

# flash \* facts

MANCHESTER NEIGHBORHOOD HOUSING SERVICES

**I have been at MNHS for close to nine years. Now I'm leaving to face new challenges and start a new career. Here are some lessons I will take with me:**



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MANCHESTER NEIGHBORHOOD HOUSING SERVICES

**1. Developing affordable housing never gets easier.** Every year brings new and different challenges. We have great staff that is flexible and make it all happen.

**2. The residents are usually right.** On issues ranging from the closing of the Zoo to the new civic center, I have found the neighborhood residents to be on target. They are usually right about what is good for the neighborhood, and we seldom have made a mistake by following their lead.

**3. We can't do it alone.** We can not be effective without the support of New Hampshire Housing and the City of Manchester. We can not help families become home owners without the commitment of our financial partners in the Assist and Participation Loan Pool programs. We can not remain open without the generous contributions of our donors.

I want to thank you all for your support and encouragement over the years. All I have accomplished is because of you. I will miss you all.

The flashcards in this Annual Report provide facts about the services and impact of Manchester Neighborhood Housing Services. We think you will learn a lot.

# flash \* facts

MANCHESTER NEIGHBORHOOD HOUSING SERVICES

Who are we?



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MANCHESTER NEIGHBORHOOD HOUSING SERVICES

## ANSWER:

We are a non-profit organization whose mission is to provide access to quality housing services, revitalize neighborhoods and support opportunities for personal empowerment.

We were founded in 1992 by a partnership of residents, businesses, and government leaders. Our original core target ran from Elm to Maple and Bridge to Valley Streets – one of the poorest neighborhoods in the city. We have since expanded our target area, and now provide services throughout the state.

We concentrate on asset building for communities and individuals. Assets are resources and capacities that enable individuals to achieve social mobility and economic security. Asset building has become an increasingly important strategy for fighting poverty. We use various tactics to build assets and revitalize communities. These tactics include:

### **The NeighborWorks® HomeOwnership Center of Manchester**

A full service program whose purpose is to help underserved families understand critical components of home ownership, including its financial responsibilities and implications, why home ownership can provide meaningful opportunity to change economic viability, and provide guidance and assistance in the loan process.

**Affordable housing development** We develop affordable housing for sale and rent.

**Tenant services** Involves our tenants in the management of the properties, the civic life of the community, and provides a variety of services, including English as a Second Language classes, computer access, and youth activities.

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MANCHESTER NEIGHBORHOOD HOUSING SERVICES

## What is the NeighborWorks® HomeOwnership Center of Manchester?



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MANCHESTER NEIGHBORHOOD HOUSING SERVICES

### ANSWER:

A department of Manchester Neighborhood Housing Services that helps low and moderate income families to purchase a home of their own. The Center provides a comprehensive package of home ownership services including:

1. **Pre- and post-purchase education** and counseling;
2. **Home purchase and improvement loans** with flexible underwriting and low interest rates.

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MANCHESTER NEIGHBORHOOD HOUSING SERVICES

**Who offers the best home ownership program in New Hampshire?**

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MANCHESTER NEIGHBORHOOD HOUSING SERVICES

## **ANSWER:**

### **We do!**

The home ownership team at MNHS is a highly qualified group of individuals who provide comprehensive home ownership education services in a personalized manner. We offer the widest selection of educational programs, which includes financial fitness, landlord training, and pre- and post-purchase counseling, in the state. We are the first non-profit organization in New Hampshire that is qualified to originate first mortgages for New Hampshire Housing. In fiscal year 2004, Manchester Neighborhood Housing Services lent or granted over \$5,456,491 for a total of 75 loans to first-time home buyers.

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MANCHESTER NEIGHBORHOOD HOUSING SERVICES

**How many apartment units does  
Manchester Neighborhood Housing Services  
own or have in development?**

**How many buildings has  
Manchester Neighborhood Housing Services  
renovated or built?**



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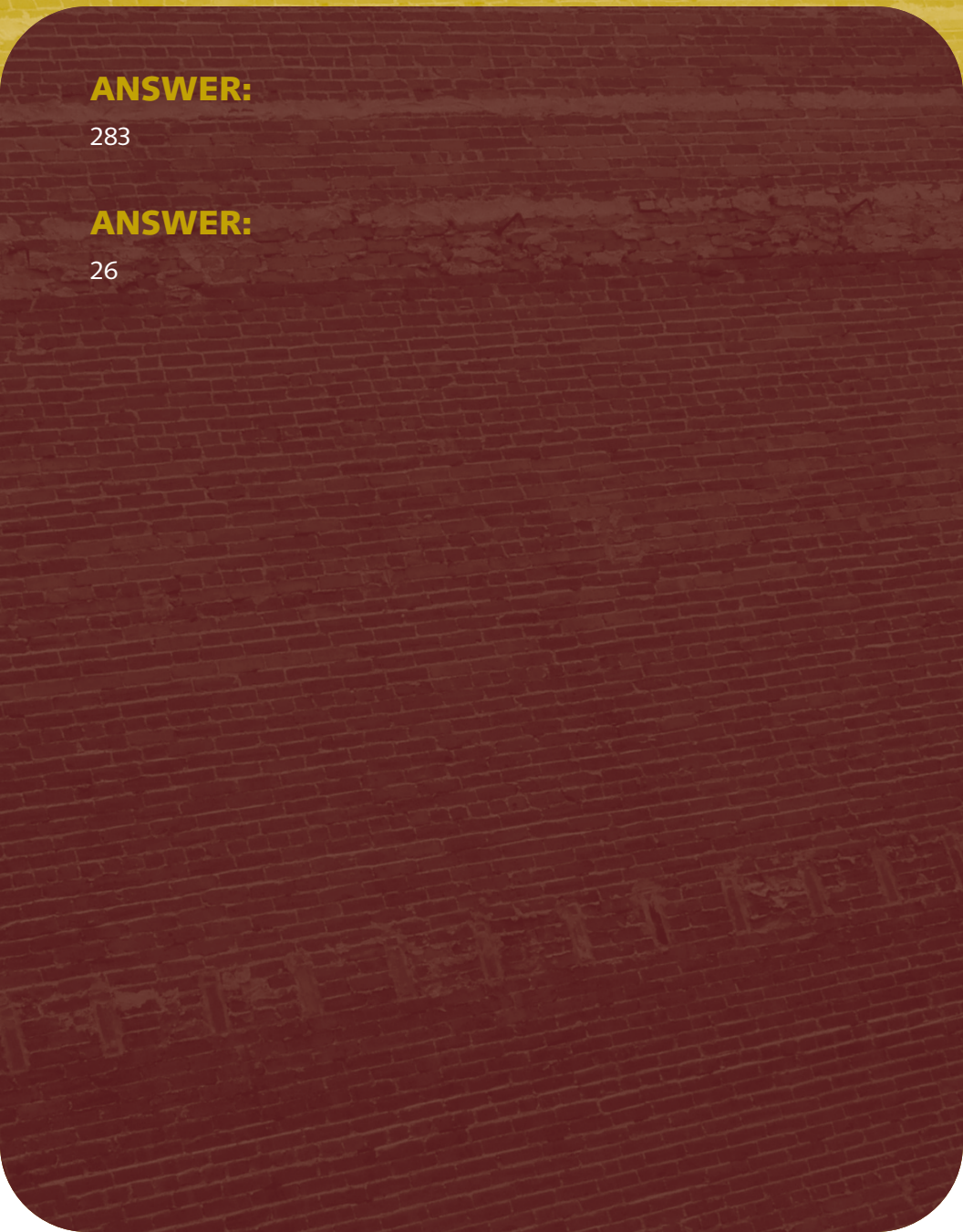
MANCHESTER NEIGHBORHOOD HOUSING SERVICES

**ANSWER:**

283

**ANSWER:**

26



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MANCHESTER NEIGHBORHOOD HOUSING SERVICES

**How much does a single parent need to earn to afford a two-bedroom apartment in Manchester?**

**How much does a single parent need to earn to afford an apartment that is developed and owned by Manchester Neighborhood Housing Services?**

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MANCHESTER NEIGHBORHOOD HOUSING SERVICES

**ANSWER:**

More than \$20 per hour

**ANSWER:**

\$11 per hour

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MANCHESTER NEIGHBORHOOD HOUSING SERVICES

**What notorious neighborhood nuisance did Manchester Neighborhood Housing Services help to shut down?**

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MANCHESTER NEIGHBORHOOD HOUSING SERVICES

## **ANSWER:**

### **The Zoo**

Located on the corner of Union and Spruce Streets, the Zoo was a bar that gave rise to illicit behavior both inside and outside the establishment – drug dealing, prostitution, loud noise, violence, and other belligerent behavior. It hurt the quality of life in the neighborhood.



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MANCHESTER NEIGHBORHOOD HOUSING SERVICES

What awards has Manchester Neighborhood Housing Services won?



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MANCHESTER NEIGHBORHOOD HOUSING SERVICES

## ANSWER:

### 2003 E-Cares High Tech Philanthropy Award

for the Community CyberSpace Project

### 2002 Business of the Year

by Business NH Magazine and the NH Association of Chamber of Commerce Executives

### 2003, 2002, 2001, 1995 Historic Preservation Awards

from the Manchester Historic Association

### 2003, 2001 Preservation Achievement Awards

from the NH Preservation Alliance

### 2000 "Not Your Typical Partner Award"

from Citizens Bank

### 1999 Merit Award

from Plan NH

### 1998 Walter J. Dunfey Excellence in Management Award

from The Corporate Fund

### 1997 Honoree for Partnership Achievement

from Social Compact Outstanding Community Investment Awards



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MANCHESTER NEIGHBORHOOD HOUSING SERVICES

## Where do we get our funding?



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## ANSWER:

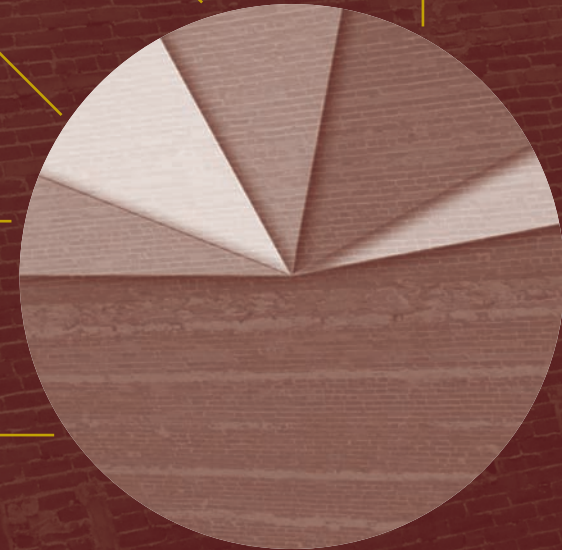
5% City Contract

11% Loan Fees

11% Interest Income

14% Development Related Fees

6% Other



53% Sponsorships and Donations  
from Foundations, Corporations,  
and Individuals

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MANCHESTER NEIGHBORHOOD HOUSING SERVICES

What should you know about Manchester  
Neighborhood Housing Services?

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MANCHESTER NEIGHBORHOOD HOUSING SERVICES

## GENERAL CONTACT

968 Elm Street, Manchester, NH 03101

phone: 603.626.4663 fax: 603.626.8011 web: [www.mnhs.net](http://www.mnhs.net)

## HOME PURCHASE CONTACT

Diane Brewster phone: 603.626.4663 ext. 11

## RENTAL CONTACT

Liz Feliciano Stewart Property Management phone: 603.644.1177

## STAFF

**Felix M. Torres** /Executive Director

**Sal Steven-Hubbard** /Deputy Director, Neighborhood Development

**Dawn Stanhope** /Deputy Director, Operations

**Linda Dallaire** /Deputy Director, Home Ownership

**Amanda Akerly** /Accounting Assistant

**Diane Brewster** /Home Ownership Counselor II

**Michelle Caraccio** /Resource Development Manager

**Alaine Devine** /Lending Manager

**Darlene Sederquist** /Finance Manager

**Jennifer Vadney** /Project Manager

**Leslie Vasquez** /Tenant Services Coordinator

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MANCHESTER NEIGHBORHOOD HOUSING SERVICES

**Who is on the Board of Directors and who  
is on the Board of Trustees?**

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MANCHESTER NEIGHBORHOOD HOUSING SERVICES

## **BOARD OF DIRECTORS**

**Linda A. Tremblay** /Chair

**Patrick Smith** /Vice Chair

**Wayne Robinson** /Treasurer

**Gloria Hearon** /Secretary

**Tracie Buckley**

**Bruce Croteau**

**Ray Giroux**

**Ald. Frank Quinta**

**John Howard**

**Beth Jellison**

**Glenn Ouellette**

**Carmen Polo**

## **BOARD OF TRUSTEES**

**R. Scott Bacon**

**Barry Brensinger**

**Robert Dastin**

**Sylvio L. Dupuis**

**David P. Goodwin**

**Fred B. Kfoury, Jr.**

**Claira P. Monier**