION COMPLETED

BEGINS PURSUING NEW REAL ESTATE DEVELOPMENT IN SURROUNDING COMMUNITIES



2009

"IT'S ON THE HOUSE" IS THE FIRST OF THREE MICROBREW TASTING BENEFITS



NEW FORECLOSURE PREVENTION AND EDUCATION PROGRAM IS ESTABLISHED

WEST GRANITE REVITALIZATION INITIATIVE CONSTRUCTION BEGINS

2010

THE DAVID P. GOODWIN OUTSTANDING NEIGHBOR AWARD IS ESTABLISHED



EXCELLENCE AWARD RECEIVED FROM NATIONAL NEIGHBORWORKS® ASSOCIATION

CONSTRUCTION OF THE TOWNHOMES AT ABINGDON SQUARE, 25 UNITS OF AFFORDABLE RENTAL HOUSING IN GOFFSTOWN; OUR FIRST DEVELOPMENT OUTSIDE OF MANCHESTER

BECOMES A FULLY LICENSED MORTGAGE LENDER



ODS, LIVES

2011



**OFFERS HOMEOWNERSHIP SERVICES IN NASHUA
WEST GRANITE REDEVELOPMENT INITIATIVE
PHASE 1 IS COMPLETED**

2012

**RECEIVES NH MERIT AWARD FROM PLAN NH FOR
WEST GRANITE INITIATIVE**

**THE TOWNHOMES AT MALLARD PLACE IS COMPLETED,
A 16-UNIT AFFORDABLE HOUSING RENTAL
DEVELOPMENT LOCATED IN THE TOWN OF HOOKSETT**



**WEST GRANITE REVITALIZATION
INITIATIVE IS COMPLETED,
A \$5 MILLION INVESTMENT IN
TWO PHASES TO REDUCE
DENSITY, ELIMINATE BLIGHT,
AND PROMOTE HOMEOWNERSHIP
ON MANCHESTER'S WEST SIDE**



**SUCCESSFULLY CONDUCTED
A COMMUNITY IMPACT
MEASUREMENT SURVEY OF
30 CITY BLOCKS IN NASHUA'S
TREE STREETS, CREATING A BASELINE FOR OUR
WORK IN THE NEIGHBORHOOD**



SOUTHERN NEW HAMPSHIRE

**NEIGHBORWORKS® GREATER MANCHESTER
CHANGES PUBLIC NAME TO NEIGHBORWORKS®
SOUTHERN NEW HAMPSHIRE**



2013



**20TH ANNIVERSARY CAPITAL CAMPAIGN BEGINS
ROLLED OUT HOMETEAM, A COLLABORATIVE
PROGRAM WITH CATCH NEIGHBORHOOD HOUSING
FOR THE DELIVERY OF ALL PRE-PURCHASE
AND POST-PURCHASE HOMEOWNERSHIP
EDUCATION PROGRAMS**

**RENOVATION IS COMPLETED ON NEIGHBORWORKS®
SOUTHERN NEW HAMPSHIRE'S PERMANENT
LOCATION AT 801 ELM STREET IN MANCHESTER**



2014

**HIDDEN POND APARTMENTS, 25 TOWNHOUSE RENTAL
UNITS IN AMHERST, IS COMPLETED**

2015

**HOMETEAM INTEGRATES LACONIA AREA
COMMUNITY LAND TRUST INTO THE
COLLABORATIVE**

REACHES 1000TH HOMEOWNER



2016

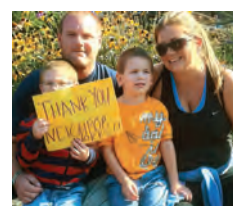
**PARTICIPATES IN THE MANCHESTER'S COMMUNITY
SCHOOLS PROJECT UNDER THE NEIGHBORHOOD
HEALTH IMPROVEMENT STRATEGY**



**THE TOWNHOMES AT
WHITEMORE PLACE
PHASE 1, 45 OF
78 RENTAL UNITS
COMPLETED**

2017

**MANCHESTER RESIDENT RICHARD CLEGG
RECEIVES "THE DOROTHY RICHARDSON AWARD"**



**CELEBRATES
25 YEARS
TRANSFORMING
COMMUNITIES,
NEIGHBORHOODS,
AND LIVES**

**THANK YOU
FOR BEING
ONE OF OUR
CHAMPIONS!**



IMPACT OVER 25 YEARS

REAL ESTATE DEVELOPMENT & HOMEOWNERSHIP

REAL ESTATE DEVELOPMENT



REAL ESTATE DEVELOPMENT
INVESTMENT



HOUSING UNITS
CREATED IN SOUTHERN
NEW HAMPSHIRE



DEVELOPMENT PROJECTS
PLUS SCATTERED SITES
AND 2 PUBLIC PARKS



REAL ESTATE TAXES
PAID TO CITIES
AND TOWNS

HOMEOWNERSHIP



HOMEOWNERS
CREATED



INDIVIDUALS PROVIDED
WITH HOMEOWNERSHIP
EDUCATION SERVICES



HOMEOWNERSHIP
LOANS ORIGINATED



VALUE OF
HOMEOWNERSHIP
LOANS ORIGINATED



REVERSE MORTGAGES
COUNSELED



HOMEOWNERS PURCHASED A
HOME WITH AN INDIVIDUAL
DEVELOPMENT ACCOUNT



HOUSEHOLDS RECEIVED
FORECLOSURE COUNSELING

HOUSING HIGHLIGHTS

NEIGHBORWORKS®

SOUTHERN NEW HAMPSHIRE



SOUTHERN NEW HAMPSHIRE

Served 31 communities in Southern New Hampshire for real estate development and community services activities.

Began RENEW, which is the redevelopment of a total of 98 units in Manchester's Center City that includes the consolidation of Renaissance I, II, III, IV and 6. RENEW is the first project in the state utilizing the 9% tax credit program through New Hampshire Housing Finance Authority to preserve existing affordable housing.



Paid \$600,755 in real estate taxes to the towns of Amherst, Goffstown, Hooksett, Londonderry, Manchester, and Nashua. These are the communities where our affordable rental properties are located.



Over 975 individuals (children and adults) have been provided quality, affordable rental housing in 412 units.

Provided tenant services to residents of Pine Valley Lofts, a 50-unit affordable rental development in Milford.



Participated in the Community Schools Project funded by Granite United Way, offering resident leadership programs in both Beech Street and Gossler Park Schools as part of the Manchester Health Department's Neighborhood Health Improvement Strategy. The program educated residents about effective strategies and tools for positive involvement in their neighborhood.



Hosted enrichment activities for tenant youth living in our affordable rental units. Activities included a Christmas toy drive, back to school supply drive, pizza parties, gardening projects, arts and crafts projects, and a tenant barbecue.



Hosted monthly Center City Neighborhood Group.

Served as fiscal agent and provided space for QC Bike Collective, an organization focused on providing access to free or reduced cost bicycles, as well as the opportunity for bike repair at minimal cost.



Conducted a Community Impact Measurement Survey in Nashua whereby residents, staff, and other volunteers walked the Tree Streets neighborhood to solicit feedback from residents about their neighborhood, including living conditions and services. Residents came together to enjoy music, games, and ice cream as part of the day's activities.



Recognized Barry Brensinger as the 2016 David P. Goodwin Outstanding Neighbor Award recipient.

Received approval from the City of Nashua Parks and Recreation Department to officially adopt Los Amigos Park on Ash Street in Nashua, taking responsibility for maintaining and beautifying the park located in the Tree Streets neighborhood.

Continued to receive an unmodified audit opinion with no significant findings (clean audit).

HOUSING HIGHLIGHTS

HOMETEAM 2016 - 2017



Hometeam is a collaborative program between NeighborWorks® Southern New Hampshire, CATCH Neighborhood Housing, and Laconia Area Community Land Trust. NeighborWorks® Southern New Hampshire manages all programming and administrative responsibilities.

HOMETeam delivered pre-purchase and post-purchase financial literacy and homeownership education and counseling programs, serving 81 New Hampshire communities, from the southern border to the Capital and Lakes Region of New Hampshire.

330 households participated in one of 18 educational seminars and 426 households received additional one-on-one counseling on home buying, foreclosure prevention, financial capabilities, landlord responsibilities, and reverse mortgages.

A total of 756 individuals participated in group or one-on-one counseling.

83 households who were educated and/or counseled through our first-time homebuyer program became new homeowners.

\$62,900 was the average household income for home buyers.

16 people opened an Individual Development Account (IDA) to assist with the purchase of their first home.



48 households received foreclosure prevention and intervention personalized counseling to

address a potential home loss. Due to improving market conditions and increased awareness of the value of pre-purchase homeownership education and counseling, this number has declined steadily over the past two years.

Provided Home Equity Conversion Mortgage (HECM) counseling to

97 individuals, helping 45 senior citizens obtain a reverse mortgage.



Clients realized an average credit score increase of 29 points over time following education and counseling.

Participated in the Community Schools Project funded by Granite United Way, offering free financial literacy workshops



at Gossler Park and Beech Street Schools as part of the Manchester Health Department's Neighborhood Health Improvement Strategy.



HOUSING HIGHLIGHTS

RENEW



Redeveloping dilapidated and rundown buildings and creating safe, affordable, and needed housing in their place has been at the heart of NeighborWorks® Southern New Hampshire's revitalization strategy in urban neighborhoods. This approach in Manchester's Center City transformed the housing stock in the neighborhood. A total of 98 units of rental housing in 14 buildings were completed between 1994 and 2002.

Over 20 years later, NeighborWorks® Southern New Hampshire embarked on RENEW, a monumental and first of its kind endeavor involving the redevelopment of five rental properties created in those early years, specifically Renaissance I, II, III, IV, and 6, consisting of Cedar Beech, Merrimack Place, Three Corners, Tree Streets, and Phoenix Apartments. Consolidating these five properties into one legal entity offered the opportunity to recapitalize these properties, providing investment needed to make capital improvements and energy efficiency upgrades to individual units and buildings.

RENEW presented challenges associated with temporarily relocating tenants in a highly coordinated schedule involving tenants, Stewart Property Management, and contractors, mitigating disruption in tenant lives while allowing us to meet construction deadlines. And for the first time in New Hampshire, the 9% tax credit has been used to recapitalize portfolio properties to ensure that workforce housing remains well-maintained, energy efficient, and attractive parts of the neighborhood landscape. RENEW has achieved this outcome.



NEIGHBORFESTS MANCHESTER & NASHUA



PHOTOGRAPHS BY CROSS PHOTOGRAPHY & NEIGHBORWORKS® SOUTHERN NEW HAMPSHIRE

BOARD OF DIRECTORS



Richard Clegg
CHAIR



Kerrie Diers
VICE CHAIR

Ten years ago my wife and I bought our two family home on the West Side of Manchester through NeighborWorks® Southern New Hampshire's First-Time home buyer program. We have seen personally the stability and health that committed homeowners and tenants can bring to a community.

There is a core of six families in my neighborhood—three home owners and three renters—who have lived there from 10 years to more than 50 years. We come from a variety of backgrounds, beliefs, and cultures, but we are committed to our families and our neighborhood. Our shared environment reinforces NeighborWorks® Southern New Hampshire's strategy: committed homeowners and tenants help stabilize communities.

This year NeighborWorks® Southern New Hampshire made an investment in 98 rental units in the Center City through the RENEW initiative, redoubling our efforts to ensure quality, safe affordable housing in the neighborhood. The work of the Community Services team continues to expand, increasing staff and serving more residents to revitalize and better our target neighborhoods. The counseling and education programs offered from Nashua to Laconia through HOMEteam continue to provide opportunities to create homeowners like me.

It is exciting to see all that has been accomplished, and look forward to what is to come in the days and years ahead. We appreciate the many people and entities that come together in various ways to help NeighborWorks® Southern New Hampshire make a difference.

Richard D. Clegg

Richard Clegg
Chair, Board of Directors



PHOTOGRAPH BY BEAR CIERI FOR NEIGHBORWORKS® AMERICA



Thomas Garner
TREASURER



Carol Willoughby, Esq.
SECRETARY



Justin Boufford



Jennifer Czysz



Colleen Lyons, Esq.



Jason Rivers



James Vayo

Our Board of Directors provides oversight and fiduciary responsibility for NeighborWorks® Southern New Hampshire, ensuring that the organization is fulfilling its mission and being responsive to the needs of the community. These individuals provide many forms of support to the organization.

2016 DAVID P. GOODWIN OUTSTANDING NEIGHBOR EVENT

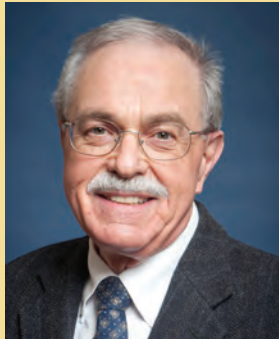


PHOTOGRAPHS BY CROSS PHOTOGRAPHY & NEIGHBORWORKS® SOUTHERN NEW HAMPSHIRE

TRUSTEES



Carolyn Benthien



Ron Boufford



Barry Brensinger



Richard Bunker



Dean Christon



Ellie Cochran



Robert Dastin, Esq.



Sylvio Dupuis, O.D.



Matthew Kfoury



Mike Lopez



Clair Monier



Joseph B. Reilly



Dennis Ryan



Arthur Sullivan

Our Trustees are ambassadors for NeighborWorks® Southern New Hampshire, helping educate and inform others about the role and importance of affordable housing and neighborhood revitalization to all segments of our community. These individuals provide many forms of support to the organization.

RECIPIENT OF THE 2017 DAVID P. GOODWIN OUTSTANDING NEIGHBOR AWARD



Partnerships between like-minded organizations – like the bond between NeighborWorks® Southern New Hampshire and New Hampshire Housing Finance Authority (NHHFA) – support and strengthen one another's efforts.

With our mutual focus on providing affordable housing opportunities for Granite State residents and building communities, this special partnership has yielded hundreds of new and preserved affordable housing units, and provided homebuyer and financial education services for thousands of people.

*Front row (left to right):
Bill Ray, David Hebert, Ignatius MacLellan,
Patricia Donahue, Dean Christon, Ben Frost,
Christopher Miller, David Sargent*

*Back row (left to right):
Timothy Karanasios, Lynn Lippitt, Ron Gaudio,
Jane Law, Dawn Gobin, Theresa Perkins,
Andy Boyle, Faith Bumford, Rob Dapice,
Mindy Danis, James Menihane*

PAST RECIPIENTS OF THE DAVID P. GOODWIN

The David P. Goodwin Outstanding Neighbor Award was created in honor of Manchester resident and long-time Trustee David P. Goodwin.

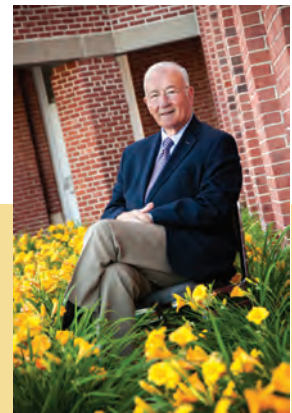
This award recognizes an individual or entity who exemplifies a commitment to the availability of quality affordable housing and homeownership opportunities through generosity and service to NeighborWorks® Southern New Hampshire.



2009
David P. Goodwin



2010
Claira P. Monier



2011
Robert Dastin, Esq.



For more than 40 years, as a self-supporting public benefit corporation, NHHFA has promoted, financed and supported affordable housing opportunities. Through homeownership, multi-family housing, and assisted housing programs, it supports economic and community development in the state.

Businesses and government agencies also rely on New Hampshire Housing Finance Authority as a leading and trusted resource for housing research and data. Its staff offers technical assistance guidance to municipalities in developing housing friendly land-use codes, and grants to support local organizations engaged in affordable housing activities.

Their statistics speak to the impact of NHHFA's investment in the state's infrastructure: helped more than 44,000 families purchase their own home; supported the creation of more than 14,000 quality rental units; and provides direct housing assistance annually to thousands. Through these activities,

"New Hampshire Housing Finance Authority has partnered with our organization from the beginning," says Robert Tourigny. "They have been champions of our cause, investing in our work to benefit Granite State citizens."

NHHFA contributes more than \$700 million to the state's economy annually through jobs and investment.

During the Great Recession, there was

an alarming increase in foreclosures around the state. NHHFA was there to help, ensuring that residents had access to free, quality counseling services, and aiding numerous homeowners in avoiding foreclosure. Beyond their workday, NHHFA employees volunteer their expertise, serving on municipal and non-profit boards in their communities.

NeighborWorks® Southern New Hampshire has flourished over the past 25 years, aided by our partnership with New Hampshire Housing Finance Authority. NHHFA staff were part of the formation of Manchester Neighborhood Housing Services, providing valuable perspective on how a fledgling organization could begin to address the significant revitalization and housing needs of the Center City. Together, we have collaborated on financing 14 multi-family developments, creating more than 400 housing units. We have worked together to deliver homeownership education and financial counseling programs to prepare low- and moderate-income home buyers for homeownership.



**THANK YOU
FOR BEING
ONE OF OUR
CHAMPIONS!**

NeighborWorks®
SOUTHERN NEW HAMPSHIRE

**25
YEARS
TRANSFORMING**
COMMUNITIES
NEIGHBORHOODS
LIVES

*New Hampshire Housing Finance Authority
Board of Directors.*

*Front row (left to right): Amy Lockwood (Vice Chair),
Stephen Ensign (Chair), Dean Christon (Executive Director)*

*Back row (left to right): Jac Cuddy, Stephanye Schuyler,
Pauline Ikawa, Mary Beth Rudolph, Kendall Buck*

Not pictured: Connie Lane, Donald Shumway

WIN OUTSTANDING NEIGHBOR AWARD



2012

Raymond Wiczorek



2013

Fred B. Kfoury Jr.



2014

Pauline Ikawa



2015

Sheehan Phinney
Bass + Green PA



2016

Barry Brensinger

APRIL 1, 2016 – MARCH 31, 2017

We recognize the following individuals, foundations, corporations, businesses, and other entities for their generous financial contributions and volunteer support this past fiscal year. This support is vital to our work.

SPONSORS & DONORS

25TH ANNIVERSARY SPONSORS

Eastern Bank
Sheehan Phinney
TD Bank
Brady Sullivan Properties
Anagnost Companies
People's United Bank
Lavallee Brensinger
Professional Association
Otis Atwell
New Hampshire Housing
Stewart Property Management
Gary Chicoine
Construction Corporation
Pidela Corporation
John S. Jordan Design
College Bound Movers
TFMoran
Bank of New Hampshire
Merrimack Mortgage Company
Eversource
Enterprise Bank
Craig, Deachman & Amann
Wells Fargo Home Mortgage
Central Paper Products
Citizens Bank
Boyd & Boufford Insurance Agency
Keller Williams Realty Metropolitan
St. Mary's Bank
Secured Network Services
BerryDunn
Bellwether
Community Credit Union
Mortgage Bankers and Brokers
Association of New Hampshire
Federal Home Loan Bank of Boston
Print Sponsor: RAM Companies
Design: Weber Stave Design
Photography: Cross Photography

ANNUAL FUND

DEVELOPER

Bank of America
Charitable Foundation
Citizens Bank
City of Manchester
City of Nashua
Cogswell Benevolent Trust
Eastern Bank
Granite United Way
Meredith Village Savings Bank
Merrimack County Savings Bank
NeighborWorks® America
New Hampshire
Charitable Foundation
New Hampshire Community
Development Finance Authority
New Hampshire Housing
Santander Bank
Sheehan Phinney
TD Bank Charitable Foundation
U.S. Department of Housing and
Urban Development
Wells Fargo Housing Foundation

ARCHITECT

Anagnost Companies
Employees of Associated Grocers
of New England & Associated
Grocers Supermarkets of the
New Hampshire Charitable
Foundation
Bank of New Hampshire
Brady Sullivan Properties
Northway Bank
People's United Bank
TD Bank
TFMoran

MASTER BUILDER

Ella F. Anderson Trust,
BNY Mellon, N.A., Trustee
Boyd & Boufford Insurance Agency
Caryl & Barry Brensinger
Central Paper Products Co.
Gary Chicoine Construction Corporation
Ellie & David Cochran
College Bound Movers
Dorothy Gould Cook Memorial Fund
of the New Hampshire Charitable Foundation
Olga & Raymond Cote
William Craig, Esq.
Craig, Deachman & Amann, PLLC
David P. & Dorothy M. Goodwin Family Fund
of the New Hampshire Charitable Foundation
Dynamic Network Services, Inc.
Eastern Bank Charitable Foundation
Enterprise Bank
Eversource Energy
Federal Home Loan Bank of Boston
Thomas B. Getz
Jaye & Charlie Goodwin
John S. Jordan Design PLLC
Keller Williams Realty Metropolitan
Lavallee Brensinger Architects
Susan & Bruce Manchester
Merrimack Mortgage Company
Claira P. Monier
NBT Bank
Northern New England
Housing Investment Fund
Otis Atwell
Pidela Corporation
Queen City Rotary Club Foundation
Roedel Family Charitable Fund
of the New Hampshire Charitable Foundation
Secured Network Services
Kathleen & Patrick Smith
Bruce & Marilyn Goodwin Soper



St. Mary's Bank
 Stewart Property
 Management
 Ellen & Robert Tourigny
 Anna & Kenneth Viscarello
 Wells Fargo
 Home Mortgage
 Woodsville Guaranty
 Savings Bank

BUILDER

Bank of America
 Bellwether
 Community
 Credit Union
 BerryDunn
 Famille Boufford
 Diane & Jay Brewster
 Robert Dastin, Esq.
 The Donnelly Family
 Robert Gagne
 Kiwanis Club of Manchester
 Colleen Lyons, Esq. &
 John Dupré
 Mortgage Bankers and
 Brokers Association
 of New Hampshire
 Cynthia & Joel Stave

CARPENTER

Mary Barton
 Carolyn Benthien
 Gamache Properties
 Goffstown Rotary Club
 Helene & Elliot Lerner
 Ann & William Marvin
 Paul McLaughlin
 Claire & Richard Moses
 Mutual of America
 Maureen & Dennis Ryan
 Jennifer Vadney &
 Carlos Agudelo
 Deborah & Douglas Wheeler
 Carol Willoughby, Esq.

APPRENTICE

Amanda Akerly
 Sophia Annas
 Valerie April
 Adele Boufford Baker
 Mamadou Dion Balde
 Rochelle & Justin Boufford
 Nancy Brackett
 Cam & Caitlin Brensinger
 Thomas Breslawski
 Katherine Brodsky
 Erica & Will Brooks
 Richard M. Bunker
 Business and Industry
 Association of
 New Hampshire

Michelle & Albert Caraccio
 Amy & Sar Chhom
 Joanne & Joseph Ciarla
 John Clayton
 Lydia Abbey & Richard Clegg
 Linda & Robert Coles
 Jean Cumings
 Jennifer Czysz
 Rob Dapice
 Michael Dell Orfano
 Kerrie & Theodore Diers
 Debra & David Drake
 Cecile & Sylvio Dupuis
 Doug Dylla
 Juliana Eades
 Linda & Jim Gallagher
 Thomas P. Garner
 Larry George
 Ray Giroux
 David Grappone
 Barbara & Harry Guillemette
 Carol & Peter Haebler
 Debra & John Mark Hallett
 Caroline Hammond
 Tanya Hannigan
 Harvey Construction
 Corporation
 Kenneth Heath
 Joseph P. Heleniak
 Marjorie and Jay Hodes
 Laura Holguin
 Hollis Woman's Club, Inc.
 Beth Jellison
 Mia L. Joiner-Moore &
 Elizabeth A. Moore
 Kelleher Kitchens
 Debbie & Thomas Krebs
 LaChance Associates
 Virginia Larkin
 Barbara & Peter Letvinchuk
 Lifetime Benefits Group
 Michael and Fernande Lopez
 Kate Luzko
 Fred Matuszewski

Ald. Brian McCarthy
 Greg McCarthy
 Patricia Meyers
 Anne Milne
 Walter Milne
 Nashua Police Athletic League
 New Hampshire Community
 Loan Fund
 Karl Norwood
 Richard & Molly Patterson
 Alison & Michael Perrella
 Phenix Title Services
 Beth & Greg Plentzas
 Primary Bank
 Margaret Probish, Esq. &
 Marc McDonald, Esq.
 Joseph B. Reilly
 Elfriede & Roger Robidas
 Wayne Robinson
 Ellen Roposa
 Laura & Richard Sawyer
 Ronnie & Walter Schlender
 Abby Easterly & Scott Silberfeld
 Dawn & Bob Stanhope
 Stebbins Commercial Properties
 William Stone
 The McIninch Foundation
 Lauren Thorn
 Roy Tilsley, Jr.
 Truncellito & Davis
 Lacey & Ryan Tufts
 Karen & Herb Vadney
 James Vayo
 Paul Weathers
 William Weidacher
 Gladys White
 Raymond Wiczorek
 David & Cynthia Wood

IN MEMORIUM

Barbara & Peter Letvinchuk
 In Memory of David P. Goodwin
 Beth and Greg Plentzas
 In Memory of Luke Capistran

TO HONOR

Dynamic Network Services
 In honor of Amy Chhom
 Carolyn Benthien
 In honor of Bruce and Marilyn
 Goodwin Soper

MANCHESTER NEIGHBORHOOD HOUSING SERVICES, INC.
D/B/A NEIGHBORWORKS® SOUTHERN NEW HAMPSHIRE AND AFFILIATES
Consolidated Statements of Financial Position March 31, 2017 and 2016

FINANCIALS

	2017	2016
ASSETS		
Current assets		
Cash and cash equivalents	\$ 1,260,435	\$ 1,372,411
Current portion of contributions receivable	160,098	160,319
Developer fees receivable, net	132,497	549,985
Current portion of loans receivable, net	142,000	129,000
Other current assets	52,053	138,032
Total current assets	1,747,083	2,349,747
Assets whose use is limited	2,766,536	1,900,354
Restricted deposits	647,801	1,015,805
Developer fee receivable, net of current portion and valuation allowance	44,961	53,938
Loans receivable, net of current portion and valuation allowance	2,031,674	2,168,158
Loans and interest receivable from related parties, net	-	11,618
Property and equipment, net*	2,291,502	5,580,676
Investment property	241,612	264,582
Due from related parties	129,602	-
Other assets	201,353	247,261
Total assets	\$ 10,102,124	\$ 13,592,139
LIABILITIES AND NET ASSETS		
Current liabilities		
Current portion of notes payable	\$ 69,750	\$ 99,272
Line of credit	166,538	166,538
Accounts payable and accrued expenses	124,708	218,451
Total current liabilities	360,996	484,261
Other liabilities		
Contractual advances	1,210,025	1,220,929
Notes payable, net of current portion	543,600	1,012,320
Accrued interest	-	115,888
Contingent loans and advances*	697,903	2,584,083
Total other liabilities	2,451,528	4,933,220
Total liabilities	2,812,524	5,417,481
Net assets		
Unrestricted	5,825,833	6,671,270
Temporarily restricted	1,463,767	1,413,388
Permanently restricted	-	90,000
Total net assets	7,289,600	8,174,658
Total liabilities and net assets	\$ 10,102,124	\$ 13,592,139



**MANCHESTER NEIGHBORHOOD HOUSING SERVICES, INC.
D/B/A NEIGHBORWORKS® SOUTHERN NEW HAMPSHIRE AND AFFILIATES**

Consolidated Statement of Activities and Changes in Net Assets For the Year Ended March 31, 2017
(Summarized with Comparative Totals for the Year Ended March 31, 2016)

FINANCIALS

	Unrestricted	Temporarily Restricted	Permanently Restricted	2017 Total	2016 Total
Revenue, gains and other support					
Corporate contributions	\$ 171,200	\$ 116,250	\$ -	\$ 287,450	\$ 221,286
Foundation contributions	49,200	-	-	49,200	55,200
Individual contributions	84,643	-	-	84,643	55,616
Government contracts	89,034	25,000	-	114,034	243,805
NeighborWorks® America grants	111,000	-	-	111,000	227,639
Program service and developer fees	444,676	-	-	444,676	521,476
Rental income*	194,560	-	-	194,560	889,344
Interest income	84,478	-	-	84,478	72,402
Loss on disposal of property and equipment	(74,930)	-	-	(74,930)	-
Other	280,160	-	-	280,160	164,870
Permanently restricted net assets released by NeighborWorks® America	90,000	-	(90,000)	-	-
Net assets released from purpose restrictions	90,871	(90,871)	-	-	-
Total revenue, gains and other support	1,614,892	50,379	(90,000)	1,575,271	2,451,638
Operating expenses					
Program expenses					
Neighborhood development	595,059	-	-	595,059	484,528
Home ownership	589,104	-	-	589,104	648,932
Rental properties*	185,762	-	-	185,762	899,063
Resource development	248,520	-	-	248,520	254,811
General and administrative	112,071	-	-	112,071	105,343
Total operating expenses	1,730,516	-	-	1,730,516	2,392,677
Change in net assets from operations	(115,624)	50,379	(90,000)	(155,245)	58,961
Effect of deconsolidation of affiliate	(729,813)	-	-	(729,813)	-
Change in net assets	(845,437)	50,379	(90,000)	(885,058)	58,961
Net assets, beginning of the year	6,671,270	1,413,388	90,000	8,174,658	8,115,697
Net assets, end of the year	\$ 5,825,833	\$ 1,463,767	\$ -	\$ 7,289,600	\$ 8,174,658

The complete independent auditor's report is available upon request.

*(Deconsolidation of affiliate)



APRIL 1, 2016 – MARCH 31, 2017

To all of those listed in this report, we extend our deep thanks for your generosity, interest, and involvement. Thank you!

VOLUNTEERS & COMMITTEE MEMBERS

IN-KIND OR REDUCED FEE

Aissa Sweets
BerryDunn
Concord Hospital Employee Assistance Program
Cross Photography
Granite River Studios
Granite State Credit Union
Greater Manchester Chamber of Commerce
Lakes Region Community Services
Lavoie's Farm
Manchester Country Club
Marion Gerrish Community Center
Merrimack Mortgage Company
NBT Bank
New Hampshire Business and Industry Association
Phenix Title Services
RAM Companies
Sheehan Phinney
Special Events of New England
Studio 550 Art Center
Sullivan Farm
Jo Szlyk
Tidewater Catering
Weber Stave Design
WEDU

PARTICIPATION LOAN POOL MEMBERS

St. Mary's Bank
TD Bank
Members First Credit Union
Granite State Credit Union
Bellwether Community Credit Union
Bank of New England
Eastern Bank

COMMITTEE MEMBERS

ASSET MANAGEMENT

Justin Boufford
- Chair
Lori Piper
Ryan Stewart
Andre Tremblay
Carol Willoughby, Esq.

AUDIT

Colleen Lyons, Esq.
- Chair
Anthony Marino
Claire Moses
J. Michael Perrella
Margaret Probish, Esq.

David Sargent
Patrick Smith

CREDIT

Carol Willoughby, Esq.
- Chair
Barbara Cunningham
Greg McCarthy
Ben Niles
Pat Panciocco, Esq.

FINANCE

Richard Clegg, Esq.
- Treasurer
Thomas Breslawski
Thomas Garner
Colleen Lyons, Esq.

PROJECT AND COMMUNITY SERVICES

Jennifer Czysz
- Co-Chair
Jason Rivers
- Co-Chair
Amy Chhom
Richard Clegg
Richard Duckoff
Katy Easterly
Matt Labbe
Courtney Moore
Ben Verani Weigler
Alim Yai

RESOURCE DEVELOPMENT

Kerrie Diers
- Chair
Jeff Boufford
Ron Boufford
David Grappone
Pauline Ikawa
Carolyn Leary
Dick Lombardi
Ken Viscarello
Anita Wolcott



PROGRAM OR EVENT VOLUNTEERS

Officer Mark Ampuja	Jason Jaramillo
Betty Anders	Wanda Keenan
John Angelo	Jean Labrie
Maria Armano	Ald. Patrick Long
Cindy Arrasmith	Jared Lowe
Jocelyn Beiswenger	Ann Malvey
Jeff Boufford	Greg McCarthy
Angel Burgado	Mark McCulloch
Melanie Carlson	Wade Methe
Mark Chalifour	Michael Pantaleo
Roland Chapdelaine	Brenda Perkins
Hsiu Chung	Al Perrault
Mary Ann Christie	Dawn Phelps
Jeffrey Crocker	Ofe Polack
Joe Dion	Steve Powers
Graham Duck	Linda Preskins
Stan Edmunds	Kevin Reis
Maria Eveleth	Casey Rettke
Todd Fichter	Rev. John Rivera
Candace Gebhart	Denise Rogers
Grant Gendron	Michael Santomass
Larry George	Ald. Anthony Sapienza
Tim Gerry	Deanna Seaton
Kevin Gettings	Ann Senibaldi
Marcie Gowen	Scott Silberfeld
Marc Grenier	Jo Szlyk
David Hansen	Ron Thompson
Sue Cummins Harris	Vanessa Valdes
Denise Hubbard	Jane Walker
Christine Hunt	Amanda Winders
Mark Hutnick	Anita Wolcott
Ken Hynes	Janine Woodworth
Bob James	Jack Wright



PHOTOGRAPHS BY CROSS PHOTOGRAPHY & NEIGHBORWORKS® SOUTHERN NEW HAMPSHIRE

WE RELY ON YOUR SUPPORT



**THANK YOU
FOR BEING
ONE OF OUR
CHAMPIONS!**

NeighborWorks® Southern New Hampshire Staff *From front row, left to right*

Diane Brewster
Chief Operating Officer

Jennifer Vadney
*Neighborhood
Development Manager*

Robert Tourigny
Executive Director

Michelle Caraccio
*Resource
Development Manager*

Paul McLaughlin
*Home Ownership
Manager*

Ryan Tufts
*Home Ownership
Counselor*

Cynthia Timmons
*Tenant Services
Coordinator*

Amanda Akerly
Finance Manager

Richard Patterson
*Home Ownership
Counselor*

Thomas Krebs
*Neighborhood
Development
Project Specialist*

Tanya Hannigan
Administrative Assistant

Barbara Guillemette
*Administrative Specialist/
Finance Support*

Debbie Wheeler
*Home Ownership
Counselor/
Loan Originator*

Erica Bressler
*Tenant Services
Coordinator*

Erica Brooks
*Community Building
Specialist*

Debra Drake
*Home Ownership
Counselor*

NeighborWorks®
SOUTHERN NEW HAMPSHIRE

25
YEARS
TRANSFORMING
COMMUNITIES
NEIGHBORHOODS
LIVES



Financial contributions from individuals, foundations, corporations, businesses, and civic organizations are essential to NeighborWorks® Southern New Hampshire's capacity to address housing and neighborhood revitalization needs.

HERE ARE SOME WAYS YOU CAN MAKE A DIFFERENCE:

- Send a personal check or stock gift.
- Use our secure website (donate.nwsnh.org) to make a contribution.
- Encourage others to support us, including companies and businesses.
- Include us in your will.
- Make a memorial donation when a loved one or friend passes away.
- Make a contribution in honor of a loved one or friend.
- Become involved by volunteering for a program, activity, or committee.

For more information about NeighborWorks® Southern New Hampshire call 603.626.4663 or visit www.nwsnh.org.

For more information about giving or volunteer opportunities, please contact Michelle Caraccio, Resource Development Manager, at 603.626.4663 ext.1300 or mcaraccio@nwsnh.org.

NEIGHBORWORKS® SOUTHERN NEW HAMPSHIRE

OUR MISSION

NeighborWorks® Southern
New Hampshire enhances
people's lives and the community
environment by providing
access to quality housing services,
revitalizing neighborhoods,
and supporting opportunities
for personal empowerment.



weber stave
DESIGN, LLC

cross
photography

DESIGN: WEBER STAVE DESIGN, LLC

PHOTOGRAPHY: CROSS PHOTOGRAPHY WHERE NOTED

PHOTOGRAPH OF RICHARD CLEGG (PAGE 13)
BY BEAR CIERI FOR NEIGHBORWORKS® AMERICA

OTHER PHOTOGRAPHY BY NEIGHBORWORKS®
SOUTHERN NEW HAMPSHIRE

FRONT COVER: RENOVATIONS UNDERWAY AT RENEW

**THANK YOU
FOR BEING
ONE OF OUR
CHAMPIONS!**



25
YEARS
TRANSFORMING

COMMUNITIES
NEIGHBORHOODS
LIVES