

# February 20, 2024 Board Packet

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**Board of Commissioners Meeting – February 20, 2024 9:00 a.m. to 12:00 p.m.**

MEMBERS OF THE BOARD: Frank O’Hara (Chair), Daniel Brennan, Henry Beck, Laura Buxbaum (Vice Chair), Nancy Harrison, Elizabeth Dietz (Secretary), Renee Lewis, Noël Bonam, and Paul Shepherd

|              |  |                                  |
|--------------|--|----------------------------------|
| <b>9:00</b>  | <b>Adopt Agenda (VOTE)</b>                                   | <b>All</b>                       |
|              | Remote Commissioners   | Frank O’Hara                     |
|              | - Reason remote  |                                  |
|              | - Any other persons at their location                        |                                  |
|              | Approve minutes of January 16, 2024 meeting (VOTE)           | All                              |
|              | Communications and Conflicts                                 | All                              |
|              | Chair of the Board Updates                                   | Frank O’Hara                     |
| <b>9:15</b>  | <b>Director Updates</b>                                      | <b>Dan Brennan</b>               |
| <b>9:30</b>  | <b>Legislative/Governor’s Office Updates</b>                 | <b>Erik Jorgensen/Greg Payne</b> |
| <b>10:00</b> | <b>QAP Discussion</b>  | <b>Mark Wiesendanger</b>         |
| <b>10:30</b> | <b>Introduction to HEAP Rule</b>                             | <b>Genevieve Soucy</b>           |
| <b>10:45</b> | <b>Homeownership Presentation – 2023 Review/2024 Preview</b> | <b>Patricia Harriman</b>         |
| <b>11:15</b> | <b>Homeless Update</b>                                       | <b>Lauren Bustard</b>            |
|              | <u>Department Reports:</u>                                   | All                              |
|              | Asset Management   |                                  |
|              | Development  |                                  |
|              | Energy and Housing Services                                  |                                  |
|              | Finance Monthly Report                                       |                                  |
|              | Financial & Budget Report                                    |                                  |
|              | Finance Delinquency Report & Charts                          |                                  |
|              | Homeless Initiatives   |                                  |
|              | Homeownership  |                                  |
|              | Housing Choice Vouchers                                      |                                  |
|              | Human Resources & Facilities                                 |                                  |
|              | Information Technology                                       |                                  |
|              | Planning and Research  |                                  |
|              | 2024 Board Calendar  |                                  |
|              | <b>Adjourn (VOTE)</b>  | <b>All</b>                       |

The next meeting of the Board is scheduled for March 19, 2024  
virtually and in person at 26 Edison Drive, Augusta, Maine



Minutes of the Board of Commissioners Meeting January 16, 2024

### **MEETING CONVENED**

A meeting of the Board of Commissioners for MaineHousing convened on January 16, 2024 at the offices of MaineHousing, 26 Edison Drive, Augusta, Maine and virtually. Notice of the meeting was published on January 5, 2024 in Central Maine newspapers. Notice of Board of Commissioners meetings is also on MaineHousing's website at [www.mainehousing.org](http://www.mainehousing.org).

Chair Frank O'Hara called the meeting to order at 9:00 a.m. Director Dan Brennan, Commissioners, Paul Shepherd and Laura Buxbaum attended in person. Commissioner Renee Lewis attended remotely due to scheduling, she was alone at her location. Elizabeth Dietz attended remotely as she was not feeling well, she was alone at her location. Nancy Harrison attended remotely due to scheduling, she was alone at her location. Commissioner Noël Bonam attended remotely due to bad weather. He was alone at his location. State Treasurer Henry Beck attended remotely due to bad weather. He was alone at his location. There was a quorum present.

### **PUBLIC ATTENDANCE**

Guests and staff present for all or part of the meeting included: Ashley Carson, Chief Counsel; Santo Longo, Counsel; Adam Krea, Senior Director of Finance and Lending; Karen Lawlor, Executive Administrator; Jamie Johnson, Senior Director of Operations; Lauren Bustard, Senior Director of Homeless Initiatives; Genevieve Soucy, Director of Energy & Housing Services; Scott Thistle, Communications Director; Erik Jorgensen, Senior Director of Government Relations & Communications; Jonny Kurzfeld, Director of Planning & Research; Allison Gallagher, Director of Housing Choice Vouchers; Craig Given, Director of Information Technology; Patricia Harriman, Director of Homeownership; Andrew Thomas, Help Desk Analyst II; Jane Whitley, Director of Human Resources and Facilities; Tom Cary, Treasurer; Paula Ecker, Investment Officer II; Genevieve Soucy, Director of Energy and Housing Services; Linda Grotton, Director of Audit and Compliance; Bob Conroy, Director of Asset Management; Mark Wiesendanger, Director of Development; Barbara Brann, HCV Housing Manager Homeless Priority; Sarah Johnson, HAF Program Manager; Nicole McKeith, Director of Housing Initiatives, ProsperityME; Laura Mitchell, Maine Housing Coalition; and Gerrylynn Ricker, Paralegal and Note taker.

### **ADOPT AGENDA**

*Commissioner Buxbaum made a motion seconded by Commissioner Lewis to adopt the January 16, 2024 agenda. The vote carried unanimously.*

### **APPROVE MINUTES OF DECEMBER 22, 2023 MEETING**

*Commissioner Dietz made a motion seconded by Commissioner Lewis to accept the December 22, 2023 minutes as written. Commissioner Buxbaum abstained because she did not attend the December 22, 2023 meeting.*

### **COMMUNICATIONS AND CONFLICTS**

None

## CHAIR OF THE BOARD UPDATES

- Chair O'Hara welcomed the Commissioners to 2024.
- Chair O'Hara said he had an opportunity to talk with Commissioner Buxbaum who has agreed to be Vice Chair and he spoke with Commissioner Dietz who has agreed to be Secretary.

*Commissioner Harrison made a motion seconded by Commissioner Lewis to elect Commissioner Laura Buxbaum as Vice Chair and Commissioner Betty Dietz as Secretary of the Board. The vote carried unanimously.*

## DIRECTOR UPDATES

Director Brennan reported issues, his activities and upcoming matters as follows:

- Activities:
  - The legislation is in session and that is taking up a lot of Director Brennan's time. Housing remains at the forefront. There are a number of hold over issues. Erik will give an update on the legislature later in the meeting.
  - The public advocate, Bill Harwood, informed us that he has made the decision to allocate a little over \$3.5 million over the next two years from New England Clean Energy Corridor money to us for weatherization readiness. Making homes ready for weatherization improvements.
  - Attended the Land Bank Authority Board meeting. The Board is meeting quite regularly. Maine Development Foundation is helping the Board come together and form.
  - Attended the opening of two twelve unit properties in Brunswick Landing last week.
- Upcoming events:
  - Efficiency Maine Trust, the Governor's Energy Office, the Governor's Office of Policy Innovation and the Future are going to be putting in the formal request for a little over \$70 million in two pots of money from the Inflation Reduction Act. One is called HOMES and one is called HEERA. These are rebate programs for multi-family and single-family homeowners. These two pots of money may be able to assist in the additional costs of upping our energy standards in the QAP.
  - Maine Association of Public Housing Directors has a meeting later on this month.
  - February 6, 2024 is our next all staff day.
- MaineHousing Activities:
  - Welcome Patricia Harriman, our new Director of Homeownership.
  - Recognized Paula Ecker who is retiring. Paula has been with MaineHousing for 39 years. She works in our Treasury department.
  - Staff thanked the Board for the passing of the budget and allowing merit increases.
  - Over 700 new units in multi-family production. 686 new units, 100 rehabilitation.
- 2024 Outlook
  - Presidential election year. The focus is on the work we have in front of us regardless of which party succeeds. We are not a political agency but rather a housing agency.
  - We're watching what is going to happen with single family interest rates.
  - Potentially going to receive, if the State is successful, we could be receiving tens of millions of dollars coming in for energy retrofits. If this money is approved and it does come, energy issues are going to be huge as well as climate issues.
  - Legislation is meeting in a short session. We're well prepared for any emergency money that may come to us. We expect the Office of New Americans bill to pass.
  - On our information technology side, we are in the middle of doing a conversion to MS365. That will continue through 2024. We are taking steps in the area of artificial

intelligence (AI). We're going to be bringing on a new system for our HEAP program and an overall issue of data management.

- Our HCV and asset management departments have some pretty significant changes coming with unit inspections and we always watch HUD and what they are going to do with the performance based contract administration.
- Homeless issues and the low barrier shelter issues will be prominent in the coming year.
- We will be bringing on a consultant shortly for our diversity, equity, inclusion and belonging efforts. Getting a snapshot on where we are as an agency

## **QUALIFIED ALLOCATION PLAN (“QAP”) DISCUSSION**

Director of Development Mark Wiesendanger began his presentation explaining that the Qualified Allocation Plan (QAP) is essentially the program guide by which we allocate low income housing tax credits to affordable housing projects. There are not any big changes to this plan. Mark then described areas of interest including, updating our energy efficiency standards; updating the scoring criteria. He discussed senior housing vs. family housing and how we've been slightly higher on the senior housing side. We try to keep it 50/50. We're always looking at management experience and management performance. We will be revisiting that sponsor characteristics in hopes to promote new partners. Every year we also look at the acquisition cost category. Mark explained that some developers were concerned about how long environmental reviews are taking. They are not taking as long as they used to. There are certain parts of that process that we can't change, public review periods, etc. Developer fee cap was brought up by partners. We agreed to look at that. Mark reviewed for the Commissioners his planned timeline for adoption of the QAP. He hopes to have a draft guide available by the end of January, internal approval in February, and a Board presentation in March when he'll ask the Board to allow us to commence rulemaking. The public hearing will be in April and we will ask the Board to adopt the rule in May.

## **LEGISLATIVE PREVIEW**

Senior Director of Government Relations and Communications, Erik Jorgensen, reported we are in the first stages of the second session. The second session has a lot of political issues that come in to it. They currently have around 500 bills to dispense with which include a lot of carryover from last session. Erik talked about the weatherization and weatherization readiness report that we were asked to write. Erik also talked about a bill by Grayson Lookner about resident operated housing that is very mixed income in nature. His ask is \$100 million. There is a lot of legislation around planning and zoning. Representative Sacks is looking to re-write the whole Growth Management law (LD 1976). Another bill we're working on is a bill by the house chair committee representative Gere which is around the issue of so-called thriving corridors. This is a bill that takes a look at commercial strips that lead into towns and tries to provide planning guidance on how to activate those strips and make them better. Homeless funding is another big issue this session. There are a couple bills out there that provides some big money for shelters. Our goal will be to support that totally. Erik discussed the bills regarding creating a State Section 8 voucher program. One bill is to add 2,000 vouchers and the problem we see with that is the shortage of units. The annual bond cap allocation bill is coming up in the next week or so as well as a request to talk about the HAF program. Erik talked about the program that would allow older Mainers to rent out a room in exchange for help around the household and about the pilot program regarding positive credit reporting from landlords.

## **HOMEOWNER ASSISTANCE FUND (“HAF”) PRESENTATION**

Senior Director of Finance and Lending, Adam Krea introduced Sarah Johnson, HAF Program Manager. Adam explained that Maine received \$50 million in federal funds and the program was originally run by the Bureau of Credit Protection. They ran the program for about ten months and the assistance was not getting out quick enough. In ten months the Bureau sent out benefits in about

\$3.5 million then it was transitioned to MaineHousing. Sarah reported that since the program came to MaineHousing she has disbursed \$30,182,098 which is just under 71% of Maine's allocation expended. MaineHousing was able to assist almost 2,500 households. The largest program utilization has been mortgage reinstatement, which accounts for \$21,506,000 of the grants paid to date. The next closest program used by homeowners was utility assistance which includes power and heating assistance and that amounted to \$5.2 million. Property tax assistance, mortgage modification, principal reduction, lien extinguishment, homeowner association fees and condo assistance; utility assistance (internet) and property insurance premiums made up the rest of the funds utilized. The program allowed MaineHousing to serve many homeowners to bring them back to housing stability. MaineHousing actively marketed this program in TV and radio commercials, newspapers ads, and on social media platforms. In late December, based on our review of average benefit paid, and because the program is currently 77% reserved, we made the decision to move to a waitlist on January 10<sup>th</sup> at 5:00 p.m. Our goal is to assist all completed applications received through January 10, 2024. If we still have funds available, we can easily pull applications from the waitlist into the active pipeline to fully expand all program funds.

### **HOMELESS UPDATE**

Director Brennan talked about the Portland encampments and an emergency housing fund that Adam, Lauren and Greg Payne are working with. We have earmarked quite a bit of money to deal with the encampments. Senior Director of Homeless Initiatives, Lauren Bustard and Dan were on a call with two contactors working for HUD. They are focusing on the State of Maine and providing guidance to the City of Portland and they've been helping us think through what our role is and what we should be thinking about doing. Lauren told the Commissioners that she just got off a call with the City of Portland and Greg Payne and they talked about the housing navigation and stability services pilot program. They are down to 34 tents in the City of Portland which was up over 200. The shelter space is up to 258 beds now and they are seeing on average ten beds a night not being utilized. Lauren spoke about the City being able to close some of the hotels where they were housing asylum seekers. Lauren also gave an update on a meeting held with the culture advisory board and developers. It was brought up at that meeting that a lot of the current apartment designs and housing aren't necessarily appropriate for folks coming from certain cultures.

### **ADJOURN**

*Commissioner Buxbaum made a motion seconded by Commissioner Shepherd to adjourn the meeting. The meeting was adjourned at 11:05 a.m. by unanimous vote of the Board.*

Respectfully submitted,

Elizabeth Dietz

**Human Resources and Facilities Department Memorandum**

**To:** Dan Brennan, Director

**From:** Jane Whitley, Director of Human Resources & Facilities

**Date:** February 1, 2024

**Subject:** Procurement: Sole Source Recommendations for a Learning Management System

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**Background**

MaineHousing engaged the services of Bridge in 2019 to provide a Learning Management System. We have used the LMS as our training platform for use by our 190 employees and 800+ external partners to access a variety of employment, program, and soft skills training videos. In subsequent years, the contracts for services were:

|           |                                      |
|-----------|--------------------------------------|
| 2019-2020 | \$ 9,990.00 (year of implementation) |
| 2020-2021 | \$ 7,980.00                          |
| 2021-2022 | \$ 7,980.00                          |
| 2022-2023 | \$10,990.00                          |
| 2023-2024 | \$10,990.00                          |

**Scope of Project**

The objective for continuing with the Bridge Learning Management System, includes:

- Continued use of the Bridge LMS to support MaineHousing’s internal training programs for 190 staff, both purchased and internally developed modules, using a known and successful LMS platform.
- Uninterrupted access to MaineHousing program training and training tracks, both purchased and internally developed modules, by over 800 external housing partners.

**Request**

The Bridge Learning Management System has been and continues to be an effective platform for the delivery of program training to external partners and MaineHousing staff. A great deal of time and financial resources have been invested to make Bridge a robust, accessible, web-based educational tool. The tool has allowed MaineHousing to purchase and make available staff development type trainings and required Human Resource required trainings. The system has also facilitated the development of MaineHousing program specific training modules and training series.

We are requesting funding approval for a five-year contract extension with Bridge based on Sole Source procurement. The cost is \$10,000 per year.

The rationale for this request falls under the Uniqueness category in MaineHousing's procurement policy, Section II(G)(1):

**Uniqueness:** A reasonable review of the market indicates that transitioning to another LMS platform would be expensive, time consuming, inefficient in respect to the realignment of training formats, and the disruption to internal and external partners would adversely impact MaineHousing's successful training programs.

ACKNOWLEDGED & APPROVED

2/8/24

Date



Daniel Brennan

Director, Maine State Housing Authority



## Human Resources and Facilities Department Memorandum

**To:** Dan Brennan, Director

**From:** Jane Whitley, Director of Human Resources & Facilities

**Date:** February 1, 2024

**Subject:** Procurement: Sole Source Recommendation for Window Shades

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### **Background**

In 2021 MaineHousing solicited vendors for quotes on a managed shade system due to staff issues with glare. Custom Window Decorators was awarded the bid to install a proprietary shade control system managed through our network and to install the hubs, shades, and solar charging panels throughout the building.

### **Scope of Project**

The original scope of the project included the installation of the facility wide wireless network interface that would control the included (solar charging and battery powered) motorized shade system.

The objectives of the work included the following:

- To significantly reduce glare from entering the building causing staff discomfort as other measures had failed.
- To have a managed system that would automatically adjust shade levels at specified times while ensuring shades were uniform with the goal of being open as much as possible.
- A fabric selection was made at this time with input from staff based on samples of material set up in various individual windows.
- Utilize solar panels to minimize manual recharging and reduce greenhouse gas emissions in line with the goals of the State of Maine.

### **Follow up work:**

The original fabric selected for the project was chosen at the time to maintain a level of lightness and openness to the outside world and blend with the overall architectural design of the new building. The shades did block the direct glare and sunlight to a large extent; however, the shades themselves (being unlined without a backer) became very bright and acted as a “light box” that still caused glare issues for some staff due to how bright the shades themselves became. To properly address the issue, we requested a quote from the shade system vendor to remove and replace the fabric on the existing shades while reutilizing all of the existing solar panels, motors, hubs, and

management system. Part of the cost of the project includes installation of the new lined material in addition to all of the programming required to the proprietary system (as each shades “Top” and “Bottom” limits are changed when replacing material and would need to be reset).

The cost to remove and replace the existing fabric is \$33,867, plus we added three new shade systems to windows that did not previously have shades for a cost of \$3274. The total project cost is \$37,141.

The rationale for this request falls under the Uniqueness category in MaineHousing’s procurement policy, Section II(G)(1):

**Uniqueness:** We selected the original installer because the original shade control system is proprietary, and the vendor is needed to program the system. Additionally, windows that have shades added since the original project also need to interface with the managed control system.

ACKNOWLEDGED & APPROVED

2/8/24

\_\_\_\_\_  
Date



\_\_\_\_\_  
Daniel Brennan

Director, Maine State Housing Authority

**Asset Management Department Memorandum**

**To:** MaineHousing Board of Commissioners  
**From:** Robert Conroy – Director, Asset Management  
**Date:** February 12, 2024  
**Subject:** February Board Report - Asset Management

**Supportive Housing Repair Program (SHP Repair) Update**

2024 is already shaping up to be a busy year for the SHP Repair program. The program is designed to provide funding to Shelters and Supportive Housing properties to allow for needed repairs and upgrades to these historically undercapitalized facilities. The challenge for many of these applicants has been securing a contractor commitment for the work. As of the first of February 2024 we are seeing a very strong SHP Repair pipeline as reflected below:

***Currently in Application Pipeline (Approved Bids)***

| <b><i>Project Name/SHP or Shelter Provider</i></b> | <b><i>Amount of Loan</i></b> |
|--|------------------------------|
| Sawyer St., SHP-889 (VOANNNE)                      | \$93,220.00                  |
| Peaks Island Elderly, SHP-1359 (VOANNE)            | \$183,882.00                 |
| Sr. Marie Ahern-Dorr House (SHLT 1750) Home Inc.   | \$132,000.00                 |
| 73 Pleasant St. CROP 724 (MoCo)                    | \$89,000.38                  |
| NextStep Shelter SHL4-1760 (NextStep)              | \$188,188.24                 |
| The Carriage House CoC-1254 (Milestone)            | \$147,125.02                 |
| Rumford Group Homes, Norway Family Center ESHAP    | <u>\$197,000.00</u>          |
| <b>Total Applications in Pipeline</b>              | <b>\$1,030,415.64</b>        |

***Projects Seeking Bids***

|   |              |
|---|--------------|
| 30 Mellen St. HTF-1690 (Shalom)                       | \$200,000.00 |
| Annie Pearl Shelter, SHLT 523 (Safe Voices)           | \$150,000.00 |
| 787 Main St., SHL1-527 (Caring Unlimited)             | \$141,105.00 |
| N. Aroostook Shelter, SHP-1157 (Hope & Justice)       | \$50,000.00  |
| Madawaska Transition House, SHP 1319 (Hope & Justice) | \$50,000.00  |
| S. Aroostook Shelter, SHLT-550 (Hope & Justice)       | \$50,000.00  |
| 81 North St. SHP 884 (Shalom)                         | \$150,000.00 |
| 11 School St. SHP 928 (Shalom)                        | \$150,000.00 |
| (65) Adams St. SHP 1416 (Shalom)                      | \$150,000.00 |
| 14 Center St. SHP 1445 (Shalom)                       | \$150,000.00 |
| 72 Church St. SHP 1046 (Shalom)                       | \$150,000.00 |
| 711 Main St. SHP 979 (Shalom)                         | \$150,000.00 |
| 15 Wilson St., CROP 903 (Shalom)                      | \$150,000.00 |

|  |                           |
|--|---------------------------|
| 385 Cumberland SHP 1537 (Shalom)                   | \$150,000.00              |
| 130 Park St., SHP 1149 (Shalom)                    | \$150,000.00              |
| 5 Colby Lane, SHP 1554 (Waypoint)                  | \$150,000.00              |
| Shaw House, SHP-1017 (Community Care)              | <u>\$200,000.00</u>       |
| <b>Total Projects Seeking Bids</b>                 | <b>\$2,341,105.00</b>     |
| <br><b>Grand Total - Approved and Seeking Bids</b> | <br><b>\$3,371,520.64</b> |



Development Department Memorandum

To: MaineHousing Board of Commissioners
From: Mark C. Wiesendanger, Director of Development
Date: February 20, 2024
Subject: Monthly Report

2023 Rural Affordable Rental Housing

We are currently scoring the 2023 Applications for the Rural Affordable Rental Housing Program. There were 16 Applicants. The Applicants include:

Table with 4 columns: Project Name, Developer, Location, # of Units. Lists 16 housing projects with their respective developers and unit counts.

2025-2026 Qualified Allocation Plan (QAP)

We are currently drafting the 2025-2026 QAP. Please see our expected timeline below.

| Item                           | Action/Due Date   |
|--------------------------------|-------------------|
| External Partner Meetings      | November/January  |
| Board Discussion               | January           |
| Housing Needs Updates          | January/February  |
| Draft for internal circulation | February          |
| Draft to partners – redline    | February/March    |
| Draft to Board for Rule-making | March             |
| Public Hearing                 | April             |
| Board Adoption                 | May               |
| Publish                        | May               |
| Pre-applications Deadline      | July              |
| Applications Deadline          | September         |
| Scoring                        | September/October |
| Conversations                  | October           |
| Awards/Results                 | November          |

### **January Board Meeting Follow Up**

1. A correction. I said during our discussion that our acquisition cost scoring criterion is for land only, when it includes existing structures too. I apologize for the mistake.
2. We are going to take a deep-dive on the HUD-required environmental review process to see if we can somehow streamline or speed it up. It is much faster than it was but, we are hearing grumblings, which are likely in part due to increased frequency with new funding sources.
3. I thought I'd provide a little more information about CLT since it came up in conversation. UMaine has done a lot of research on the technology. Maine's old paper mills seem like a great place to launch a company but, they are extremely expensive. We've found it cost effective only for constructing elevator shafts thus far, mostly because the cost of shipping from other states is so high. <https://www.apawood.org/cross-laminated-timber>
4. I have attached a document showing how some of Avesta's projects have performed over the years as we have implemented stricter energy efficiency measures, and as basic code and energy requirements have tightened. It shows well how we have reduced operating costs as well as carbon emissions. This information was informative when we were trying to determine our new energy efficiency standards, and I thank Todd Rothstein for sharing it.
5. I have added a Program Year column to the pipeline list below. As you can see, the year of funding doesn't always correspond to a single year of completion. For instance, we expect LIHTC projects that received funding in 2020, 2021, 2022, and 2024 to be completed in 2024. In 2022, we had three Housing Trust Fund projects reach completion. They were from three different years of funding. It's a moving target sometimes with delays caused by many factors including searching for additional funding, NIMBY battles, environmental concerns, switchgear and other electrical equipment delays, inexperienced/unsophisticated developers, GC-developer disagreements, poor planning for construction timing, change of tax credit syndicator, value engineering/repricing, National Parks Service requirements for historic, etc. I am happy to add a column to the monthly report although I am wary that this could soon grow into too much information for a quick glance. I welcome your input as to what you would like to see and what is not important. I am also glad to provide additional information on an as-requested basis.

## Development Pipeline

Below you will find the Development Pipeline updated as of February 13. We expect that a small number of these projects will not see completion, and that predicted construction starts and completions will change as projects move forward.

| Project Name   | Developer                | Program  | Program Year    | City                      | Family/<br>Senior      | Total Units |
|--|--------------------------|----------|-----------------|---------------------------|------------------------|-------------|
| <b>Under Construction - likely completed in 2024</b> |                          |          |                 |                           |                        |             |
| Brunswick Landing                                    | Developers Collaborative |          | 2022            | Brunswick                 | Family                 | 36          |
| One Edgemont Drive                                   | ACAP                     | SHP      | 2021<br>2022    | Presque Isle              | Family                 | 13          |
| 99 Western Ave                                       | Mastway Dev LLC          | 4%       | Walk-in         | Augusta                   | Family                 | 38          |
| Hartland II  | KVCAP                    | 4%       | 2021<br>2022    | Hartland                  | Senior                 | 30          |
| Stacy M. Symbol Apts.                                | Westbrook HA             | 4%       | Walk-in<br>2022 | Westbrook                 | Senior                 | 60          |
| Stroudwater Apartments                               | Westbrook HA             | 4%       | Walk-in         | Westbrook                 | Senior                 | 55          |
| Congress Square Commons                              | Developers Collaborative | 9%       | 2022            | Belfast                   | Family                 | 36          |
| Front Street Re-Devt Phase 2                         | Portland HA              | 9%       | 2021            | Portland                  | Senior                 | 45          |
| Sturgeon Landing                                     | Augusta Housing          | 9%       | 2023            | Augusta                   | Family                 | 32          |
| The Uptown   | Szanton                  | 9%       | 2021            | Bath                      | Senior                 | 60          |
| Village Commons                                      | Avesta                   | 9%       | 2022            | Scarborough               | Senior                 | 31          |
| Clarks Bridge Crossing                               | Patco                    | AHOP     | 2022            | Waterboro                 | Family                 | 3           |
| Highpines Village Condos                             | Highpine Properties LLC  | AHOP     | 2022            | Wells                     | Family                 | 16          |
| Stearns Farm   | S.E. MacMillan Co, INC   | AHOP     | 2022            | Hampden                   | Family                 | 14          |
| Theresa Bray Knowles Place                           | Penquis Cap              | HOME-ARP | 2022            | Bangor                    | Family                 | 36          |
| 18 Central Ave                                       | Home Start               | Islands  | 2022            | Peaks Island<br>Chebeague | Family                 | 3           |
| CICA 2022 Island Housing                             | CICA                     | Islands  | 2022            | Island                    | Family                 | 4           |
| ICDC Town Acquisition                                | ICDC                     | Islands  | 2022            | Isle au Haut              | Family                 | 4           |
| NHSH Affordable                                      | NH Sustainable Housing   | Islands  | 2022            | New Haven                 | Family                 | 4           |
| Reeby Road   | Islesboro Affordable     | Islands  | 2022            | Islesboro                 | Family                 | 2           |
| 18 Green Street                                      | Motivational Svs         | HTF      | 2020            | Augusta                   | Family                 | 8           |
| 55 Weston Ave  | 55 Weston Avenue LLC     | Rural    | 2022            | Madison                   | Family                 | 18          |
| Tucker's House Harrison                              | LB Development Partners  | RHP      | 2022-2          | Harrison                  | Supp.<br><i>New</i>    | 10          |
| <i>NC/AR Projects</i>                                | <i>23</i>                |          |                 |                           | <i>Units</i>           | <i>558</i>  |
| Millbrook Estates                                    | Westbrook HA/EBM         | 4%       | 2021            | Westbrook                 | Senior                 | 100         |
| Oak Grove Commons                                    | Realty Resources         | 9%       | 2021            | Bath                      | Family                 | 34          |
| The Schoolhouse                                      | CHOM                     | 4%       | 2022            | Bangor                    | Family<br><i>Rehab</i> | 45          |
| <i>Rehab Projects</i>                                | <i>3</i>                 |          |                 |                           | <i>Units</i>           | <i>179</i>  |
| <b>Total Projects</b>                                | <b>26</b>                |          |                 |                           | <b>Total<br/>Units</b> | <b>737</b>  |

**Under Construction - likely completed in 2025**

|                           |                                  |           |         |              |              |             |
|---------------------------|----------------------------------|-----------|---------|--------------|--------------|-------------|
| The Equinox               | CHOM                             | 4%+State  | 2022    | Portland     | Family       | 43          |
| Winter Landing            | CHOM                             | 4%+State  | 2022    | Portland     | Senior       | 52          |
| Betsy Ross Crossing       | SoPo HA                          | 4%        | 2022    | So. Portland | Senior       | 52          |
| Edgewater Village         | Avesta                           | 4%        | 2022    | Farmington   | Senior       | 25          |
| Fairview Commons          | Brunswick HA<br>Maine Coop. Dev. | 4%        | 2022    | Topsham      | Family       | 38          |
| Lambert Woods North       | Partners                         | 4%        | Walk-in | Portland     | Family       | 74          |
| Lockwood Mill             | North River Co.                  | 4%        | 2022    | Waterville   | Family       | 65          |
| Meadowview II             | Avesta                           | 4%        | 2020    | Gray         | Senior       | 27          |
| Wedgewood                 | Lewiston HA/Avesta               | 4%        | 2022    | Lewiston     | Family       | 82          |
| Adams Point               | Biddeford HA                     | 9%        | 2022    | Biddeford    | Family       | 39          |
| Landry Woods              | South Portland Housing           | 9%        | 2023    | So. Portland | Senior       | 43          |
| Milford Place             | Penquis CAP                      | 9%        | 2022    | Bangor       | Senior       | 40          |
| Peasley Park              | Developers Collaborative         | 9%        | 2023    | Rockland     | Senior       | 49          |
| Picker House Lofts        | Szanton                          | 9%        | 2022    | Lewiston     | Family       | 72          |
| Rumford Senior Living     | Developers Collaborative         | 9%        | 2023    | Rumford      | Senior       | 33          |
| Wildlands                 | Greater Portland Habitat         | AHOP      | 2022    | Standish     | Family       | 12          |
| 22 Shapleigh Road         | Fairtide                         | HOME-ARP  | 2022    | Kittery      | Family       | 6           |
| Colonial Valley & Mt Blue | WMCA                             | HOME-ARP  | 2022    | Farmington   | Family       | 33          |
|                           |                                  |           |         |              | <i>New</i>   |             |
|                           | <i>NC/AR Projects</i>            | <i>18</i> |         |              | <i>Units</i> | <i>785</i>  |
| Berry Park Apartments*    | Northland Enterprises            | 4%        | 2022    | Biddeford    | Family       | 46          |
| Harbor Terrace*           | Portland HA                      | 4%        | 2021    | Portland     | Senior       | 120         |
| North Deering Gardens*    | Wingate Dev.                     | 4%        | 2022    | Portland     | Family       | 164         |
|                           |                                  |           |         |              | <i>Rehab</i> |             |
|                           | <i>Rehab Projects</i>            | <i>3</i>  |         |              | <i>Units</i> | <i>330</i>  |
|                           | <b>Total Projects</b>            | <b>21</b> |         |              | <b>Total</b> | <b>1115</b> |
|                           |                                  |           |         |              | <b>Units</b> | <b>1115</b> |

**Preliminary Underwriting**

|                      |  |        |         |              |        |     |
|----------------------|--|--------|---------|--------------|--------|-----|
|                      |  |        | 2022    |              |        |     |
| 45 Dougherty         | Szanton                                | 4%     | Walk-in | Portland     | Family | 63  |
| Farwell Mill         | Realty Resources                       | 4%     | 2021    | Lisbon Falls | Family | 96  |
|                      |  |        | 2022    |              |        |     |
| Munjoy South         | Avesta                                 | 4%     | Walk-in | Portland     | Family | 106 |
|                      |  |        | 2022    |              |        |     |
| Place St. Marie*     | Brisa Dev with Andy J                  | 4%     | Walk-in | Lewiston     | Family | 40  |
|                      |  |        | 2022    |              |        |     |
| Riverton Park*       | Portland HA<br>Kevin Mattson with Andy | 4%     | Walk-in | Portland     | Family | 182 |
|                      | J                                      | 4%     | 2021    | Waterville   | Family | 68  |
|                      |  |        | 2022    |              |        |     |
| Summer Block*        | Bateman                                | 4%     | Walk-in | Saco         | Senior | 32  |
| 89 Elm Apartments    | Tom Watson & CO LLC                    | 4% PLA | 2022    | Portland     | Family | 201 |
| Avesta Seavey Street | Avesta                                 | 9%     | 2024    | Westbrook    | Senior | 61  |
| Equality Community   |  |        |         |              |        |     |
| Housing              | Equality Comm. Center                  | 9%     | 2024    | Portland     | Senior | 54  |
| Essex View           | Penquis CAP                            | 9%     | 2024    | Bangor       | Family | 40  |
| Oak Ridge Apartments | Realty Resources                       | 9%     | 2024    | Bath         | Senior | 30  |



|                       |                           |       |      |                 |                    |             |
|-----------------------|---------------------------|-------|------|-----------------|--------------------|-------------|
| 19 Bodwell Street     | Androscoggin Homes        | AHOP  | 2022 | Sanford         | Family             | 9           |
| Alexander Way         | BH Land Trust             | AHOP  | 2022 | Boothbay Harbor | Family             | 7           |
| Beals Ave WF Housing  | LB Dev Partners           | AHOP  | 2022 | Ellsworth       | Family             | 23          |
| Windward Estates      | Penquis CAP               | AHOP  | 2022 | Searsport       | Family             | 7           |
| OddFellows Apts.      | Archer Properties LLC     | Rural | 2022 | Norway          | Family             | 13          |
| Berry's Block Apts.   | Lake City Investments     | Rural | 2022 | Rockland        | Family             | 9           |
| 520 Centre Street     | Bath HA                   | Rural | 2022 | Bath            | Family             | 18          |
| The Elm Estates       | East Town Rentals         | Rural | 2022 | Presque Isle    | Family             | 18          |
| Mechanic Street       | WLR Properties            | Rural | 2022 | Houlton         | Family             | 18          |
| Firefly Fields        | Midcoast Habitat          | Rural | 2022 | Rockland        | Family             | 10          |
| Charles Jordan House  | ME Prisoner Adv Coalition | SHP   | 2023 | Auburn          | Supp.              | 11          |
| Lupine Landing        | Safe Voices               | SHP   | 2023 | Farmington      | Supp.              | 6           |
| Seavey House          | Biddeford Housing         | SHP   | 2023 | Saco            | Supp.              | 8           |
| <b>Total Projects</b> | <b>25</b>                 |       |      |                 | <b>Total Units</b> | <b>1130</b> |

|  |           |  |  |  |                    |             |
|--|-----------|--|--|--|--------------------|-------------|
| <b>Total Projects in Underwriting &amp; Construction</b> | <b>72</b> |  |  |  | <b>Total Units</b> | <b>2982</b> |
|--|-----------|--|--|--|--------------------|-------------|

| Project Name | Developer | Program | Program Year | City | Family/Senior | Total Units |
|--------------|-----------|---------|--------------|------|---------------|-------------|
|--------------|-----------|---------|--------------|------|---------------|-------------|

**Under Construction - likely completed in 2024**

|                               |                          |          |              |                           |                    |            |
|-------------------------------|--------------------------|----------|--------------|---------------------------|--------------------|------------|
| Brunswick Landing             | Developers Collaborative |          | 2022         | Brunswick                 | Family             | 36         |
| One Edgemont Drive            | ACAP                     | SHP      | 2021         | Presque Isle              | Family             | 13         |
| 99 Western Ave                | Mastway Dev LLC          | 4%       | 2022 Walk-in | Augusta                   | Family             | 38         |
| Hartland II                   | KVCAP                    | 4%       | 2021         | Hartland                  | Senior             | 30         |
| Stacy M. Symbol Apts.         | Westbrook HA             | 4%       | 2022 Walk-in | Westbrook                 | Senior             | 60         |
| Stroudwater Apartments        | Westbrook HA             | 4%       | 2022 Walk-in | Westbrook                 | Senior             | 55         |
| Congress Square Commons       | Developers Collaborative | 9%       | 2022         | Belfast                   | Family             | 36         |
| Front Street Re-Dev't Phase 2 | Portland HA              | 9%       | 2021         | Portland                  | Senior             | 45         |
| Sturgeon Landing              | Augusta Housing          | 9%       | 2023         | Augusta                   | Family             | 32         |
| The Uptown                    | Szanton                  | 9%       | 2021         | Bath                      | Senior             | 60         |
| Village Commons               | Avesta                   | 9%       | 2022         | Scarborough               | Senior             | 31         |
| Clarks Bridge Crossing        | Patco                    | AHOP     | 2022         | Waterboro                 | Family             | 3          |
| Highpines Village Condos      | Highpine Properties LLC  | AHOP     | 2022         | Wells                     | Family             | 16         |
| Stearns Farm                  | S.E. MacMillan Co, INC   | AHOP     | 2022         | Hampden                   | Family             | 14         |
| Theresa Bray Knowles Place    | Penquis Cap              | HOME-ARP | 2022         | Bangor                    | Family             | 36         |
| 18 Central Ave                | Home Start               | Islands  | 2022         | Peaks Island<br>Chebeague | Family             | 3          |
| CICA 2022 Island Housing      | CICA                     | Islands  | 2022         | Island                    | Family             | 4          |
| ICDC Town Acquisition         | ICDC                     | Islands  | 2022         | Isle au Haut              | Family             | 4          |
| NHSH Affordable               | NH Sustainable Housing   | Islands  | 2022         | New Haven                 | Family             | 4          |
| Reeby Road                    | Islesboro Affordable     | Islands  | 2022         | Islesboro                 | Family             | 2          |
| 18 Green Street               | Motivational Svs         | HTF      | 2020         | Augusta                   | Family             | 8          |
| 55 Weston Ave                 | 55 Weston Avenue LLC     | Rural    | 2022         | Madison                   | Family             | 18         |
| Tucker's House Harrison       | LB Development Partners  | RHP      | 2022-2       | Harrison                  | Supp.              | 10         |
| <i>NC/AR Projects</i>         | <i>23</i>                |          |              |                           | <i>New Units</i>   | <i>558</i> |
| Millbrook Estates             | Westbrook HA/EBM         | 4%       | 2021         | Westbrook                 | Senior             | 100        |
| Oak Grove Commons             | Realty Resources         | 9%       | 2021         | Bath                      | Family             | 34         |
| The Schoolhouse               | CHOM                     | 4%       | 2022         | Bangor                    | Family             | 45         |
| <i>Rehab Projects</i>         | <i>3</i>                 |          |              |                           | <i>Rehab Units</i> | <i>179</i> |
| <b>Total Projects</b>         | <b>26</b>                |          |              |                           | <b>Total Units</b> | <b>737</b> |

**Under Construction - likely completed in 2025**

|                     |                           |          |              |              |        |    |
|---------------------|---------------------------|----------|--------------|--------------|--------|----|
| The Equinox         | CHOM                      | 4%+State | 2022         | Portland     | Family | 43 |
| Winter Landing      | CHOM                      | 4%+State | 2022         | Portland     | Senior | 52 |
| Betsy Ross Crossing | SoPo HA                   | 4%       | 2022         | So. Portland | Senior | 52 |
| Edgewater Village   | Avesta                    | 4%       | 2022         | Farmington   | Senior | 25 |
| Fairview Commons    | Brunswick HA              | 4%       | 2022         | Topsham      | Family | 38 |
| Lambert Woods North | Maine Coop. Dev. Partners | 4%       | 2022 Walk-in | Portland     | Family | 74 |
| Lockwood Mill       | North River Co.           | 4%       | 2022         | Waterville   | Family | 65 |
| Meadowview II       | Avesta                    | 4%       | 2020         | Gray         | Senior | 27 |
| Wedgewood           | Lewiston HA/Avesta        | 4%       | 2022         | Lewiston     | Family | 82 |
| Adams Point         | Biddeford HA              | 9%       | 2022         | Biddeford    | Family | 39 |

|                           |                          |          |      |              |                    |             |
|---------------------------|--------------------------|----------|------|--------------|--------------------|-------------|
| Landry Woods              | South Portland Housing   | 9%       | 2023 | So. Portland | Senior             | 43          |
| Milford Place             | Penquis CAP              | 9%       | 2022 | Bangor       | Senior             | 40          |
| Peasley Park              | Developers Collaborative | 9%       | 2023 | Rockland     | Senior             | 49          |
| Picker House Lofts        | Szanton                  | 9%       | 2022 | Lewiston     | Family             | 72          |
| Rumford Senior Living     | Developers Collaborative | 9%       | 2023 | Rumford      | Senior             | 33          |
| Wildlands                 | Greater Portland Habitat | AHOP     | 2022 | Standish     | Family             | 12          |
| 22 Shapleigh Road         | Fairtide                 | HOME-ARP | 2022 | Kittery      | Family             | 6           |
| Colonial Valley & Mt Blue | WMCA                     | HOME-ARP | 2022 | Farmington   | Family             | 33          |
| <i>NC/AR Projects</i>     | <i>18</i>                |          |      |              | <i>New Units</i>   | <i>785</i>  |
| Berry Park Apartments*    | Northland Enterprises    | 4%       | 2022 | Biddeford    | Family             | 46          |
| Harbor Terrace*           | Portland HA              | 4%       | 2021 | Portland     | Senior             | 120         |
| North Deering Gardens*    | Wingate Dev.             | 4%       | 2022 | Portland     | Family             | 164         |
| <i>Rehab Projects</i>     | <i>3</i>                 |          |      |              | <i>Rehab Units</i> | <i>330</i>  |
| <b>Total Projects</b>     | <b>21</b>                |          |      |              | <b>Units</b>       | <b>1115</b> |

### Preliminary Underwriting

|                            |  |        |              |                     |        |     |
|----------------------------|--|--------|--------------|---------------------|--------|-----|
| 45 Dougherty               | Szanton                                  | 4%     | 2022 Walk-in | Portland            | Family | 63  |
| Farwell Mill               | Realty Resources                         | 4%     | 2021         | Lisbon Falls        | Family | 96  |
| Munjoy South               | Avesta                                   | 4%     | 2022 Walk-in | Portland            | Family | 106 |
| Place St. Marie*           | Brisa Dev with Andy J                    | 4%     | 2022 Walk-in | Lewiston            | Family | 40  |
| Riverton Park*             | Portland HA<br>Kevin Mattson with Andy J | 4%     | 2022 Walk-in | Portland            | Family | 182 |
| Seton Tower                | J  | 4%     | 2021         | Waterville          | Family | 68  |
| Summer Block*              | Bateman                                  | 4%     | 2022 Walk-in | Saco                | Senior | 32  |
| 89 Elm Apartments          | Tom Watson & CO LLC                      | 4% PLA | 2022         | Portland            | Family | 201 |
| Avesta Seavey Street       | Avesta                                   | 9%     | 2024         | Westbrook           | Senior | 61  |
| Equality Community Housing | Equality Comm. Center                    | 9%     | 2024         | Portland            | Senior | 54  |
| Essex View                 | Penquis CAP                              | 9%     | 2024         | Bangor              | Family | 40  |
| Oak Ridge Apartments       | Realty Resources                         | 9%     | 2024         | Bath                | Senior | 30  |
| 19 Bodwell Street          | Androscoggin Homes                       | AHOP   | 2022         | Sanford<br>Boothbay | Family | 9   |
| Alexander Way              | BH Land Trust                            | AHOP   | 2022         | Harbor              | Family | 7   |
| Beals Ave WF Housing       | LB Dev Partners                          | AHOP   | 2022         | Ellsworth           | Family | 23  |
| Windward Estates           | Penquis CAP                              | AHOP   | 2022         | Searsport           | Family | 7   |
| OddFellows Apts.           | Archer Properties LLC                    | Rural  | 2022         | Norway              | Family | 13  |
| Berry's Block Apts.        | Lake City Investments                    | Rural  | 2022         | Rockland            | Family | 9   |
| 520 Centre Street          | Bath HA                                  | Rural  | 2022         | Bath                | Family | 18  |
| The Elm Estates            | East Town Rentals                        | Rural  | 2022         | Presque Isle        | Family | 18  |
| Mechanic Street            | WLR Properties                           | Rural  | 2022         | Houlton             | Family | 18  |
| Firefly Fields             | Midcoast Habitat                         | Rural  | 2022         | Rockland            | Family | 10  |
| Charles Jordan House       | ME Prisoner Adv<br>Coalition             | SHP    | 2023         | Auburn              | Supp.  | 11  |
| Lupine Landing             | Safe Voices                              | SHP    | 2023         | Farmington          | Supp.  | 6   |
| Seavey House               | Biddeford Housing                        | SHP    | 2023         | Saco                | Supp.  | 8   |

**Total Projects** 25

**Total  
Units** 1130

**Total Projects in  
Underwriting &  
Construction** 72

**Total  
Units** 2982



**To:** MaineHousing Board of Commissioners  
**From:** Genevieve Soucy, Director Energy and Housing Services  
**Date:** February 12, 2024  
**Subject:** EHS Monthly Report

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**Home Energy Assistance Program (HEAP)**

The Home Energy Assistance Program (HEAP) is a component of the LIHEAP grant which will provide eligible applicants a benefit to cover a portion of their heating costs. Applications for the program are taken July – May. A household must meet the income guidelines each year and must have a direct, or indirect, heating burden.

| Week 24                               | PY 2024       | PY 2023       | % Change     |
|---------------------------------------|---------------|---------------|--------------|
| <b>Total Applications Taken</b>       | <b>45,450</b> | <b>41,763</b> | <b>+8.8%</b> |
| Confirmed Eligible                    | 30,025        | 25,814        | +16.3%       |
| Pending (in process)                  | 8,556         | 11,949        | -28.4%       |
| Other (ineligible, denied, void etc.) | 6,869         | 4,000         | +71.7%       |

**Additional information:**

- **Wait List Announcement** – On February 1, it was announced that Energy Assistance applications will be moving to a ‘wait list’ for payment for applications taken after March 1, 2024. Community Action Agencies will continue to take, and process, applications for Energy Assistance but payment of the Fuel Assistance benefit will not be made until applications taken prior to March 1<sup>st</sup> have been processed and it is determined that funding is available. Applications for the Heat and Eat component will continue to be processed and paid.

The Heat and Eat component of the HEAP program provides a \$21 benefit to households that reside in Subsidized Housing with Heat included or households who have a negative heating burden. A payment of \$20 or more in heating assistance will qualify SNAP recipient households for a higher SNAP benefit during their review period.

- **HEAP Manager** –I am pleased to announce that Sarah Johnson will be assuming the HEAP Manager role. Sarah has been with Maine Housing for over 15 years and most recently has worked in the Housing Choice Voucher Department and has successfully implemented, and managed, the Homeowners Assistance Fund. We are very excited to welcome Sarah to Energy and Housing Services Department.

## Emergency Crisis Intervention Program (ECIP)

The Emergency Crisis Intervention Program (ECIP) is a program component of the HEAP grant which will grant Households who are eligible for HEAP up to an additional \$800 benefit if they find that they have less than a seven day supply of fuel available. The ECIP program starts on November 1 and runs through April 30, or until funding is exhausted.

|                           | Processed/Committed |
|---------------------------|---------------------|
| ECIP Occurrence Processed | 784                 |
| ECIP Funds Committed      | \$876,004.52        |

## Weatherization Assistance Programs (WAP)

| WEATHERIZATION  |            |                |                    |                            |                    |                  |                    |
|---|------------|----------------|--------------------|----------------------------|--------------------|------------------|--------------------|
| Reporting Period: January 1, 2023 – December 31, 2023 |            |                |                    |                            |                    |                  |                    |
|   | Projects   | Readiness Jobs | Total Cost         | Program Delivery & Support | DOE Funded         | DOE Wx Readiness | HEAP Funded        |
| DOE & HEAP Wx   | 281        | 45             | \$5,979,182        | \$2,339,446                | \$1,492,667        | \$383,703        | \$1,763,366        |
| BIL Funding   | 20         |                | \$344,657          | \$208,581                  | \$136,076          |                  |                    |
| <b>Total</b>  | <b>301</b> | <b>45</b>      | <b>\$6,323,838</b> | <b>\$2,548,027</b>         | <b>\$1,628,743</b> | <b>\$383,703</b> | <b>\$1,763,366</b> |
| <b>2022 TOTAL</b>                                     | <b>319</b> | <b>1</b>       | <b>\$6,442,853</b> | <b>\$2,017,550</b>         | <b>\$1,545,698</b> | <b>\$6,700</b>   | <b>\$1,705,181</b> |

## Central Heating Improvement Program (CHIP)

The Central Heating Improvement Program (CHIP) provides grants to households that are HEAP eligible to assist with heating system repairs or replacements, Chimney and Oil Tank repairs or replacements. Funding for the CHIP program is from the DHHS LIHEAP grant as well as State HOME funds. To be determined eligible, Households must have an approved Fuel Assistance Application in the prior 12 months to qualify for service.

| CENTRAL HEATING IMPROVEMENT                           |              |                    |                            |              |   |            |   |
|---|--------------|--------------------|----------------------------|--------------|---|------------|---|
| Reporting Period: January 1, 2023 – December 31, 2023 |              |                    |                            |              |   |            |   |
|   | Projects     | Total Cost         | Program Delivery & Support | Projects     | Heating System CTE, Repair or Replacement | Projects   | Chimney or Oil Tank Repairs or Replacements |
| <b>2023 TOTAL</b>                                     | <b>2,081</b> | <b>\$6,242,918</b> | <b>\$1,284,689</b>         | <b>1,827</b> | <b>\$4,245,983</b>                        | <b>254</b> | <b>\$712,246</b>                            |
| <b>2022 TOTAL</b>                                     | <b>2,506</b> | <b>\$6,772,882</b> | <b>\$1,185,574</b>         | <b>2,121</b> | <b>\$4,369,621</b>                        | <b>385</b> | <b>\$1,217,687</b>                          |

## Home Accessibility and Repair Program (HARP)

The Home Accessibility and Repair Program (HARP) provides grants to income eligible homeowners for professional home repairs and accessibility modifications. The HARP is delivered statewide through the network of Community Action Agencies (CAAs).

| HARP PROGRESS   |                            |             |                    |            |                    |                               |                  |
|---|----------------------------|-------------|--------------------|------------|--------------------|-------------------------------|------------------|
| Reporting Period: January 1, 2023 – December 31, 2023 |                            |             |                    |            |                    |                               |                  |
|   | Program Delivery & Support | Home Repair |                    | Emergency  |                    | 2023 Weatherization Readiness |                  |
| <b>TOTAL</b>  | <b>\$632,398.07</b>        | <b>68</b>   | <b>\$1,045,094</b> | <b>136</b> | <b>\$1,880,723</b> | <b>19</b>                     | <b>\$236,173</b> |
| <b>2022 Program</b>                                   | <b>\$832,625.20</b>        | <b>117</b>  | <b>\$2,070,223</b> | <b>121</b> | <b>\$2,092,903</b> |                               |                  |

## Heat Pump Installation Program (HPP)

The Heat Pump Installation Program (HPP) will install a heat pump for eligible households where it is determined that a heat pump will reduce the households energy burden. Funding for this program component has come from the Department of Energy Sustainable Energy Resources for Consumers (SERC) grant.

| HEAT PUMP   |              |                       |                            |                              |
|---|--------------|-----------------------|----------------------------|------------------------------|
| Reporting Period: January 1, 2023 – December 31, 2023 |              |                       |                            |                              |
|   | Projects     | Total Cost            | Program Delivery & Support | Heat Pump Installation Costs |
| <b>2023 YTD</b>                                       | <b>833</b>   | <b>\$4,233,478.39</b> | <b>\$772,172.40</b>        | <b>\$3,461,305.99</b>        |
| <b>2022 TOTAL</b>                                     | <b>1,697</b> | <b>\$7,207,641.80</b> | <b>\$851,911.98</b>        | <b>\$6,355,729.82</b>        |

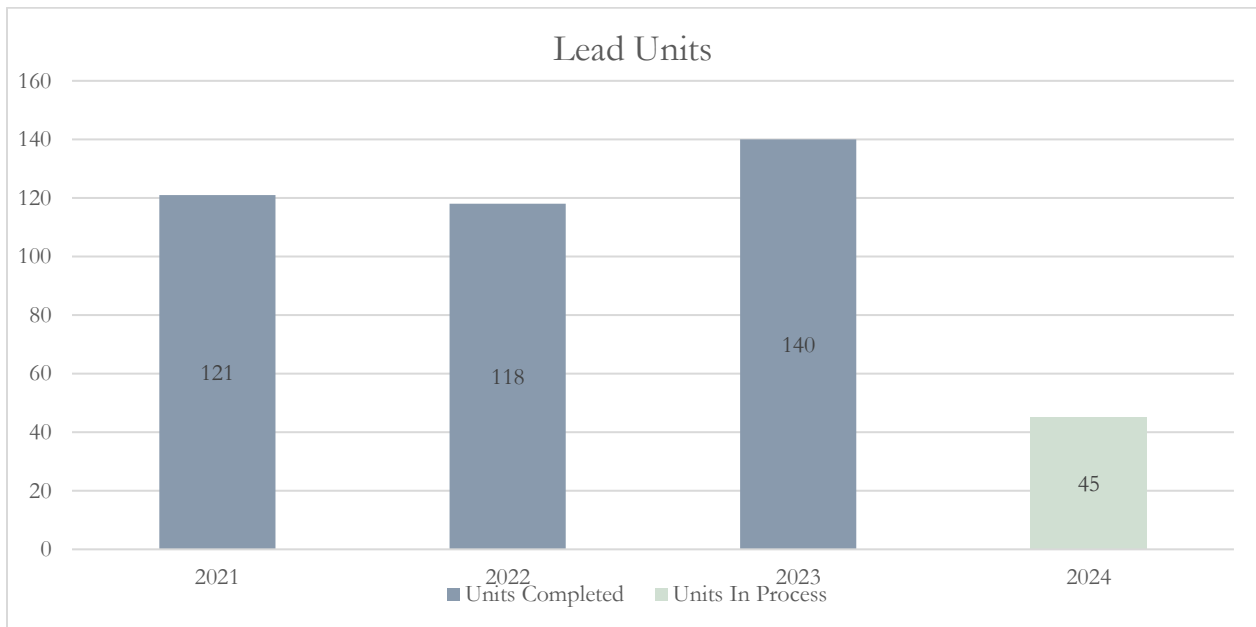
## Low Income Assistance Plan (LIAP)

The Low Income Assistance Plan (LIAP) provides a credit to an eligible households electricity account. The LIAP program is funded by contributions from Transmission and Distribution electricity providers and the program Rules and Orders are governed by the MPUC. Additional assistance for Households who require electricity for an oxygen pump or ventilator are also available as part of this program.

| Low Income Assistance Plan (LIAP)                      |                          |                              |                   |                         |                                    |
|--|--------------------------|------------------------------|-------------------|-------------------------|------------------------------------|
| Reporting Period: October 1, 2023 - September 30, 2024 |                          |                              |                   |                         |                                    |
| Utility  | Oxygen/Vent Participants | Oxygen/Vent Credits Provided | LIAP Participants | Credits Provided        | Funding for LIAP Credits Available |
| <b>PY2024 TOTAL</b>                                    | <b>641</b>               | <b>\$ 178,591.23</b>         | <b>23,466</b>     | <b>\$ 7,309,938.47</b>  | <b>\$ 22,500,000.00</b>            |
| <b>PY2023 TOTAL</b>                                    | <b>3,450</b>             | <b>\$ 449,288.34</b>         | <b>38,092</b>     | <b>\$ 13,697,481.00</b> | <b>\$ 15,000,000.00</b>            |
| <b>PY2022 TOTAL</b>                                    | <b>1,078</b>             | <b>\$ 250,224.85</b>         | <b>29,869</b>     | <b>\$10,338,389.02</b>  | <b>\$8,386,453.00</b>              |

## Lead Abatement Program

MaineHousing works with four Community Action Agencies to deliver the Lead Abatement Programs across the State.



- Funding** – the Lead Abatement program had multiple sources of funding. Maine Housing was awarded \$5.7 million from HUD for a four year grant. In addition, MaineHousing was awarded \$300,000 from the State Budget, \$900,000 from DHHS as well as the remaining State HOME funding from 2023.



## Finance Department Memorandum

**To:** Board of Commissioners

**From:** Darren R. Brown

**Date:** February 12, 2024

**Subject:** Monthly Activity Report – Finance Department

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### ACCOUNTING AND FINANCIAL REPORTING:

- In January, the Accounting & Financial Reporting (AFR) staff worked on the year-end closing process and completed numerous schedules and work papers in preparation for the annual audits. A first draft of the December 31, 2023 financial statements was also completed. Baker Newman & Noyes (BNN), the agency's external auditors, began the final phase of the financial audit. An audit team from BNN will be working on this audit through the end of March.

This year's audit approach is similar to prior years. The auditors will first perform an audit of the financial statements and then work on the federal compliance (OMB A-133) audit. The financial audit needs to be completed and submitted to MaineHousing's Trustee by the end of March. The A-133 federal compliance audit needs to be completed and filed with the federal Single Audit Clearinghouse and the HUD Real Estate Assessment Center (REAC) within nine months after the fiscal year end, which is September 30<sup>th</sup> for MaineHousing.

### LOAN ADMINISTRATION:

- The Loan Administration Department also spent a significant portion of January working on year-end closing activities for 2023 and completed various year-end reporting requirements. The Loan Administration Department is an integral part of the year-end audit process and is required to prepare numerous confirmations and schedules for the auditors. Many of MaineHousing's multifamily borrowers are also undergoing audits and Loan Administration staff have prepared responses to numerous borrower audit confirmation requests.
- Several staff members attended the National Council of State Housing Agencies (NCSHA) HFA Institute in Washington, DC on January 10<sup>th</sup> – 12<sup>th</sup> 2024. This is an annual meeting of state housing finance agencies that provides trainings and information about various federal and affordable housing programs. There was a heavy focus at this conference on FHA's recent announcements, including their consideration to permanently adopt the "no documentation" rule for loss mitigation. HFA's expressed concerns with this proposed change due to the high rate of re-defaults they are experiencing under FHA's current temporary rule. Another concern raised and widely discussed at the conference was how most HFA's were experiencing difficulties in recruiting and retaining qualified staff.
- Loan Administration staff is working with our software provider (Emphasys) and our primary servicer, Mortgage Servicing Solutions (MSS) to automate the new loan boarding process. Currently, MaineHousing staff provides MSS with individual boarding sheets containing the data required for setting up each new loan purchased. Staff is working with Emphasys to develop a customized report that MSS will use to interface to their system. This process improvement will reduce the time involved in setting up new loans and errors associated with manual entry. It will also help with addressing staffing challenges.

**Finance Department Memorandum**

**To:** Board of Commissioners

**From:** Darren R. Brown

**Date:** February 12, 2024

**Subject:** Monthly Financial and Budget Report

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The following are preliminary financial and budget results for the year ended December 31, 2023. The year-end closing procedures and audit have not been completed. A final report with more detailed analyses will be provided and reviewed with the Board of Commissioner's after the audit has been completed.

**FINANCIAL RESULTS**

Attached are the preliminary Balance Sheets and Statements of Revenues, Expenses, and Changes in Net Assets for the year ended December 31, 2023.

MaineHousing's programs are accounted for in Fund Groups, based on funding sources. For financial reporting purposes, each Fund Group is a separate and standalone entity. There are seven Fund Groups and the individual Balance Sheets and Statements of Revenues, Expenses and Changes in Net Assets for each are presented in columns on the attachments (pages 1 and 2). The following is a summary of MaineHousing's total combined financial position and operating results for 2023, and a brief explanation for changes between the 2023 and 2022 operating results.

Total combined assets are approximately \$2.5 billion and total combined liabilities approximate \$2.1 billion. Total net assets amount to approximately \$452 million. Total combined revenues approximate \$485.5 million and total expenses amount to approximately \$448.1 million, which results in net operating income of \$37.4 million. For the year ended 2022, net operating income was \$8.5 million. Net operating income is \$28.9 million higher in 2023 due primarily to the activities and operating results of the Mortgage Purchase Fund (MPP), MaineHousing's largest fund group.

The MPP has net operating income of approximately \$23.4 million. This is a \$29.3 million increase compared to the net operating loss of \$5.9 million in 2022. The increase is due primarily to a change in the carrying values of non-mortgage investments and higher interest rates. A paper gain of \$3.6 million has been recorded for 2023, which represents an increase of \$18.7 million compared with the paper loss of \$15.1 million recorded in 2022. The change associated with the recording of paper gains and losses is attributed to interest rate changes during the year.

The recording of paper gains and losses is required for accounting purposes. However, because MaineHousing does not actively buy and sell related investments, actual gains and losses will not occur and these amounts are ignored by the rating agencies, bond analysts, and management when assessing profitability.

Excluding the paper gains and losses, the MPP's net operating income is \$19.8 million in 2023 compared to \$9.2 million in 2022. Net operating income is \$10.6 million higher in 2023 due to the higher

interest rate environment, which has increased net interest income by \$10.8 million. Although interest expense increased \$14.2 million, interest income from mortgages and investments is higher in 2023 by a combined amount of \$25 million.

## **BUDGET RESULTS**

Also attached are the preliminary budget variance results for the year ended December 31, 2023. These results are summarized and presented on the attachment described below:

### **OPERATING REVENUES AND EXPENSES BUDGET**

MaineHousing has two primary business segments, which consist of mortgage lending activities and the administration of federal and state funded programs. All operating and program administrative costs are paid by either the net interest income from mortgage lending activities, which is the difference between interest income earned from mortgage and non-mortgage investment assets and the interest paid on bonds, or fee income received for the administration of programs.

The Operating Revenues and Expenses Budget, **Attachment A**, presents the revenues available to pay operating and program administrative expenses. It also presents the aggregate operating and program administrative expenses. Total budgeted revenues for 2023 are \$92.1 million and total expenses are budgeted at \$83.5 million. Total revenues as of December 31, 2023 amount to \$111.6 million, while total expenses amount to \$88.6 million. Revenues exceeded expenses for the year by approximately \$23 million, which is \$14.4 million higher than the budget amount.

Revenues were above budget by \$19.5 million due primarily to higher income from non-mortgage investments. Interest rates increased significantly in 2023 and average investment yields were much higher than projected. Fee income was also above budget due largely to higher fees from the federal Homeowner Assistance Fund (HAF) program.

Expenses were above budget by \$5.1 million due mostly to higher interest expense. Interest expense exceeded the budget due to the higher rate environment, which caused the average bond rate to exceed projections. The operating and other program administration expenses (the first two expense lines) are detailed on **Attachment B** and summarized below:

### **OPERATING AND OTHER PROGRAM ADMINISTRATIVE EXPENSES**

MaineHousing's overhead and operational costs for the year as well as other program administrative expenses, which are costs that are specifically and exclusively related to a particular program, are itemized on **Attachment B**.

Operating expenses are budgeted at approximately \$24.3 million. Total actual expenses amounted to \$23.6 million and were under budget by \$0.7 million or 3%. The underage is primarily attributed to lower salaries and benefits expenses (lines 1-5), which were below budget by a combined amount of \$362,000. These expenses were below budget mainly because of a fewer number of full-time equivalents (FTEs). FTE's were under budget by two positions due to a number of position turnovers and internal position changes throughout the year. Some positions were vacant for an extended period due to the tight labor market in central Maine.

Additionally, costs associated with staff and partner trainings and events (lines 11-16) were under budget by a combined amount of \$255,000. Costs associated with staff trainings and events were under budget by \$150,000 due primarily to staff turnovers and vacancies over the course of the year. Costs for partner trainings and meetings were under budget by \$105,000 largely because various trainings associated with the

federal LIHEAP and Weatherization programs did not occur to the level budgeted. The reduction in trainings for these program was due to a significant increase in activities and volume of supplemental payments that needed to be processed during the year. Additionally, various trainings and travel for certain program monitoring and inspections work were handled remotely.

Other Program Administrative expenses were budgeted at \$8.9 million for 2023. Total actual expenses amounted to \$10.2 million and were over budget by \$1.3 million. Expenses in this areas were over budget primarily due to higher than projected program advertising and administrator fees (lines 8 and 13).

These expenses exceeded the budget because of the HAF program that was implementing this year. The work approach for this program was not known at the time the budget was adopted and expenses for outsourcing various administrative functions and program advertising costs were not included in the budget. As noted previously, fee income from the HAF program was also above budget and the program provided sufficient income to cover these expenses as well as all other related administrative costs.

### **CAPITAL BUDGET**

The Capital Budget, **Attachment C**, presents items that provide an economic benefit to MaineHousing over a period of time. Items are recorded as assets and depreciated over an estimated useful life. The total authorized capital budget for 2023 is \$1.3 million and expenditures amounted to approximately \$1.4 million as of December 31, 2023.

Capital expenditures were mainly for the acquisition of the new system for the federal LIHEAP and WX programs (JAI system) and the multifamily housing system. Expenditures associated with these systems exceeded budget estimates. However, these overages were offset to some extent by a number of computer software items that were not acquired as planned. There were some unplanned capital improvements and repairs to the office building and additional workstations and furnishings, which also contributed to the overage.

### **MEMBERSHIPS, DUES AND SPONSORSHIPS**

In accordance with MaineHousing's Contributions Policy, all payments for memberships, dues and sponsorship are required to be reported to the Commissioners each month as part of the budget variance reports. **Attachment D** presents an itemized listing of the membership, dues, and sponsorship expenses as of December 31, 2023.

**MAINE STATE HOUSING AUTHORITY**  
**BALANCE SHEETS**  
**DECEMBER 31, 2023**  
*(IN THOUSANDS OF DOLLARS)*

|  | <b>Memorandum Only<br/>Combined Totals</b> |                  | <b>Mortgage<br/>Purchase<br/>Fund Group</b> | <b>Bondholder<br/>Reserve<br/>Fund</b> | <b>General<br/>Fund</b> | <b>HOME<br/>Fund</b> | <b>Federal<br/>Programs<br/>Fund</b> | <b>Other<br/>Funds</b> | <b>Maine Energy<br/>Housing &amp;<br/>Economic<br/>Recovery<br/>Funds</b> |
|--|--|------------------|---|--|-------------------------|----------------------|--------------------------------------|------------------------|---|
|  | <b>2022</b>                                | <b>2023</b>      |   |  |                         |                      |                                      |                        |   |
| <b>ASSETS:</b>   |  |                  |   |  |                         |                      |                                      |                        |   |
| Cash, principally time deposits                              | 89,148                                     | 101,318          | 35,153                                      | 3                                      | 59,906                  | 0                    | 5,581                                | 675                    | 0   |
| Investments  | 516,011                                    | 606,489          | 507,899                                     | 8,372                                  | 21,511                  | 29,233               | 0                                    | 12,277                 | 27,197  |
| Accounts receivable - Government                             | 28,032                                     | 10,026           | 0   | 0                                      | 0                       | 1,877                | 8,149                                | 0                      | 0   |
| Accrued interest and other assets                            | 10,440                                     | 14,912           | 10,320                                      | 22                                     | 236                     | 124                  | 188                                  | 3,917                  | 105   |
| Mortgage notes receivable, net                               | 1,571,052                                  | 1,743,420        | 1,662,207                                   | 0                                      | 7,024                   | 39,576               | 0                                    | 0                      | 34,613  |
| Other notes receivable, net                                  | 37   | 0                | 0   | 0                                      | 0                       | 0                    | 0                                    | 0                      | 0   |
| Land, equipment and improvements, net                        | 17,176                                     | 18,127           | 22  | 0                                      | 18,105                  | 0                    | 0                                    | 0                      | 0   |
| Other real estate owned                                      | 145  | 0                | 0   | 0                                      | 0                       | 0                    | 0                                    | 0                      | 0   |
| Derivative instrument - interest rate swaps                  | 18,560                                     | 16,385           | 16,385                                      | 0                                      | 0                       | 0                    | 0                                    | 0                      | 0   |
| Deferred pension expense                                     | 959  | 629              | 346   | 2                                      | 67                      | 0                    | 0                                    | 214                    | 0   |
| Deferred amount on debt refundings                           | 2,324                                      | 2,009            | 2,009                                       | 0                                      | 0                       | 0                    | 0                                    | 0                      | 0   |
| <b>Total Assets</b>  | <b>2,253,884</b>                           | <b>2,513,315</b> | <b>2,234,341</b>                            | <b>8,399</b>                           | <b>106,849</b>          | <b>70,810</b>        | <b>13,918</b>                        | <b>17,083</b>          | <b>61,915</b>   |
| <b>LIABILITIES AND NET ASSETS:</b>                           |  |                  |   |  |                         |                      |                                      |                        |   |
| Accrued interest payable                                     | 6,191                                      | 8,566            | 8,509                                       | 0                                      | 0                       | 0                    | 0                                    | 0                      | 57  |
| Accounts payable - Federal                                   | 329  | 479              | 0   | 0                                      | 0                       | 0                    | 479                                  | 0                      | 0   |
| Accounts payable & accrued liabilities                       | 24,605                                     | 25,016           | 250   | 4                                      | 17,980                  | 3,380                | 3,175                                | 227                    | 0   |
| Unearned income  | 43,812                                     | 41,684           | 0   | 0                                      | 0                       | 0                    | 11,539                               | 30,145                 | 0   |
| Net pension liability  | 1,780                                      | 1,930            | 1,063                                       | 6                                      | 205                     | 0                    | 0                                    | 655                    | 0   |
| Deferred pension credit                                      | 798  | 451              | 248   | 2                                      | 48                      | 0                    | 0                                    | 153                    | 0   |
| Accumulated increase in fair value<br>of hedging derivatives | 18,560                                     | 16,385           | 16,385                                      | 0                                      | 0                       | 0                    | 0                                    | 0                      | 0   |
| Interfund  | 0  | 0                | 2,805                                       | 17                                     | 32,639                  | (16,877)             | (5,568)                              | (13,016)               | 0   |
| Mortgage bonds and notes payable, net                        | 1,742,917                                  | 1,966,650        | 1,902,013                                   | 0                                      | 13,625                  | 0                    | 0                                    | 0                      | 51,012  |
| Deferred grant income  | 0  | 0                | 0   | 0                                      | 0                       | 0                    | 0                                    | 0                      | 0   |
| Deferred loan origination points                             | 19   | 13               | 13  | 0                                      | 0                       | 0                    | 0                                    | 0                      | 0   |
| <b>Total Liabilities</b>                                     | <b>1,839,011</b>                           | <b>2,061,174</b> | <b>1,931,286</b>                            | <b>29</b>                              | <b>64,497</b>           | <b>(13,497)</b>      | <b>9,625</b>                         | <b>18,165</b>          | <b>51,069</b>   |
| <b>NET ASSETS:</b>   |  |                  |   |  |                         |                      |                                      |                        |   |
| Restricted Net Assets  | 374,993                                    | 409,789          | 303,055                                     | 8,370                                  | 0                       | 84,307               | 4,293                                | (1,082)                | 10,846  |
| Unrestricted Net Assets                                      | 39,880                                     | 42,352           | 0   | 0                                      | 42,352                  | 0                    | 0                                    | 0                      | 0   |
| <b>Total Net Assets</b>                                      | <b>414,873</b>                             | <b>452,141</b>   | <b>303,055</b>                              | <b>8,370</b>                           | <b>42,352</b>           | <b>84,307</b>        | <b>4,293</b>                         | <b>(1,082)</b>         | <b>10,846</b>   |
| <b>Total Liabilities and Net Assets</b>                      | <b>2,253,884</b>                           | <b>2,513,315</b> | <b>2,234,341</b>                            | <b>8,399</b>                           | <b>106,849</b>          | <b>70,810</b>        | <b>13,918</b>                        | <b>17,083</b>          | <b>61,915</b>   |

**MAINE STATE HOUSING AUTHORITY**  
**STATEMENTS OF REVENUES, EXPENSES AND CHANGES IN NET ASSETS**  
**FOR THE YEAR ENDED DECEMBER 31, 2023**  
*(IN THOUSANDS OF DOLLARS)*

|   | <u>Memorandum Only<br/>Combined Totals</u> |                | <u>Mortgage<br/>Purchase<br/>Fund Group</u> | <u>Bondholder<br/>Reserve<br/>Fund</u> | <u>General<br/>Fund</u> | <u>HOME<br/>Fund</u> | <u>Federal<br/>Programs<br/>Fund</u> | <u>Other<br/>Funds</u> | <u>Maine Energy<br/>Housing &amp;<br/>Economic<br/>Recovery<br/>Funds</u> |
|---|--|----------------|---|--|-------------------------|----------------------|--------------------------------------|------------------------|---|
|   | <u>2022</u>                                | <u>2023</u>    |   |  |                         |                      |                                      |                        |   |
| <b>REVENUES:</b>  |  |                |   |  |                         |                      |                                      |                        |   |
| Interest from mortgages and notes                           | 60,191                                     | 67,263         | 66,832                                      | 0                                      | 293                     | 96                   | 0                                    | 0                      | 42  |
| Income from investments                                     | 9,242                                      | 30,689         | 25,710                                      | 414                                    | 1,238                   | 1,412                | 23                                   | 275                    | 1,617   |
| Net increase (decrease) in the fair<br>value of investments | (15,160)                                   | 3,550          | 3,550                                       | 0                                      | 0                       | 0                    | 0                                    | 0                      | 0   |
| Fee income  | 13,753                                     | 16,895         | 2,530                                       | 0                                      | 1,347                   | 0                    | 12,581                               | 437                    | 0   |
| Other revenue   | 144  | 377            | 132   | 0                                      | 90                      | 69                   | 0                                    | 0                      | 86  |
| Grant income  | 339,940                                    | 222,691        | 0   | 0                                      | 0                       | 7,511                | 129,828                              | 85,352                 | 0   |
| Income from State   | 33,215                                     | 27,542         | 0   | 0                                      | 0                       | 23,224               | 0                                    | 0                      | 4,318   |
| Federal rent subsidy income                                 | 110,586                                    | 116,271        | 0   | 0                                      | 0                       | 0                    | 116,271                              | 0                      | 0   |
| Gain on bond redemption                                     | 557  | 187            | 187   | 0                                      | 0                       | 0                    | 0                                    | 0                      | 0   |
| <b>Total Revenues</b>                                       | <b>552,468</b>                             | <b>485,465</b> | <b>98,941</b>                               | <b>414</b>                             | <b>2,968</b>            | <b>32,312</b>        | <b>258,703</b>                       | <b>86,064</b>          | <b>6,063</b>  |
| <b>EXPENSES:</b>  |  |                |   |  |                         |                      |                                      |                        |   |
| Operating expenses  | 21,861                                     | 23,592         | 0   | 0                                      | 23,592                  | 0                    | 0                                    | 0                      | 0   |
| Other program administrative expenses                       | 6,994                                      | 8,293          | 5,854                                       | 0                                      | (3)                     | 0                    | 2,156                                | 286                    | 0   |
| Mortgage servicing fees                                     | 1,784                                      | 1,890          | 1,880                                       | 0                                      | 10                      | 0                    | 0                                    | 0                      | 0   |
| Provision for losses on loans                               | (500)                                      | 9              | 0   | 0                                      | 0                       | 9                    | 0                                    | 0                      | 0   |
| Losses on foreclosed real estate                            | 40   | 0              | 0   | 0                                      | 0                       | 0                    | 0                                    | 0                      | 0   |
| Interest expense  | 41,802                                     | 56,004         | 54,990                                      | 0                                      | 0                       | 0                    | 0                                    | 0                      | 1,014   |
| Grant expense   | 360,565                                    | 241,238        | 0   | 0                                      | 0                       | 32,057               | 122,545                              | 86,216                 | 420   |
| Federal rent subsidy expense                                | 111,408                                    | 117,038        | 0   | 0                                      | 0                       | 0                    | 117,038                              | 0                      | 0   |
| Allocated operating costs                                   | 0  | 0              | 12,852                                      | 76                                     | (21,063)                | 0                    | 8,014                                | 121                    | 0   |
| <b>Total Expenses</b>                                       | <b>543,954</b>                             | <b>448,064</b> | <b>75,576</b>                               | <b>76</b>                              | <b>2,536</b>            | <b>32,066</b>        | <b>249,753</b>                       | <b>86,623</b>          | <b>1,434</b>  |
| Net Operating Income (Loss)                                 | 8,514                                      | 37,401         | 23,365                                      | 338                                    | 432                     | 246                  | 8,950                                | (559)                  | 4,629   |
| Transfers between funds, net                                | 0  | 0              | 0   | 0                                      | 1,863                   | (416)                | (9,231)                              | (30)                   | 7,814   |
| Change in net assets  | 8,514                                      | 37,401         | 23,365                                      | 338                                    | 2,295                   | (170)                | (281)                                | (589)                  | 12,443  |
| Net assets at beginning of year                             | 406,359                                    | 414,873        | 279,763                                     | 8,033                                  | 39,880                  | 84,477               | 4,574                                | (257)                  | (1,597)   |
| Net assets at end of year                                   | 414,873                                    | 452,274        | 303,128                                     | 8,371                                  | 42,175                  | 84,307               | 4,293                                | (846)                  | 10,846  |

**MAINE STATE HOUSING AUTHORITY  
OPERATING REVENUES AND EXPENSES BUDGET VARIANCE REPORT  
FOR THE YEAR ENDED DECEMBER 31, 2023**

*(IN THOUSANDS OF DOLLARS)*

|                                       | <b>Mortgage Lending<br/>Activities<br/>Actual</b> | <b>Federal &amp; Other<br/>Program Administration<br/>Actual</b> | <b>Total<br/>Combined<br/>Actual</b> | <b>Total<br/>Annual<br/>Budget</b> | <b>Total<br/>Under/(Over)</b> | <b>%<br/>Variance</b> |
|---------------------------------------|---|--|--------------------------------------|------------------------------------|-------------------------------|-----------------------|
| <b>REVENUES:</b>                      |   |  |                                      |                                    |                               |                       |
| Interest from mortgages and notes     | 67,125  | 0  | 67,125                               | 66,400                             | (725)                         | (1%)                  |
| Income from investments               | 27,362  | 23   | 27,385                               | 11,390                             | (15,995)                      | (140%)                |
| Fee income                            | 3,877   | 13,018   | 16,895                               | 14,153                             | (2,742)                       | (19%)                 |
| Other revenue                         | 222   | 0  | 222                                  | 160                                | (62)                          | (39%)                 |
| <b>Total Revenues</b>                 | <b>98,586</b>                                     | <b>13,041</b>  | <b>111,627</b>                       | <b>92,103</b>                      | <b>(19,524)</b>               | <b>(21%)</b>          |
| <b>EXPENSES:</b>                      |   |  |                                      |                                    |                               |                       |
| Operating expenses                    | 15,457  | 8,135  | 23,592                               | 24,294                             | 702                           | 3%                    |
| Other program administrative expenses | 7,741   | 2,442  | 10,183                               | 8,864                              | (1,319)                       | (15%)                 |
| Interest expense                      | 54,803  | 0  | 54,803                               | 50,325                             | (4,478)                       | (9%)                  |
| <b>Total Expenses</b>                 | <b>78,001</b>                                     | <b>10,577</b>  | <b>88,578</b>                        | <b>83,483</b>                      | <b>(5,095)</b>                | <b>(6%)</b>           |
| <b>Excess Revenues Over Expenses</b>  | <b>20,585</b>                                     | <b>2,464</b>   | <b>23,049</b>                        | <b>8,620</b>                       | <b>(14,429)</b>               | <b>(167%)</b>         |

**MAINE STATE HOUSING AUTHORITY**  
**OPERATING AND OTHER PROGRAM ADMINISTRATIVE EXPENSES** ATTACHMENT B  
**FOR THE YEAR ENDED DECEMBER 31, 2023**

|   | Total<br>Annual<br>Budget | Total<br>Year to Date<br>Actual | Budget<br>Available | Percentage of<br>Budget<br>Available |
|---|---------------------------|---------------------------------|---------------------|--------------------------------------|
| <b>Operating Expenses</b>                           |                           |                                 |                     |                                      |
| 1 Salaries  | 13,517,480                | 13,397,849                      | 119,631             | 1%                                   |
| 2 Payroll Taxes                                     | 994,335                   | 998,661                         | (4,326)             | 0%                                   |
| 3 Retirement  | 1,273,244                 | 1,228,607                       | 44,637              | 4%                                   |
| 4 Medical and Life Insurance                        | 3,116,854                 | 2,915,129                       | 201,725             | 6%                                   |
| 5 Other Fringe Benefits                             | 10,000                    | 9,652                           | 348                 | 3%                                   |
| 6 Office Supplies                                   | 51,365                    | 51,507                          | (142)               | 0%                                   |
| 7 Printing  | 75,560                    | 65,346                          | 10,214              | 14%                                  |
| 8 Membership and Dues                               | 63,811                    | 59,685                          | 4,126               | 6%                                   |
| 9 Subscriptions                                     | 32,077                    | 20,195                          | 11,882              | 37%                                  |
| 10 Sponsorships                                     | 14,600                    | 12,500                          | 2,100               | 14%                                  |
| 11 Staff Educ/Train/Conf                            | 180,131                   | 112,378                         | 67,753              | 38%                                  |
| 12 Travel/Meals - Staff Educ/Train/Conf             | 197,859                   | 125,725                         | 72,134              | 36%                                  |
| 13 Partner/Client Train/Meetings                    | 138,510                   | 42,045                          | 96,465              | 70%                                  |
| 14 Travel/Meals - Partner/Client Training           | 112,546                   | 104,287                         | 8,259               | 7%                                   |
| 15 Staff Events                                     | 28,580                    | 21,996                          | 6,584               | 23%                                  |
| 16 Meals - Staff Events                             | 33,130                    | 29,588                          | 3,542               | 11%                                  |
| 17 Leased Vehicles                                  | 177,773                   | 166,456                         | 11,317              | 6%                                   |
| 18 Computer Supplies                                | 39,812                    | 35,302                          | 4,510               | 11%                                  |
| 19 Computer License SAAS                            | 254,048                   | 260,541                         | (6,493)             | (3%)                                 |
| 20 Rent-Other                                       | 39,430                    | 33,630                          | 5,800               | 15%                                  |
| 21 Computer Maintenance                             | 789,721                   | 830,194                         | (40,473)            | (5%)                                 |
| 22 Depreciation                                     | 1,200,000                 | 1,149,452                       | 50,548              | 4%                                   |
| 23 Telephone  | 125,584                   | 127,741                         | (2,157)             | (2%)                                 |
| 24 Employment Advertising                           | 1,000                     | 13,730                          | (12,730)            | (1273%)                              |
| 25 Postage and Shipping                             | 141,022                   | 137,921                         | 3,101               | 2%                                   |
| 26 Insurance  | 105,748                   | 93,719                          | 12,029              | 11%                                  |
| 27 Recording Fees                                   | 1,000                     | 846                             | 154                 | 15%                                  |
| 28 Payroll Services                                 | 49,418                    | 49,148                          | 270                 | 1%                                   |
| 29 Audit Services                                   | 172,000                   | 164,000                         | 8,000               | 5%                                   |
| 30 Property Expenses                                | 522,435                   | 489,170                         | 33,265              | 6%                                   |
| 31 Professional Services                            | 376,108                   | 388,992                         | (12,884)            | (3%)                                 |
| 32 Building Interest Expense                        | 458,669                   | 455,808                         | 2,861               | 1%                                   |
| <b>Total Operating Expenses</b>                     | <b>24,293,851</b>         | <b>23,591,800</b>               | <b>702,050</b>      | <b>3%</b>                            |
| <b>Other Program Administrative Expenses</b>        |                           |                                 |                     |                                      |
| 1 Loan foreclosure expenses                         | 200,000                   | 59,145                          | 140,855             | 70%                                  |
| 2 REO expenses                                      | 50,000                    | 443                             | 49,557              | 99%                                  |
| 3 Provision for losses on loans & REOs              | 125,000                   | 0                               | 125,000             | 100%                                 |
| 4 Mortgage Servicing fees                           | 1,850,000                 | 1,890,136                       | (40,136)            | (2%)                                 |
| 5 Loan Origination expenses                         | 3,230,000                 | 3,169,893                       | 60,107              | 2%                                   |
| 6 Bond Issuance Costs                               | 900,000                   | 730,976                         | 169,024             | 19%                                  |
| 7 Trustee/Bank fees                                 | 170,000                   | 146,954                         | 23,046              | 14%                                  |
| 8 Program advertising/printing                      | 343,450                   | 533,301                         | (189,851)           | (55%)                                |
| 9 Bond and mortgagee insurance                      | 19,550                    | 21,142                          | (1,592)             | (8%)                                 |
| 10 Variable rate bond remarket/liquidity facilities | 710,000                   | 642,534                         | 67,466              | 10%                                  |
| 11 Cash flow/arbitrage/swap consultants/legal       | 675,000                   | 751,040                         | (76,040)            | (11%)                                |
| 12 Homebuyer education                              | 135,000                   | 127,950                         | 7,050               | 5%                                   |
| 13 Program administrator fees                       | 455,610                   | 2,109,093                       | (1,653,483)         | (363%)                               |
| <b>Total Other Program Administration Expenses</b>  | <b>8,863,610</b>          | <b>10,182,607</b>               | <b>(1,318,997)</b>  | <b>(15%)</b>                         |



**MAINE STATE HOUSING AUTHORITY  
CAPITAL BUDGET  
FOR THE YEAR ENDED DECEMBER 31, 2023**

**ATTACHMENT C**

| Description                                       | 2023<br>Budget          | 2023<br>Actual          | Budget<br>Available     | %<br>Expended      |
|---|-------------------------|-------------------------|-------------------------|--------------------|
| <b>Computer Hardware:</b>                         |                         |                         |                         |                    |
| Network backup hardware - Data Domain             | 15,000                  | -                       | 15,000                  |                    |
| Laptop replacements                               | 55,000                  | 54,154                  | 846                     |                    |
| Total computer hardware                           | <u>70,000</u>           | <u>54,154</u>           | <u>15,846</u>           | <u>77%</u>         |
| <b>Computer Software:</b>                         |                         |                         |                         |                    |
| Enterprise multi-family housing system            | 240,679                 | 289,077                 | (48,398)                |                    |
| Amplifund grant management software               | 45,600                  | 45,600                  | -                       |                    |
| Mobile device management software                 | 8,000                   | -                       | 8,000                   |                    |
| Website redesign                                  | 7,000                   | -                       | 7,000                   |                    |
| Single Family loan servicing system modifications | 10,000                  | -                       | 10,000                  |                    |
| Single Family lender & loan tracking systems mods | 10,000                  | -                       | 10,000                  |                    |
| Hancock systems mods (LIHEAP & Wx Programs)       | 100,442                 | -                       | 100,442                 |                    |
| Salesforce software upgrades                      | 120,000                 | -                       | 120,000                 |                    |
| New LIHEAP & Wx system                            | 575,000                 | 855,000                 | (280,000)               |                    |
| Total computer software                           | <u>1,116,721</u>        | <u>1,189,677</u>        | <u>(72,956)</u>         | <u>107%</u>        |
| <b>Office Building:</b>                           |                         |                         |                         |                    |
| Additional workstations & furniture               | 24,460                  | 64,910                  | (40,450)                |                    |
| Patio repair/resurface                            | 46,000                  | 39,539                  | 6,461                   |                    |
| Stairwell repair                                  | -                       | 6,290                   | (6,290)                 |                    |
| Audio Visual equipment upgrade                    | -                       | 9,439                   | (9,439)                 |                    |
| Fencing for office building                       | -                       | 17,300                  | (17,300)                |                    |
|   | <u>70,460</u>           | <u>137,478</u>          | <u>(67,018)</u>         | <u>195%</u>        |
| <b>Total</b>                                      | <u><u>1,257,181</u></u> | <u><u>1,381,309</u></u> | <u><u>(124,128)</u></u> | <u><u>110%</u></u> |

**MAINE STATE HOUSING AUTHORITY  
MEMBERSHIPS, DUES, AND SPONSORSHIPS  
FOR THE YEAR ENDED DECEMBER 31, 2023**

**ATTACHMENT D**

| Description  | Amount           |
|--|------------------|
| <b>Memberships and Dues</b>  |                  |
| American College of Mortgage Attorneys - employee dues                         | 225              |
| American Payroll Association - employee annual membership                      | 298              |
| Association of Certified Fraud Examiners - (2) employee annual membership      | 470              |
| Association of Government Accountants - (2) employee annual memberships        | 220              |
| Construction Specifications Institute - employee annual membership             | 375              |
| Council of State Community Development Agencies - annual membership            | 1,500            |
| Credit Builders Alliance, Inc - annual membership                              | 995              |
| Diversity Hiring Coalition - annual membership                                 | 300              |
| Information Systems Audit and Control Association - employee annual membership | 45               |
| Institute of Internal Auditors - employee annual membership                    | 190              |
| Kennebec Board of Realtors - employee dues                                     | 196              |
| Greater Portland Board of Realtors - annual membership                         | 311              |
| Maine Association of Mortgage Professional - employee annual membership        | 395              |
| Mortgage Bankers Association - annual affiliate membership                     | 1,350            |
| Maine Association of Public Housing Directors - annual membership              | 1,000            |
| Maine Bankers Association - annual affiliate membership                        | 950              |
| Maine Building Officials and Inspectors Association - (9) employee membership  | 325              |
| PassivhausMaine - employee annual membership                                   | 149              |
| Maine Indoor Air Quality Council - annual membership                           | 500              |
| Maine Public Relations Council - employee annual membership                    | 75               |
| Maine Real Estate & Development Association - annual membership                | 1,200            |
| Maine Real Estate Management Association - annual membership                   | 125              |
| Maine State Bar Association - (5) employee annual memberships                  | 1,570            |
| Board of Overseers of the Bar - (6) employee annual registration               | 1,485            |
| National Affordable Housing Management Association - affiliate membership      | 1,300            |
| National Association for State Community Services Programs - annual membership | 1,627            |
| National Council of State Housing Agencies - annual membership                 | 32,242           |
| National Energy & Utility Affordability Coalition - annual membership          | 500              |
| National Energy Assistance Directors' Association - annual LIHWAA membership   | 1,088            |
| National Energy Assistance Directors' Association - annual membership          | 6,817            |
| National Leased Housing Association - annual membership                        | 660              |
| NCHM Accounting Office Employee Certification dues                             | 125              |
| Maine State Treasurer - employee annual CPA license renewal                    | 35               |
| Notary Public - (2) employee renewal fees                                      | 100              |
| Project Management Institute/Professional- employee annual membership          | 224              |
| Information Systems Audit and Control Association - employee annual membership | 210              |
| Society for Human Resource Management - employee annual membership             | 244              |
| Urban Land Institute - employee annual membership                              | 264              |
| Total  | <u>\$ 59,685</u> |

**Sponsorships**

|  |                  |
|--|------------------|
| Maine Resident Service Coordinator Association - annual sponsor        | 2,500            |
| Maine Council on Aging - conference sponsor                            | 500              |
| Growsmart Maine - annual conference sponsor (2022/2023)                | 4,000            |
| Maine Real Estate Management Association - 2023 conference sponsorship | 2,500            |
| New England Resident Service Coordinator - conference sponsor          | 3,000            |
| Total  | <u>\$ 12,500</u> |



## Finance Department Memorandum

**To:** Board of Commissioners  
**From:** Darren Brown  
**Date:** February 2, 2024  
**Subject:** Monthly Delinquencies Report

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### MULTI-FAMILY DELINQUENCIES

The Multi-Family portfolio totals \$906 million with 1,316 loans as of January 31, 2024. There are four delinquent loans, as shown in *Exhibit 1*. The Multi-Family delinquency rate is benchmarked against MaineHousing's historical rates, as shown in *Exhibit 2*.

### SINGLE-FAMILY DELINQUENCIES

The Single-Family portfolio totals \$1.05 billion with 9,927 loans as of December 31, 2023. The over 60-day delinquencies increased from 2.68% to 2.77%, and the in-foreclosures decreased from 0.59% to 0.57%. The over 60-day delinquencies amount to \$29 million, with approximately \$6 million representing accounts in foreclosure. The over 60-day and in-foreclosure historic rates are shown in *Exhibit 4*. MaineHousing's overall delinquency rate by loan dollars is 2.77%; and the overall delinquency rate by loan count is 3.06%. As reflected in *Exhibit 5*, MaineHousing's December delinquency rate by loan count is above the most recent available delinquency rate (as of September 30<sup>th</sup>) for all Maine loans.

**Servicer Delinquencies** – As of December 2023, Bank of America (BOA) had the highest overall delinquency rate of 12.35% (12 loans), with an in-foreclosure rate of 6.29% (6 loans). Bank of America no longer originates loans for MaineHousing; and they are servicing an old portfolio of loans. The average age of the loans in their portfolio is 16 years. There have been no new loans added to this portfolio since 2011 and the high delinquency rate is mainly attributed to the decreasing portfolio balance and its small size.

Delinquencies for our largest servicer, Mortgage Servicing Solutions, increased from 3.09% to 3.31%, while the in-foreclosure rate decreased from 0.64% to 0.60%. Salem Five Mortgage Corp. portfolio had a rate of 0.00%, which was the lowest rate for the month. Delinquency rates for each servicer are shown in *Exhibit 3*.

**Delinquencies by Insurance Type** – In December 2023, FHA insured loans had the highest delinquency rate by total insurance type of 4.17%, with in-foreclosures at 0.56%. When compared to the total loan portfolio, RD insured loans had the highest delinquency rate of 1.52%, with in-foreclosures at 0.36%. Delinquencies by insurance type and the portfolio as a whole are shown in *Exhibit 6*.

FHA insured loans comprise 19% of the Single-Family portfolio and 27% of delinquencies, while RD insured loans comprise 54% of the portfolio and represent 55% of all delinquent loans. The current composition of the Single-Family portfolio by insurance type, along with the percentage of delinquencies by insurance type, is shown in *Exhibit 7*.

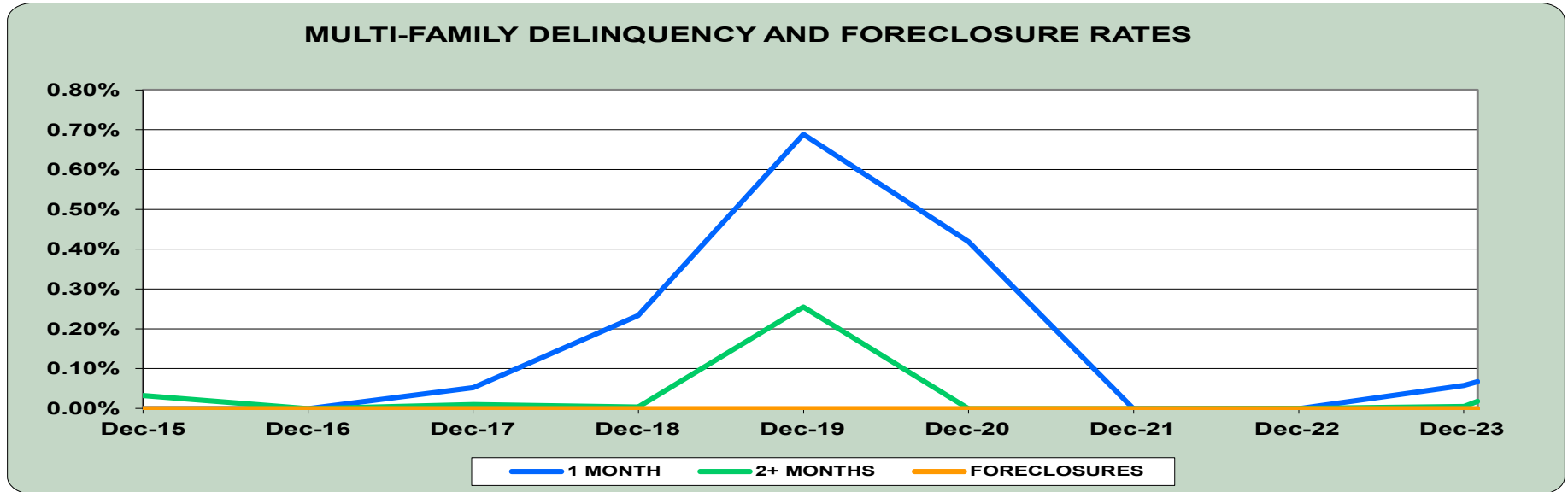
**Foreclosure Prevention Activities** – *Exhibit 8* summarizes our foreclosure prevention activities, as well as the number of completed foreclosures. As of the end of year December 2023, 989 borrowers were assisted with various foreclosure prevention options. From January through December 2023, eighty-one HAF reinstatements occurred.

# Multi-Family Delinquent Loans

| MAINE STATE HOUSING AUTHORITY<br>MULTI-FAMILY DELINQUENCIES<br>1/31/2024 |           |          |              |                              |          |             |            |           |  |
|--|-----------|----------|--------------|------------------------------|----------|-------------|------------|-----------|--|
| <b>Section 8</b>   |           |          |              |                              |          | ORIGINATION | DELINQUENT |           |  |
| BORROWER   | LEVEL PMT | PTD      | LOCATION     | PROJECT OWNER                | DATE     | 1 MONTH     | 2 MONTHS   | 3+ MONTHS |  |
| NONE   |           |          |              |                              |          |             |            |           |  |
|  |           |          |              |                              |          | 0.00        | 0.00       | 0.00      |  |
| <b>Rental Housing</b>  |           |          |              |                              |          | ORIGINATION | DELINQUENT |           |  |
| BORROWER   | LEVEL PMT | PTD      | LOCATION     | PROJECT OWNER                | DATE     | 1 MONTH     | 2 MONTHS   | 3+ MONTHS |  |
| NONE   |           |          |              |                              |          |             |            |           |  |
|  |           |          |              |                              |          | 0.00        | 0.00       | 0.00      |  |
| <b>Supportive Housing &amp; Other</b>                                    |           |          |              |                              |          | ORIGINATION | DELINQUENT |           |  |
| BORROWER   | LEVEL PMT | PTD      | LOCATION     | PROJECT OWNER                | DATE     | 1 MONTH     | 2 MONTHS   | 3+ MONTHS |  |
| OHIO ST, 112   | 820.68    | 05/01/23 | BANGOR       | PENOBSCOT AREA HSG DEV CORP  | 10/01/09 | 0.00        | 0.00       | 18,843.00 |  |
| HODGDON ST   | 2,552.34  | 11/01/23 | DAMARISCOTTA | ELDERCARE NETWORK OF LINCOLN | 05/21/98 | 0.00        | 117,198.00 | 0.00      |  |
| DOMINICAN COURT  | 4,456.08  | 12/01/23 | LEWISTON     | BIRCH STREET LLC             | 11/18/03 | 613,189.00  | 0.00       | 0.00      |  |
| ELM STREET, 63   | 436.74    | 09/01/23 | MACHIAS      | DOWNEAST COMMUNITY PARTNERS  | 04/01/99 | 0.00        | 0.00       | 26,866.00 |  |
|  |           |          |              |                              |          | 613,189.00  | 117,198.00 | 45,709.00 |  |
| <b>Grand Total</b>   |           |          |              |                              |          | 613,189.00  | 117,198.00 | 45,709.00 |  |
| <b>% of Portfolio Delq 60+ days</b> 0.02%                                |           |          |              |                              |          |             |            |           |  |
| <b>Total Number of Loans</b> 1,316                                       |           |          |              |                              |          |             |            |           |  |



# Multi-Family Delinquency & Foreclosure Trends



|        | OUTSTANDING<br>PRINCIPAL | 1 MONTH      |       | 2+ MONTHS    |       | FORECLOSURES |       |
|--------|--------------------------|--------------|-------|--------------|-------|--------------|-------|
|        |                          | DOLLARS      | RATE  | DOLLARS      | RATE  | DOLLARS      | RATE  |
| Jan-24 | \$ 906,033,266           | \$ 613,189   | 0.07% | \$ 162,907   | 0.02% | \$ -         | 0.00% |
| Dec-23 | \$ 898,515,001           | \$ 518,845   | 0.06% | \$ 45,709    | 0.01% | \$ -         | 0.00% |
| Dec-22 | \$ 796,448,381           | \$ -         | 0.00% | \$ 4,553     | 0.00% | \$ -         | 0.00% |
| Dec-21 | \$ 696,004,882           | \$ -         | 0.00% | \$ -         | 0.00% | \$ -         | 0.00% |
| Dec-20 | \$ 666,678,177           | \$ 2,791,073 | 0.42% | \$ -         | 0.00% | \$ -         | 0.00% |
| Dec-19 | \$ 635,961,774           | \$ 4,379,009 | 0.69% | \$ 1,620,600 | 0.25% | \$ -         | 0.00% |
| Dec-18 | \$ 630,936,475           | \$ 1,473,376 | 0.23% | \$ 20,600    | 0.00% | \$ -         | 0.00% |
| Dec-17 | \$ 608,939,257           | \$ 319,836   | 0.05% | \$ 60,624    | 0.01% | \$ -         | 0.00% |
| Dec-16 | \$ 579,916,852           | \$ -         | 0.00% | \$ -         | 0.00% | \$ -         | 0.00% |
| Dec-15 | \$ 573,932,384           | \$ -         | 0.00% | \$ 185,320   | 0.03% | \$ -         | 0.00% |



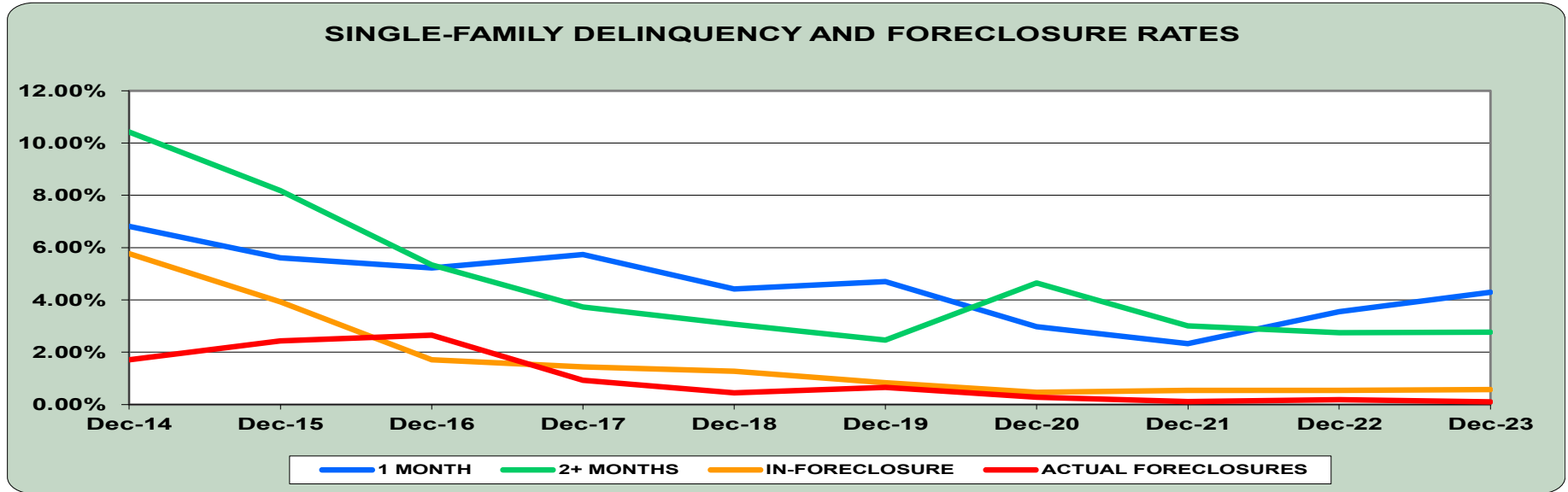
# Single-Family Delinquent Loans

**Maine State Housing Authority  
Single-Family Delinquencies by Servicer  
12/31/2023**

| SERVICER                     | % OF PORTFOLIO | % of Portfolio Delq 60 + days | OUTSTANDING PRINCIPAL   | -----<br>1 MONTH     | DELINQUENT<br>2 MONTHS | -----<br>3+ MONTHS   | IN-<br>FORECLOSURE  |
|------------------------------|----------------|-------------------------------|-------------------------|----------------------|------------------------|----------------------|---------------------|
| MORTGAGE SERVICING SOLUTIONS | 67.64%         | 3.31%                         | 712,280,110.31          | 35,231,286.39        | 8,605,468.59           | 10,702,840.40        | 4,301,907.96        |
| BANGOR SAVINGS BANK          | 10.54%         | 1.24%                         | 110,959,309.82          | 3,005,949.20         | 380,936.19             | 662,760.63           | 335,772.39          |
| CAMDEN NATIONAL BANK UK      | 7.78%          | 1.50%                         | 81,879,478.14           | 2,642,483.40         | 426,230.03             | 404,304.72           | 394,991.94          |
| MACHIAS SAVINGS BANK         | 6.96%          | 0.52%                         | 73,271,821.93           | 1,856,634.01         | 273,025.46             | 106,801.83           | 0.00                |
| BANGOR SAVINGS BANK QS       | 6.56%          | 2.84%                         | 69,109,764.97           | 1,847,770.37         | 298,673.75             | 1,041,875.44         | 624,916.52          |
| BANK OF AMERICA NA           | 0.50%          | 12.35%                        | 5,223,668.84            | 560,804.51           | 199,265.25             | 117,163.70           | 328,722.63          |
| SALEM FIVE MORTGAGE CORP     | 0.03%          | 0.00%                         | 290,469.24              | 70,547.75            | 0.00                   | 0.00                 | 0.00                |
| <b>TOTAL</b>                 | <b>100.00%</b> | <b>2.77%</b>                  | <b>1,053,014,623.25</b> | <b>45,215,475.63</b> | <b>10,183,599.27</b>   | <b>13,035,746.72</b> | <b>5,986,311.44</b> |



# Single-Family Delinquency & Foreclosure Trends

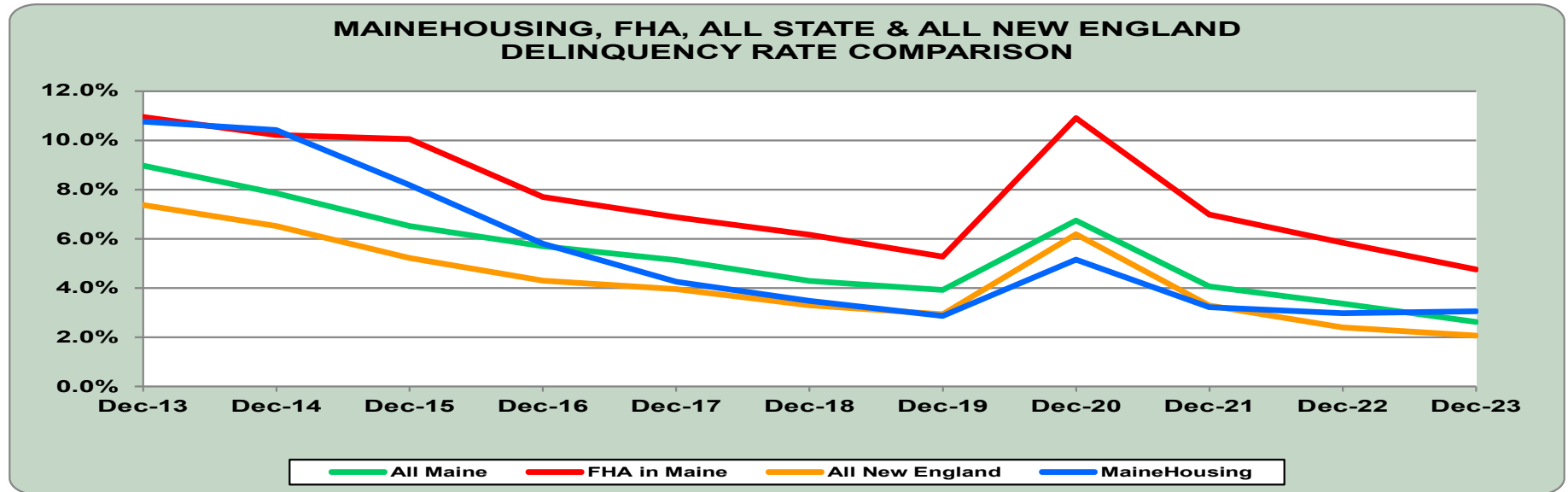


|               | OUTSTANDING<br>PRINCIPAL | 1 MONTH       |       | 2+ MONTHS     |        | IN-FORECLOSURE |       | ACTUAL FORECLOSURES |       |
|---------------|--------------------------|---------------|-------|---------------|--------|----------------|-------|---------------------|-------|
|               |                          | DOLLARS       | RATE  | DOLLARS       | RATE   | DOLLARS        | RATE  | DOLLARS             | RATE  |
| <b>Dec-23</b> | \$ 1,053,014,623         | \$ 45,215,476 | 4.29% | \$ 29,205,657 | 2.77%  | \$ 5,986,311   | 0.57% | \$ 1,043,395        | 0.10% |
| <b>Dec-22</b> | \$ 958,984,521           | \$ 33,996,366 | 3.55% | \$ 26,378,301 | 2.75%  | \$ 5,183,906   | 0.54% | \$ 1,733,447        | 0.18% |
| <b>Dec-21</b> | \$ 887,303,920           | \$ 20,685,547 | 2.33% | \$ 26,645,647 | 3.00%  | \$ 4,806,968   | 0.54% | \$ 941,490          | 0.11% |
| <b>Dec-20</b> | \$ 960,761,414           | \$ 28,645,024 | 2.98% | \$ 44,603,599 | 4.64%  | \$ 4,471,656   | 0.47% | \$ 2,617,001        | 0.27% |
| <b>Dec-19</b> | \$ 967,171,381           | \$ 45,399,415 | 4.69% | \$ 23,774,547 | 2.46%  | \$ 8,037,512   | 0.83% | \$ 6,357,994        | 0.66% |
| <b>Dec-18</b> | \$ 916,608,577           | \$ 40,526,473 | 4.42% | \$ 28,155,105 | 3.07%  | \$ 11,647,401  | 1.27% | \$ 4,056,247        | 0.44% |
| <b>Dec-17</b> | \$ 844,497,676           | \$ 48,457,930 | 5.74% | \$ 31,454,643 | 3.72%  | \$ 12,099,518  | 1.43% | \$ 7,847,858        | 0.93% |
| <b>Dec-16</b> | \$ 799,557,471           | \$ 41,780,468 | 5.23% | \$ 42,682,410 | 5.34%  | \$ 13,625,991  | 1.70% | \$ 21,142,137       | 2.64% |
| <b>Dec-15</b> | \$ 790,409,905           | \$ 44,303,365 | 5.61% | \$ 64,656,769 | 8.18%  | \$ 31,066,182  | 3.93% | \$ 20,797,314       | 2.43% |
| <b>Dec-14</b> | \$ 810,139,060           | \$ 55,171,703 | 6.81% | \$ 84,385,397 | 10.42% | \$ 46,711,687  | 5.77% | \$ 13,904,155       | 1.72% |





# Single-Family Delinquency Comparison Trends



**MAINEHOUSING LOAN COUNT COMPARISON**

|                  | <u>Loan Count</u> | <u>2 Months</u> | <u>3+ Months</u> | <u>In-Foreclosure</u> | <u>Totals</u> |
|------------------|-------------------|-----------------|------------------|-----------------------|---------------|
| All State*       | 121,919           | 0.51%           | 1.10%            | 1.02%                 | 2.63%         |
| FHA for State*   | 16,825            | 1.47%           | 2.10%            | 1.19%                 | 4.76%         |
| All New England* | 1,718,934         | 0.60%           | 0.96%            | 0.51%                 | 2.07%         |
| MaineHousing**   | 9,927             | 1.17%           | 1.20%            | 0.70%                 | 3.06%         |

\*This information is obtained from MBA's National Delinquency Survey for the third quarter of 2023.

\*\*MaineHousing's overall delinquency rate based on loan dollars is 2.77%, whereas rates in this exhibit are based on loan count.



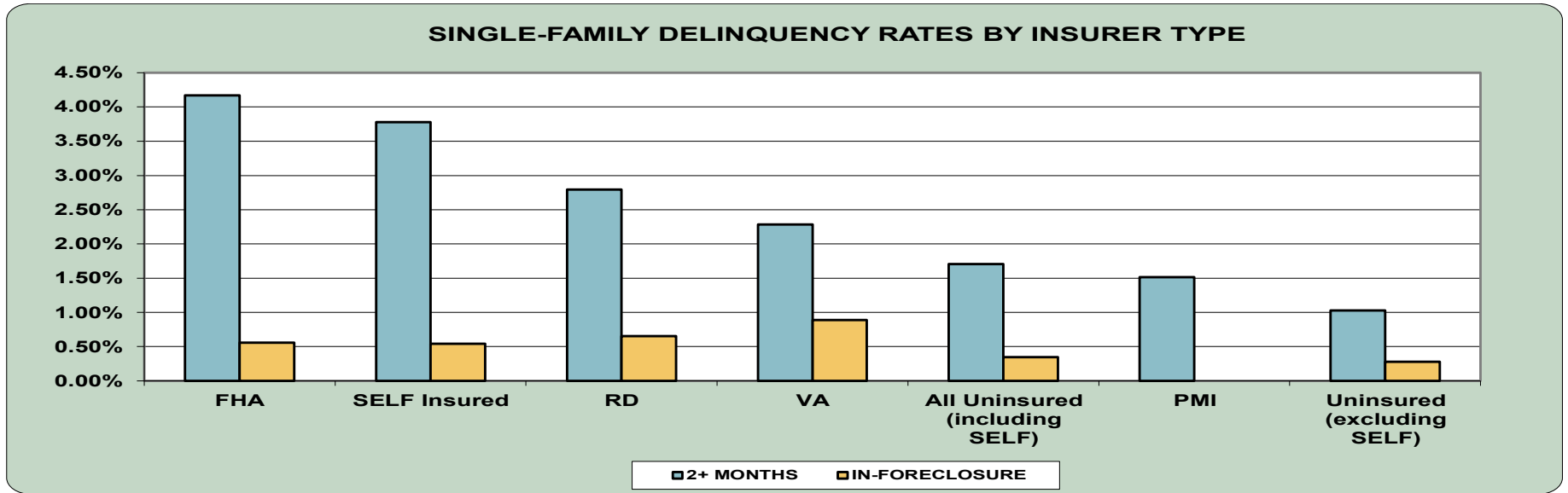
# Single-Family Delinquencies by Mortgage Insurer

**As A Percent of Total Insurance Type**  
12/31/2023

| TYPE                           | 2+ MONTHS | IN-FORECLOSURE |
|--------------------------------|-----------|----------------|
| FHA                            | 4.17%     | 0.56%          |
| SELF Insured                   | 3.78%     | 0.54%          |
| RD                             | 2.80%     | 0.66%          |
| VA                             | 2.28%     | 0.89%          |
| All Uninsured (including SELF) | 1.71%     | 0.35%          |
| PMI                            | 1.52%     | 0.00%          |
| Uninsured (excluding SELF)     | 1.03%     | 0.28%          |

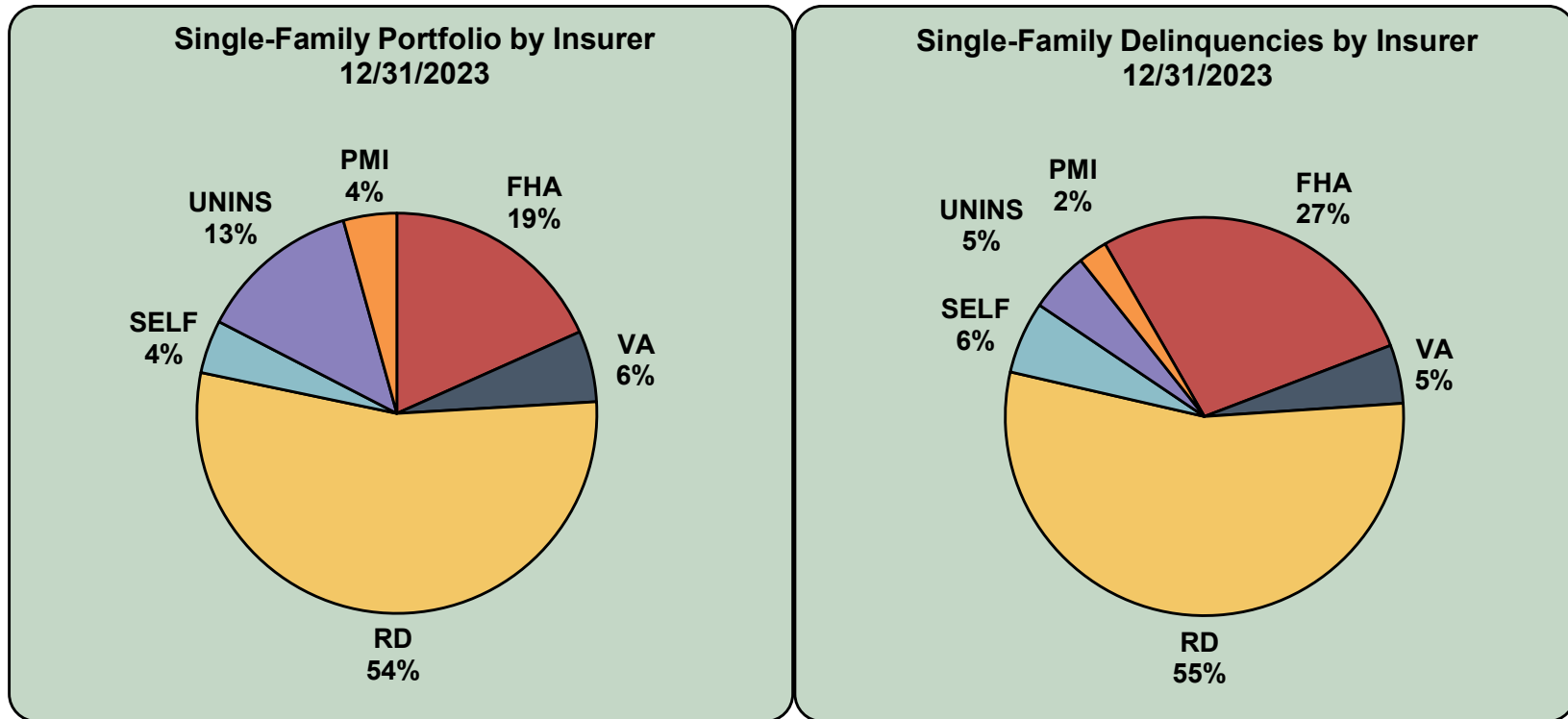
**As A Percent of Total Loan Portfolio**  
12/31/2023

| TYPE                           | 2+ MONTHS | IN-FORECLOSURE |
|--------------------------------|-----------|----------------|
| RD                             | 1.52%     | 0.36%          |
| FHA                            | 0.76%     | 0.10%          |
| All Uninsured (including SELF) | 0.30%     | 0.06%          |
| SELF Insured                   | 0.16%     | 0.02%          |
| Uninsured (excluding SELF)     | 0.14%     | 0.04%          |
| VA                             | 0.13%     | 0.05%          |
| PMI                            | 0.07%     | 0.00%          |

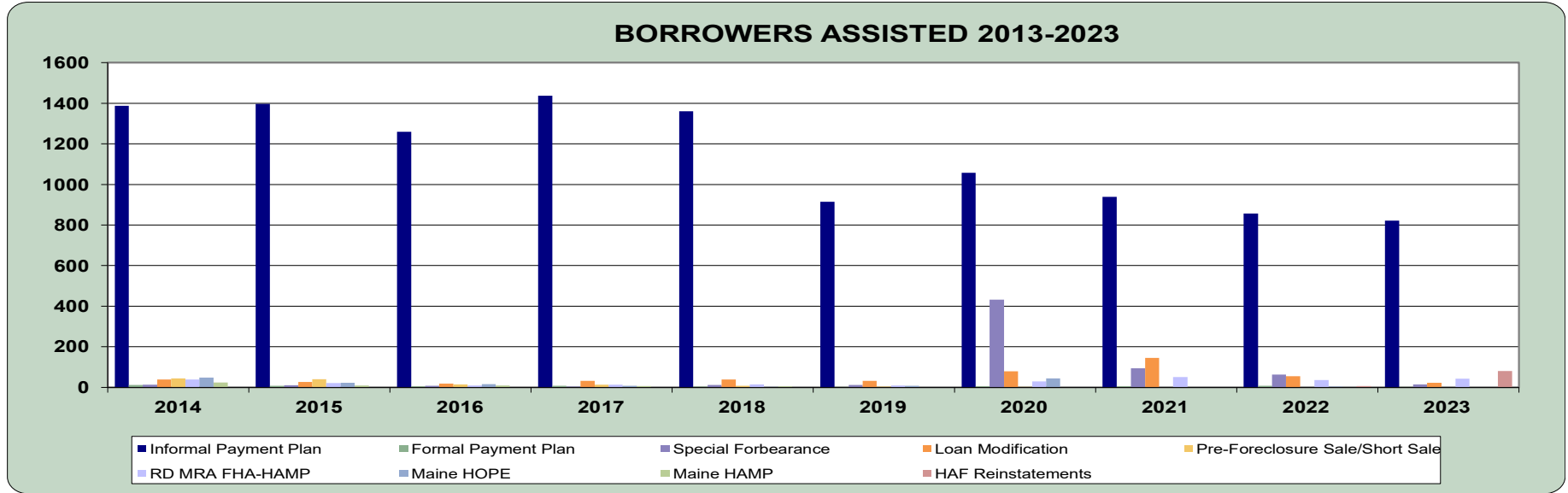


# Single-Family Delinquencies by Mortgage Insurer

The following charts show the composition of MaineHousing loans by mortgage insurer. Self insured loans are mainly mobile homes. Uninsured loans are those not needing mortgage insurance (i.e. for loans under 80% property value). The following charts are in dollar amounts.



# Single-Family Foreclosure Prevention Activities



Number of Borrowers Approved for Assistance

|        | Informal Payment Plan | Formal Payment Plan | Special Forbearance | Loan Modification | Pre-Foreclosure Sale/Short Sale | RD MRA FHA-HAMP | Maine HOPE | Maine HAMP | HAF Reinstatements | Total Workouts |
|--------|-----------------------|---------------------|---------------------|-------------------|---------------------------------|-----------------|------------|------------|--------------------|----------------|
| Dec-23 | 822                   | 3                   | 15                  | 22                | 0                               | 43              | 2          | 1          | 81                 | 989            |
| Dec-22 | 857                   | 8                   | 63                  | 54                | 0                               | 35              | 4          | 0          | 7                  | 1028           |
| Dec-21 | 939                   | 5                   | 94                  | 146               | 2                               | 50              | 2          | 0          | 0                  | 1238           |
| Dec-20 | 1058                  | 5                   | 432                 | 79                | 3                               | 29              | 44         | 2          | 0                  | 1652           |
| Dec-19 | 914                   | 3                   | 12                  | 32                | 4                               | 10              | 8          | 0          | 0                  | 983            |
| Dec-18 | 1361                  | 4                   | 12                  | 39                | 8                               | 15              | 3          | 6          | 0                  | 1448           |
| Dec-17 | 1437                  | 8                   | 4                   | 31                | 14                              | 14              | 8          | 7          | 0                  | 1523           |
| Dec-16 | 1259                  | 6                   | 8                   | 19                | 15                              | 10              | 16         | 9          | 0                  | 1342           |
| Dec-15 | 1397                  | 8                   | 11                  | 26                | 40                              | 21              | 22         | 10         | 0                  | 1535           |
| Dec-14 | 1388                  | 12                  | 13                  | 38                | 44                              | 38              | 48         | 24         | 0                  | 1605           |

Actual Foreclosures

|        | Number of Foreclosures | Number of Loans in Portfolio | Percentage of Portfolio |
|--------|------------------------|------------------------------|-------------------------|
| Dec-23 | 16                     | 9,927                        | 0.16%                   |
| Dec-22 | 21                     | 9,739                        | 0.22%                   |
| Dec-21 | 14                     | 9,750                        | 0.14%                   |
| Dec-20 | 38                     | 10,668                       | 0.36%                   |
| Dec-19 | 86                     | 10,904                       | 0.79%                   |
| Dec-18 | 57                     | 10,673                       | 0.53%                   |
| Dec-17 | 97                     | 10,332                       | 0.94%                   |
| Dec-16 | 258                    | 10,097                       | 2.56%                   |
| Dec-15 | 233                    | 10,258                       | 2.27%                   |
| Dec-14 | 162                    | 10,526                       | 1.54%                   |



**Homeless Initiatives Department Memorandum**

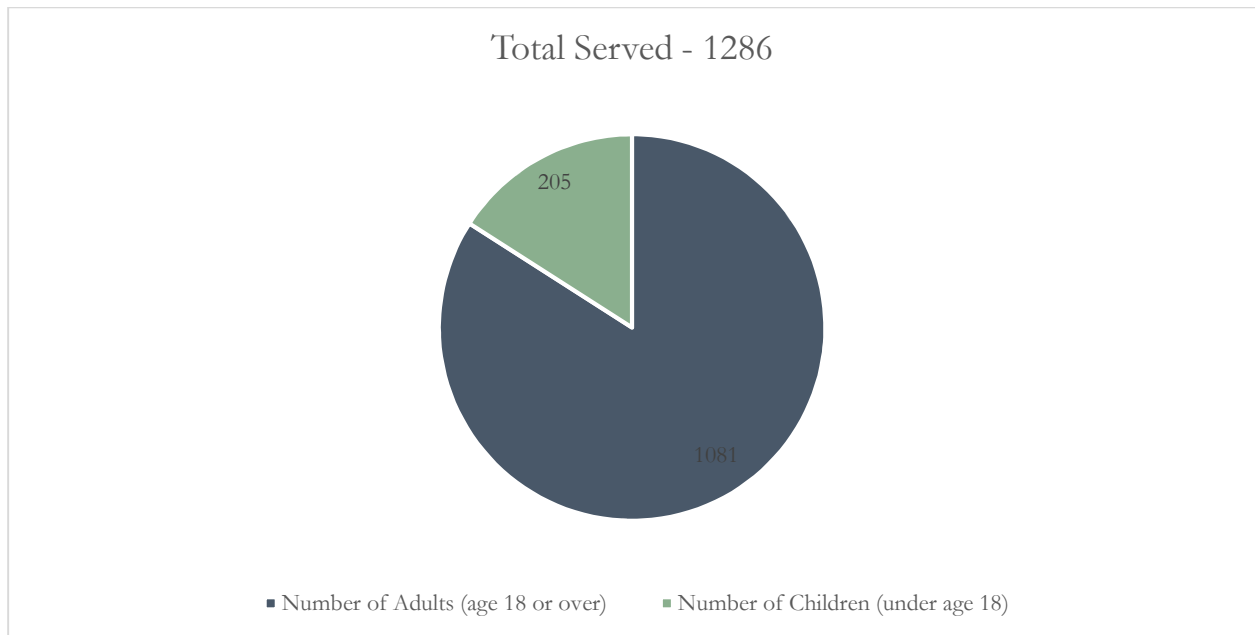
**To:** Board of Commissioners  
**From:** Kelly Watson, Director of Homeless Initiatives  
**Date:** February 12, 2024  
**Subject:** Homeless Initiatives Report

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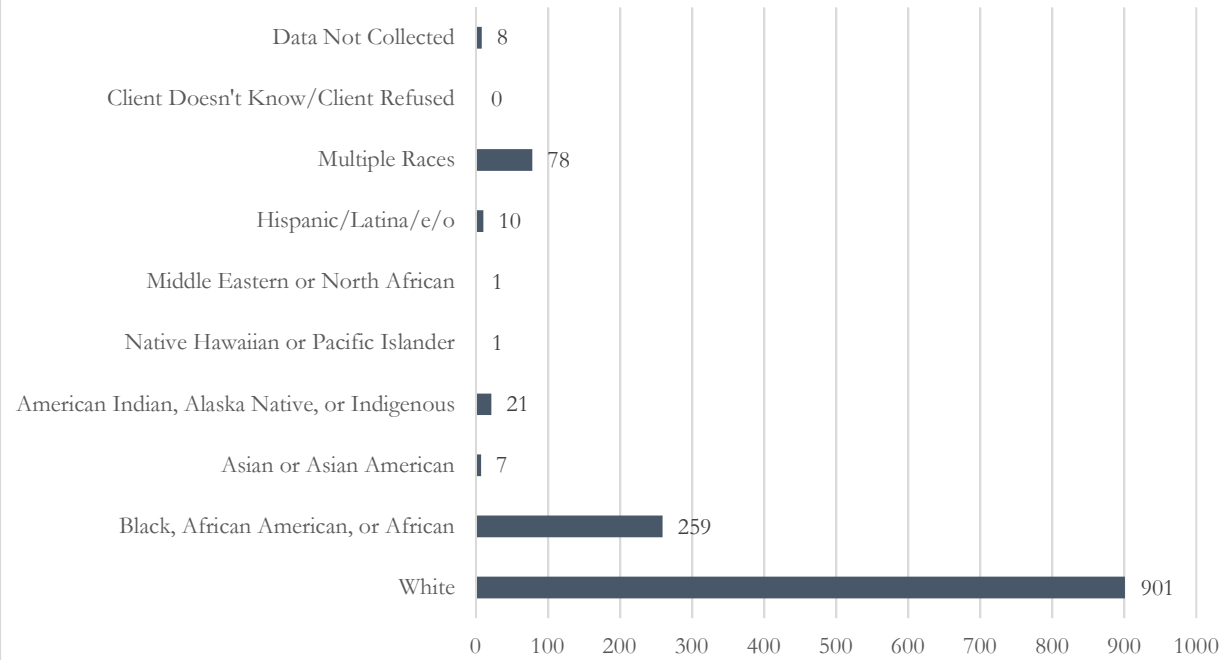
**Homeless Data – January 2024**

The following are the monthly statistics for January:

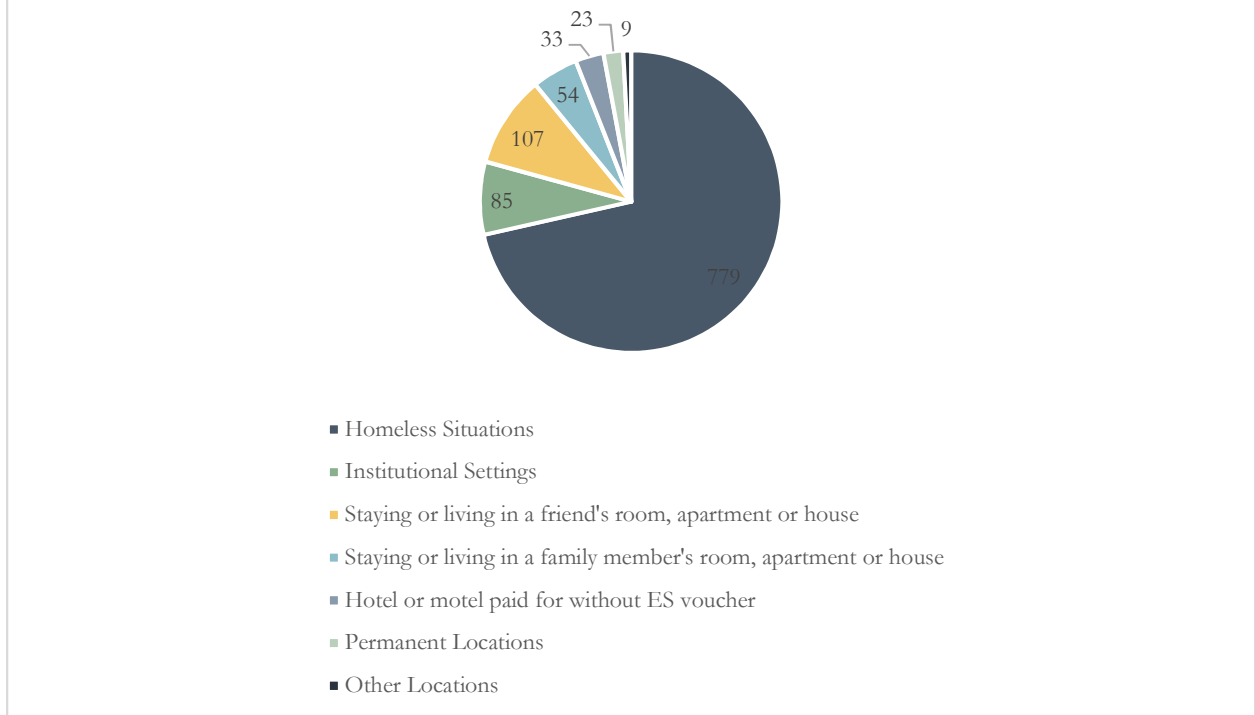
1. Total number of people served in ESHAP funded shelters (1286) increased by 105 individuals. This number does not include many of the Asylum Seekers in Portland as well as those served in hotels through GA, or those seeking emergency shelter with a Victim Service Provider.
2. Racial equity – the percentage of people of color served increased from 24 in December to 30.2 in January. Due to a change in the HUD Data Standards, ethnicity and race data are now a combined data set, making comparisons of ethnicity to previous reports unfeasible.
3. The number of Exits to Permanent Housing last month increased from 44 permanent exits in December to 88 in January. The total exits from shelter to any location was up by 76 from the previous month.

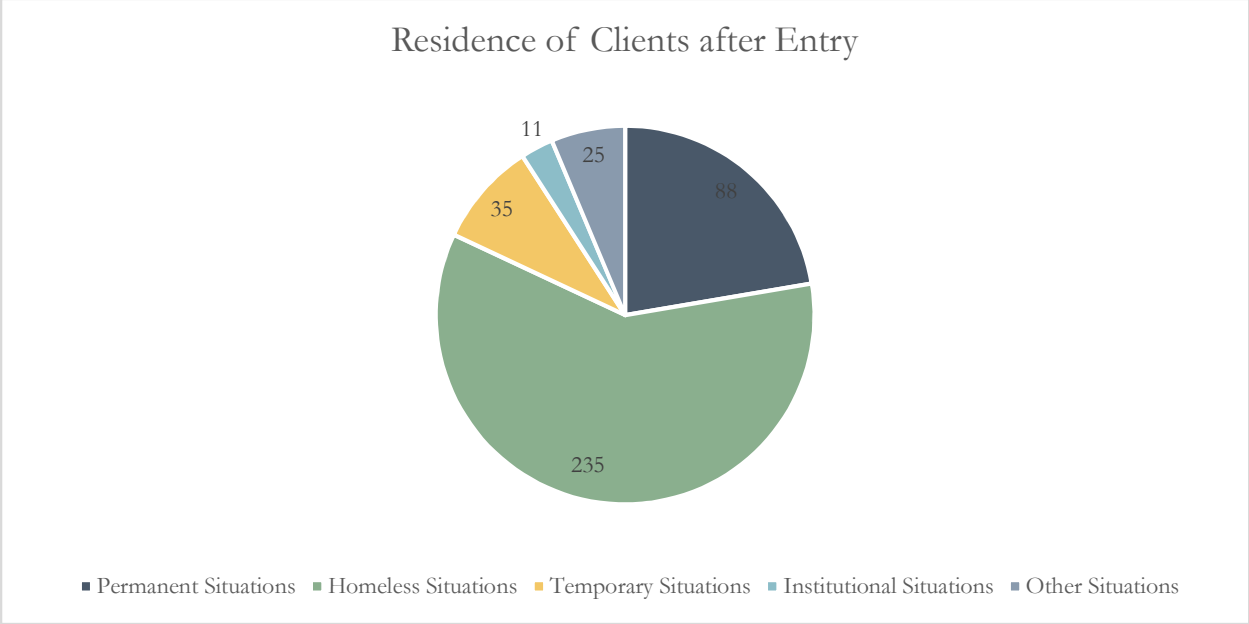


### Number of People Served by Race



### Residence of Clients Prior to Entry





**Housing Opportunities for People in Encampments (HOPE)**

On February 5<sup>th</sup>, the Portland City Council unanimously approved the HOPE program. The program will be a collaborative effort between the City and three homeless service providers in the area. The program will be funded in part by MaineHousing through Emergency Housing Relief Funds and in part with matching funds from the City. The program will roll out as a one year pilot and aims to stably house 45 individuals currently living unsheltered through intensive housing navigation and stability services aimed specifically at the unsheltered population.

**ESHAP Updates**

The final payments for the 2023 ESHAP program year have been disbursed to providers. In total, \$7,289,728.42 was paid to 40 shelters and 3 homeless service agencies over the program year. The breakdown of funding sources is below.

|   | ESG                    | State HOME             | State General          | Total Funding Disbursed |
|---|------------------------|------------------------|------------------------|-------------------------|
| <b>2023_Total ESHAP Funds Disbursed</b> | <b>\$ 1,289,728.42</b> | <b>\$ 2,679,905.55</b> | <b>\$ 3,320,094.45</b> | <b>\$ 7,289,728.42</b>  |

The 2024 program will see the addition of one shelter and two homeless service providers.

**Temporary Rapid Rehousing Program (TRRP) Update**

After a difficult cut to the funding for 2024 TRRP, an additional \$498,500 was allocated to the four providers who had leasing success rates over 50%. This funding will come from the Emergency Housing Relief Fund (3) and will assist in moving clients from homelessness to permanent housing

with housing relocation services prior to move in and stabilization services provided once a successful housing placement is made.

### **RFPs**

The RFP for a redesign of the Maine Homeless Planning website closed on January 19<sup>th</sup> with 32 vendor submissions. The website serves to keep interested parties up to date on CoC and SHC meetings and initiatives as well as important funder updates. Proposal review is underway by the review committee, and there is a lot of optimism around the caliber of proposals.

Responses to the RFP issued for creating additional bed capacity for existing ESHAP shelters are due by February 23<sup>rd</sup>. The RFP will be funded by the Emergency Housing Matching Grant Program established by L.D. 1844 and requires successful applicants to provide one-to-one matching funding. Awarded funds can be used for construction, renovation, or acquisition of a new or existing buildings to provide emergency housing and shelter services or to cover the costs of leasing a building to provide emergency housing and shelter services.

### **Service Hub Implementation – Built for Zero Initiative**

For the second year in a row, the Hub Coordinators have led the Point-in-Time Count efforts in their respective hubs across the state. Over 200 volunteers and 50 providers turned out on January 23-26 to survey people experiencing unsheltered homelessness. Hub coordinators recruited volunteers from all sectors, including university students, law enforcement, libraries, city councilors, hospitals, and community members. Warming shelters, including those funded by MaineHousing, provided meals and resources to the community during the Count so that people would have a warm place to sit while they were surveyed. Many hubs were also able to collect donations for hundreds of warming kits that were disbursed during the Count. Overall, the hub coordinators are building a robust coalition of people who want to tackle homelessness in their hubs, and these efforts have resulted in in-depth collaborations which have spread the word about the PIT Count more widely than ever before.

### **Continuum of Care (CoC) Board Retreat**

On February 1<sup>st</sup>, MaineHousing hosted the CoC Board for an all-day collaborative discussion around values, norms, goals, and planning. Many insights were shared around how the Board currently operates and the direction in which it would like to go. Some of the key takeaways included a focus on data and data driven decisions, group decision making processes, and increasing engagement of the entire CoC. The Board plans to compile the input and use it to work toward continuous improvement.

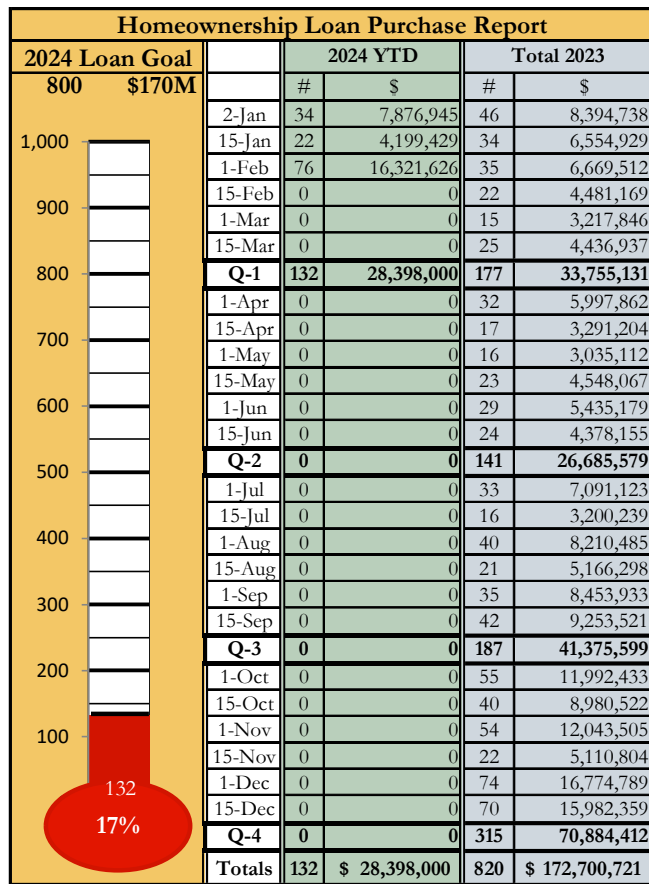




**Homeownership Department Memorandum**

**To:** MaineHousing Board of Commissioners  
**From:** Patricia Harriman, Director of Homeownership  
**Date:** February 8, 2024  
**Subject:** Monthly Report – Homeownership Department

**PRODUCTION UPDATE**



| Monthly Loan Reservations: 02/01/24 |               |
|-------------------------------------|---------------|
| #                                   | \$ Volume     |
| 70                                  | \$ 15,655,884 |

| Loan Pipeline as of: 02/01/24 |               |
|-------------------------------|---------------|
| #                             | \$ Volume     |
| 231                           | \$ 48,707,964 |

| Loan Reservation Comparison |              |              |               |              |           |
|-----------------------------|--------------|--------------|---------------|--------------|-----------|
| January 2023                |              | January 2024 |               | 2023 vs 2024 |           |
| #                           | \$ Volume    | #            | \$ Volume     | #            | \$ Volume |
| 162                         | \$30,730,008 | 231          | \$ 48,707,964 | 43%          | 59%       |

## **PROGRAM HIGHLIGHTS**

### **Loan Production and Market Status**

As of February 1<sup>st</sup> loan purchases increased 75% over the numbers recorded on the same date in 2023. The February 1<sup>st</sup> transfer of 76 loans was the highest unit transfer in the last three consecutive years and the 2<sup>nd</sup> highest dollar transfer in the same time frame. The pipeline remains strong with 232 loans which represents \$49 million in pending loan volume.

#### **“The American Dream is still owning a home.”**

After a year of record high interest rates and home prices, experts are seeing signs of improvement for 2024. In December the average mortgage rate dropped below 7% for the first time since August and after an 8% peak in October. It is expected that the interest and mortgage rates will slowly decline, giving people a little more room in their budgets. Additionally, inventory is growing as new listings creep back up slowly.

“It should be easier for builders as rates go down, as they need to borrow to build” which will in turn help with the supply issue says Jessica Lautz, deputy chief and vice president of research at the National Association of Realtors.

Affordability may still be a challenge for some as the home price appreciation is expected to stay flat for 2024—meaning prices aren’t going to move much from where they are now. While record high interest rates deterred more than 69% of renters from buying a home in 2023 it is also pushing the typical age of renters and first time homebuyers upwards. In the late 1980’s the typical age of a first time home buyer was 28, in 2023 that homebuyer average age was up to 35. “Market conditions and external factors, such as student loan repayments and child care costs, are delaying home buying activity for many shoppers” Lautz said.

“Affordability is still a big challenge for a lot of renters wanting to be homeowners, but the American Dream is still owning a home. There’s a lot of pent-up demand for ownership; that isn’t going away. It might take longer for people to get and to be able to realize that dream” said Nicole Bachaud, senior economist at housing site Zillow.

Overall the National Association of Realtors forecasts mortgage interest rates will average 6.3% and estimates about a .9% increase in home prices for 2024. “First-time homebuyers stand a chance at this time period” Lautz said. “It’s a tradeoff: Do they want to run the risk of encountering higher competition when rates are lower or do they want to increase the probability of securing homeownership?”

#### **Homebuyer Education:**

Homebuyer Education is an essential component of The First Home Loan program. These classes educate the client from to start to finish on purchasing a home. MaineHousing awarded 116

Homebuyer Education classes and 18 Landlord Classes to approved agencies across the state for 2024. \$150,000 of MPP Funds have been set aside for this purpose. MaineHousing has agreed to fund 88% of all Homebuyer Education Classes sponsored through hoMEworks. MaineHousing encourages all future homebuyers to start in their journey in the classroom. Education is also important for lenders and Realtors. The Homeownership team is hosting a series of virtual trainings entitled “Train Your Team for MaineHousing Success”. These upcoming webinars will take place in February and March. Topics include “MaineHousing Basics”, “MaineHousing for Underwriters and Processors”, and “MaineHousing for Closing and Post-Closing”.

**Outreach:**

The Greater Portland Board of Realtors held their annual meeting on January 31<sup>st</sup> at the Hilton Garden Inn in Freeport. This was followed by a 3 hour CEU class “Sustainability Matters Edition 4: Living on the Edge in Flooded Waters”. MaineHousing and hoMEworks sponsored the event. Jessica Gurney, Outreach and Education Coordinator, represented MaineHousing at the event. This event provided a great opportunity to talk directly with Realtors and lenders about our programs. There were over 100 people in attendance. This provided a great opportunity to share MaineHousing’s Programs.



hoMEworks Board Members Hal Tippetts, Jessica Gurney, and Sharon Brobst are featured.



Lisa Deering, Realtor with the Bean Group, was the lucky winner of the Lowe's Gift Card.



Realtors were very happy with our First Home Loan Produce Bags.

**Housing Choice Vouchers Department Memorandum**

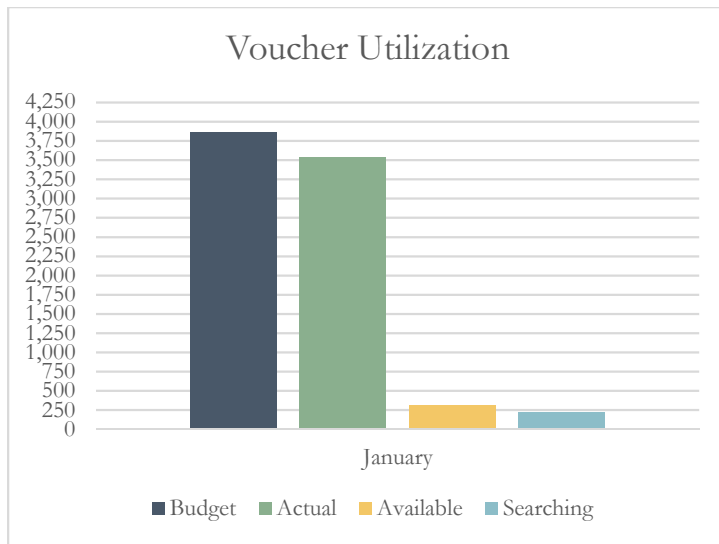
**To:** MaineHousing Board of Commissioners

**From:** Allison Gallagher - Director of HCV Programs

**Date:** February 20, 2024

**Subject:** Monthly Report – Housing Choice Voucher Program

**Program Updates:**



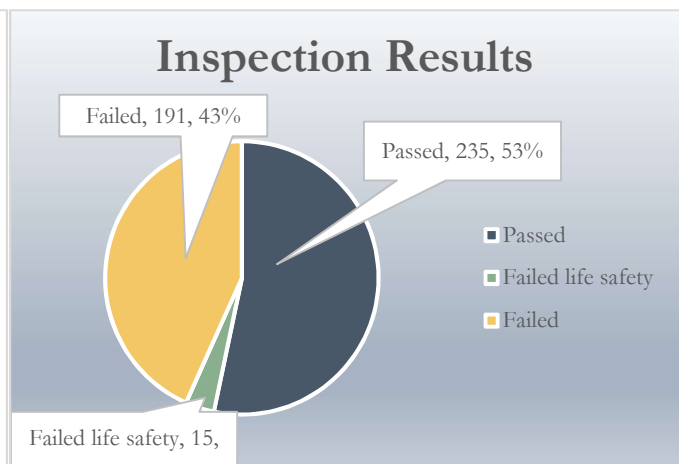
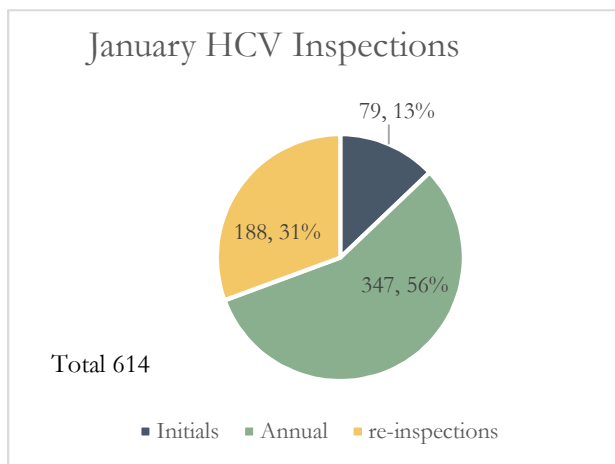
Total funding available 2024  
\$38,014,824 or \$3,167,902/month

Number of vouchers budget can support based on per unit cost (PUC) of \$821  
3858/month

HCV vacancies

- Occupancy Specialist
- Intake Assistant
- Housing Navigator

**Inspection Updates:**



- Total to date LL Repair Program – \$17,734.19
- Total to date Damage Reimbursement Program – \$4,500.00

**Human Resources and Facilities Department Memorandum**

**To:** Board of Commissioners  
**From:** Jane Whitley, Director of Human Resources & Facilities  
**Date:** February 2024  
**Subject:** Board Report

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**Human Resources – as of February 8**



**Fair Housing Training for Partners**

MaineHousing is offering a free Understanding of Fair Housing training program. This program is on demand and self-paced. It is available through our online learning portal. To register for the training, please visit our website: <https://www.mainehousing.org/education/fair-housing-education>

**Facilities Updates**

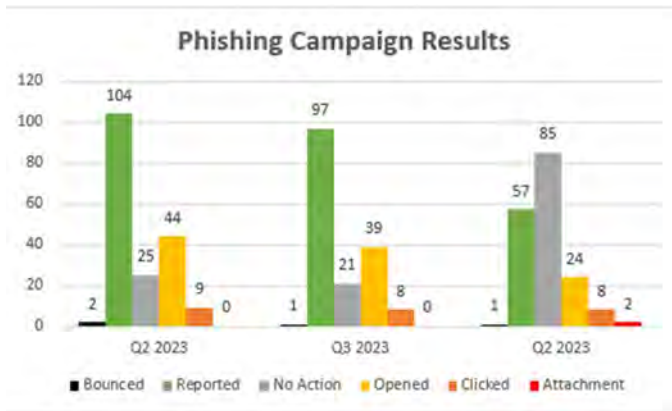
No new updates.

**Information Technology Department Memorandum**

**To:** Board of Commissioners  
**From:** Craig Given, Director of IT  
**Date:** February 12, 2024  
**Subject:** Monthly Report

**February Spotlight:**

The IT Security Team has multiple initiatives to educate and train MaineHousing staff on security principles and best practices. Over the past year, there has been a steady progress in maintaining good security posture, while the number of users has continued to grow. All staff have completed quarterly security trainings. A quarterly Phishing campaign is currently under way to test staff’s response to imitation phishing emails.



**Information Technology Updates:**

- Hired new Application Specialist and Help Desk Analyst staff, and began onboarding January 29th. The IT department currently has all positions filled.
- Began installation of Microsoft 365 applications on user desktops, replacing no longer supported versions of the software.
- Began testing of disaster recovery systems after migration during 2023.
- Continued discovery and initial wire frame design for software to support Heating Assistance and Weatherization programs with vendor and internal team. Began preparations for data migration and



testing.

- Applied security patches to critical systems to address identified vulnerabilities.
- Presented an overview of Microsoft 365 at the All Staff Day, providing context for changes that have happened and are expected in the coming months.
- Quarterly Security trainings launched in February.



**Planning and Research Department Memorandum**

**To:** Board of Commissioners

**From:** Jonathan Kurzfeld, Director of Planning & Research

**Date:** February 13, 2024

**Subject:** February 2024 Board Report

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**Planning and Research Department**

Planning and Research (PnR) is excited to welcome two new members to our team. Tracey Anderson joined the team on February 12<sup>th</sup>, coming to us as an internal hire from our legal team. Tracey brings a wealth and scope of experience that will be extremely valuable in the role of Planning & Research Coordinator, including nearly ten years at MaineHousing in the Legal Services and Housing Choice Vouchers Department, in addition to previous experience as a paralegal and more than a decade of small business ownership and management. On February 26<sup>th</sup> we will be joined by our new Data Analyst, Taylor Byers. Taylor has a growing passion for data analytics and recently completed an intensive one-year data analysis certification with Masterschool. Taylor's enthusiasm and positive attitude will make her a great fit for the MaineHousing team.

We released our 2023 MaineHousing Annual Accomplishments Report on February 8<sup>th</sup>. Some of the topline highlights from the report include:

- 6,143 homeless clients served.
- 3,539 Housing Choice vouchers served, on average each month.
- 820 new First Home loans.
- 2,150 attendees of homebuyer education courses.
- 65 foreclosures prevented.
- 751 affordable housing units completed, with another 796 under construction.
- 44,543 households received heating assistance.
- 66 dwelling units received lead abatement services.

This report is an attempt to capture the work product and ultimate impact of an entire year of effort from each of the 13 departments at MaineHousing, all summarized in just two pages. Seven departments, excluding PnR, contributed to the data gathering process. Linnea Rogers, our Data & Graphic Design Specialist, deserves special recognition for doing all the hard work of collating the data and arranging it in a clear and comprehensible manner. The full document is available on our website under Research & Reports or linked [here](#).

## External Communications

Information and interview requests have remained steady since the previous January 15<sup>th</sup> Board of Commissioners' meeting, totaling 22 inquiries from a wide range of outlets on a variety of topics.

Topics reporters asked our PnR team about during this period were, as usual, quite diverse. Examples included inquiries regarding the Homeowner Assistance Fund, general questions on universal basic income, the Home Energy Assistance Program, and the latest round of state Emergency Housing Relief Fund programs. A specific higher-profile report included a Kennebec Journal exploration of one family's complaints about work done by a Penquis CAP contractor under MaineHousing's lead abatement program.

Brunswick Landing's ceremony in early January memorializing the opening of its first 24 affordable housing units generated significant media attention, as well as some political fall-out and subsequent reporting. Requests for comment or information came from several local news outlets, including the Bangor Daily News and the Brunswick Times Record, as well as national online and broadcast news organizations such as Newsweek magazine and cable news outlet Newsmax.

MaineHousing's Development Director Mark Wiesendanger was featured on the international airwaves once again, this time in a report by German broadcaster DW (Deutsche Welle) on UMaine's BioHome 3-D project: [Why this 3D-printed house could be a gamechanger – DW – 01/19/2024](#)

Maine reporters were also focused on ongoing affordable housing development statistics and the opening of new buildings, with several reports relating to efforts to address last fall's Housing Needs Assessment Study. Further local coverage of MaineHousing's work included Director Dan Brennan participating in the hour-long Maine Public call-in show [Maine Calling on January 22](#).

Beyond responding to media requests, external communications from PnR during this period included direct outreach and press releases on the programmatic wrap-up of the HAF and HEAP programs. An additional press release was issued regarding MaineHousing's continued technical assistance partnership with The Genesis Fund.

PnR also addressed numerous citizen inquiries regarding specific ongoing affordable housing developments or proposed developments that have yet to enter the development pipeline. These questions came largely from curious residents and neighbors around proposed zoning changes and concerns about the community impact that development may pose.

Here's a short sample of some of the stories MaineHousing appeared in during the period since the last Board of Commissioners' Meeting:

[Maine needs 84,000 new homes by 2030. This housing project shows why that will be difficult | Maine Public](#)

[Mainers are waiting years for federal housing aid, then losing it \(bangordailynews.com\)](#)

[The system that counts Bangor's homeless is probably wrong \(bangordailynews.com\)](#)

[Augusta family sought help removing lead paint from its home. Now, lead levels are worse than ever \(centralmaine.com\)](#)

[Applications for heating aid are up this winter | Maine Public](#)

[Why this 3D-printed house could be a gamechanger – DW – 01/19/2024](#)

### **Internal Communications:**

MaineHousing's annual All Staff Day was Tuesday, February 6<sup>th</sup>. PnR took the stage for 30 minutes during a full day packed with a variety of informative presentations from our colleagues around the agency and external partners. For our segment, I offered an overview of how PnR is intended to function as an information hub for the agency and how that function, in theory, should relieve other staff of several concerns for which they might otherwise be responsible for. Then Amanda Oullette, our UI/UX Designer (the position formerly known as Webmaster), entertained and educated the crowd with a pop quiz about our official colors and logo design, as well as walking through several of the ways that PnR supports their work and how to access that support. Finally, Communications Director Scott Thistle spoke to the crowd about communicating with the press and why it is important to be sure he is part of any such interaction. Overall, the day was a great teambuilding experience and we were grateful to be a part of facilitating that.

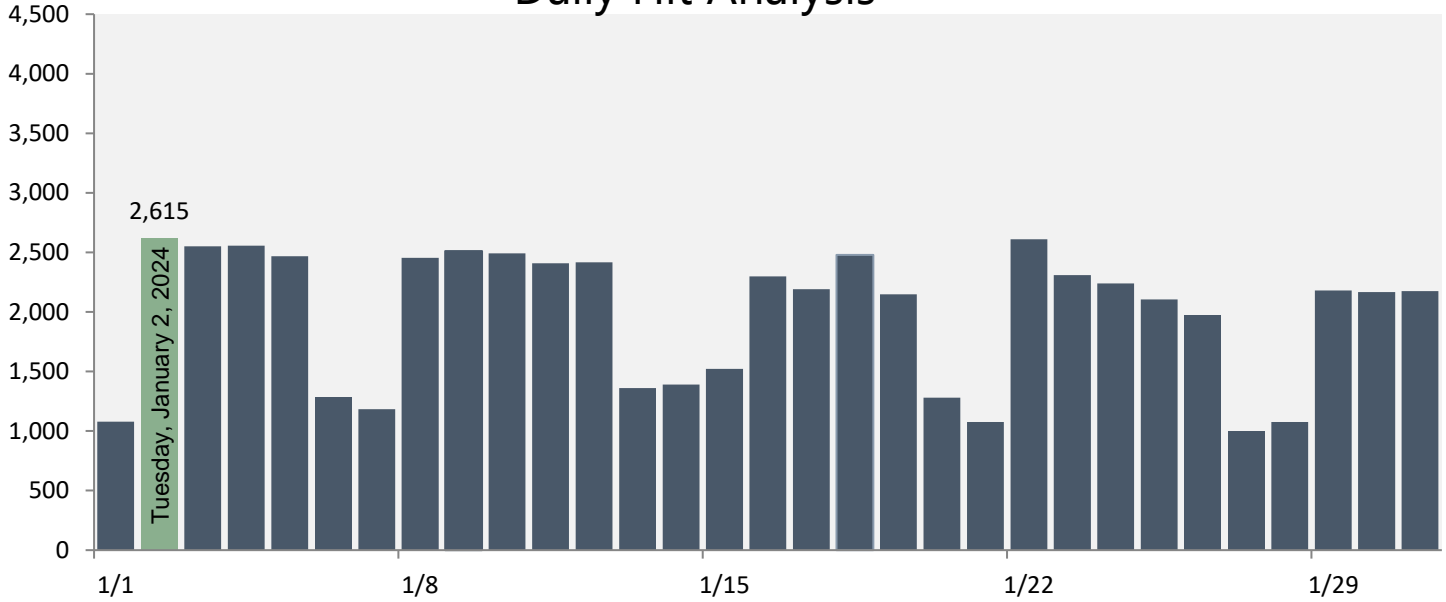
### **Website**

Attached are the website statistics for January 2024. Hits are stable and consistent with January of previous years. One item of note is that visits to the HEAP webpage declined relative to December despite the cold weather fronts that we experienced. This supports UI/UX Designer Oullette's previous observation that the early opening of HEAP applications and effective marketing to encourage households to apply early seems to have been effective in getting a greater proportion of households in the door early. We will continue to watch this and collaborate with EHS on how this may inform planning for the coming program year.

# January 2024 - MaineHousing Website Statistics

## Hit Summary

### Daily Hit Analysis

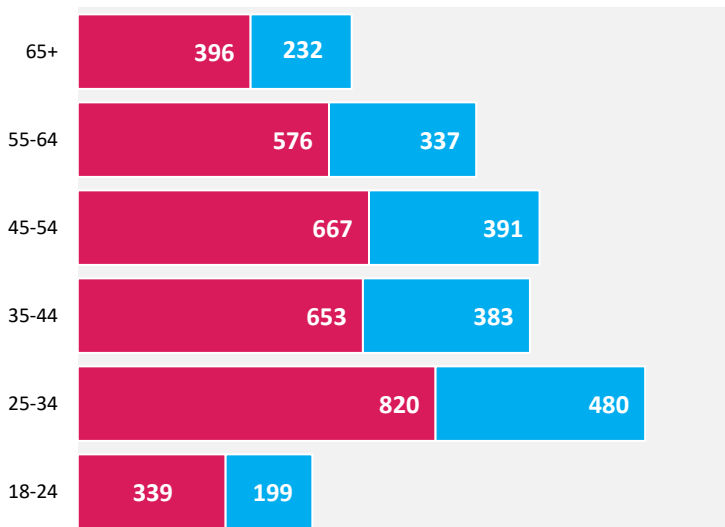


| Hits   | Unique Visitors | Page Loads | Avg Page Views | Avg Duration | Avg Engagement Rate |
|--------|-----------------|------------|----------------|--------------|---------------------|
| 61,588 | 30,497          | 237,655    | 3.88           | 0:03:33      | 87.4%               |

## Demographics Summary

Demographic information collected by Google Analytics via a 3rd party collection tool. Age and gender are estimated numbers based upon several features present on a users mobile device, browser history, and other factors. Users must have previously allow this information to be collected through browser or app settings.

### AGE & GENDER



63%



37%

### TOP CITIES

|                       |       |
|-----------------------|-------|
| Boston, Massachusetts | 5,093 |
| Portland, Maine       | 4,030 |
| New York, New York    | 3,445 |
| Bangor, Maine         | 1,855 |
| Augusta, Maine        | 1,434 |
| Hallowell, Maine      | 1,196 |
| Ashburn, Virginia     | 1,163 |
| Lewiston, Maine       | 1,069 |
| Waterville, Maine     | 834   |
| Auburn, Maine         | 626   |

Top Cities account for 33.68% of all website traffic.

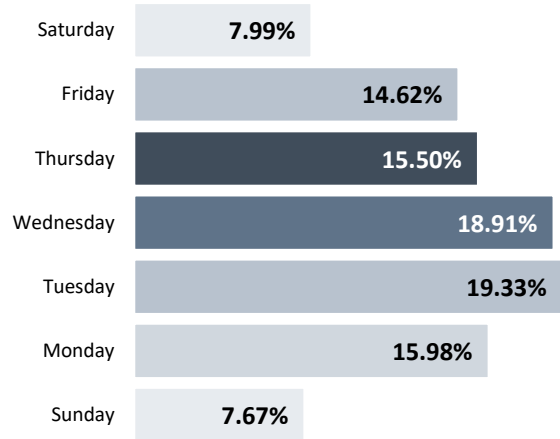
# Visitor Engagement

Demographic information collected by Google Analytics via a 3rd party collection tool. Age and gender are estimated numbers based upon several features present on a users mobile device, browser history, and other factors.

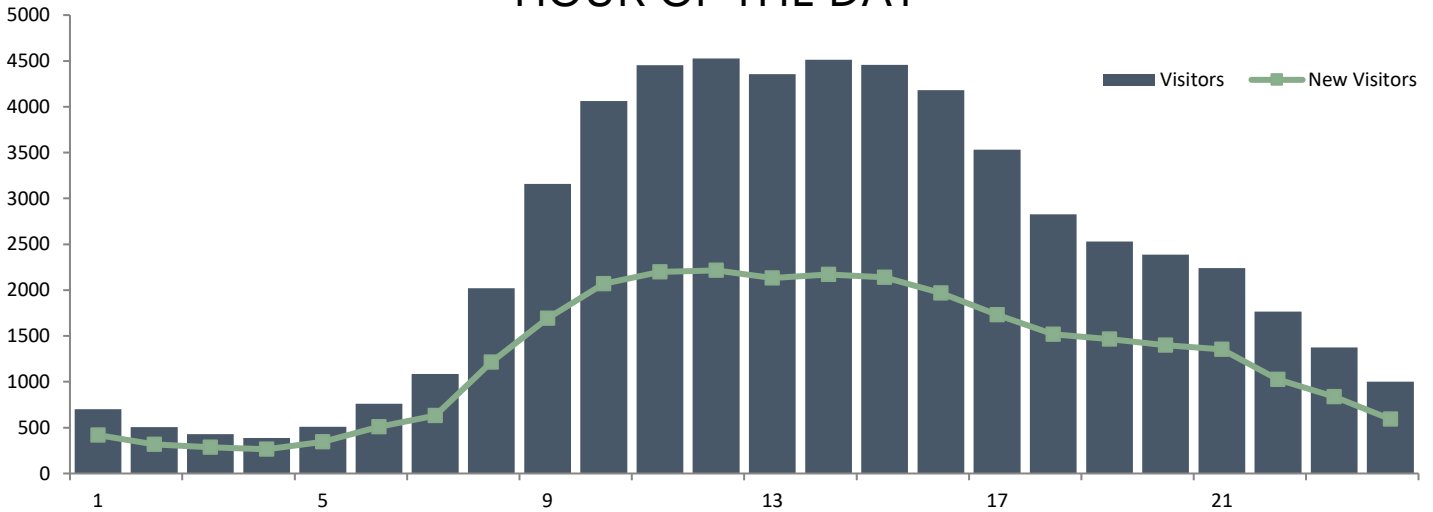
## NEW & RETURNING VISITORS



## DAYS OF THE WEEK

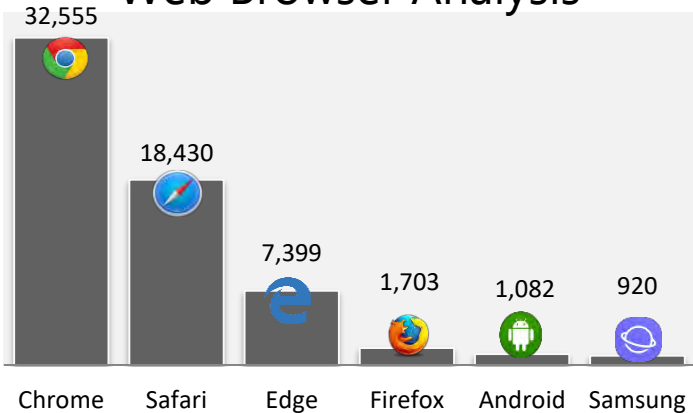


## HOUR OF THE DAY

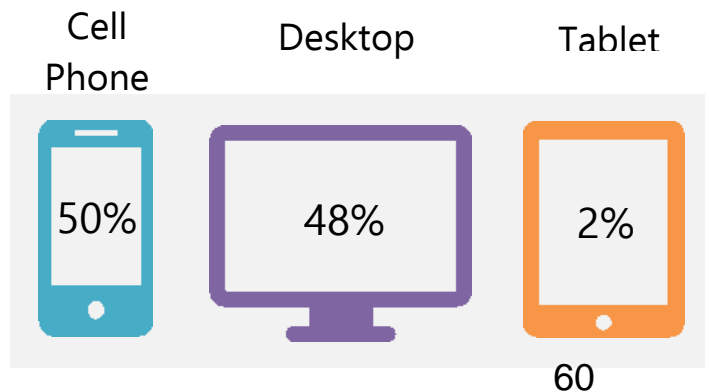


# Visitor Technology Summary

## Web Browser Analysis



## DEVICE ANALYSIS

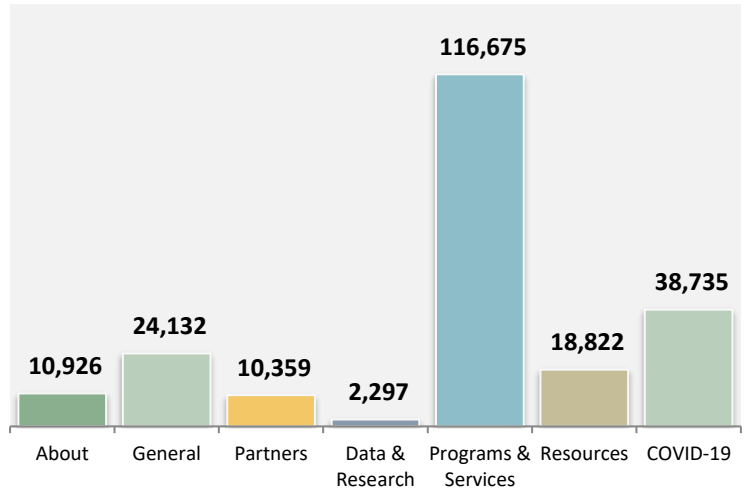


## Popular Content

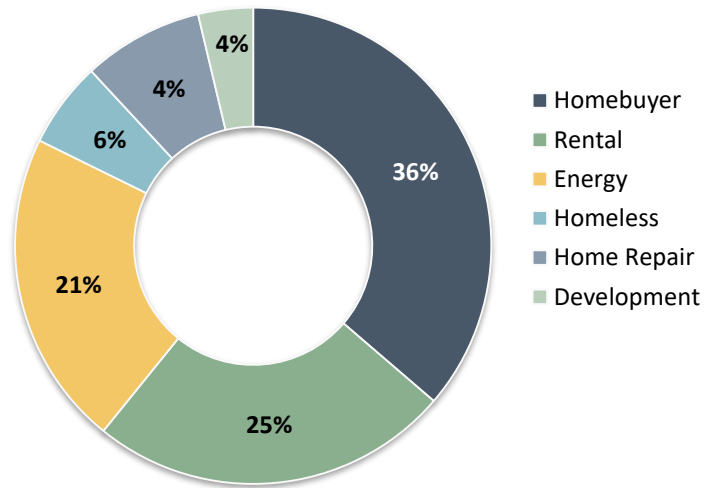
Popular content on our site is defined by pages and or sections of our site that have the highest visits. Below content has been categorized by page, program area and content sections. COVID-19 was added in March of 2020.

| Page Title                          | Hits   |
|-------------------------------------|--------|
| MaineHousing Homepage               | 21,049 |
| First Home Loan Program             | 16,387 |
| Home Energy Assistance Program      | 15,676 |
| Maine HAF Homepage                  | 10,214 |
| Maine HAF Application               | 8,525  |
| Housing Choice Vouchers             | 8,238  |
| Rental Assistance                   | 7,818  |
| HEAP Income Eligibility             | 7,678  |
| Subsidized Housing                  | 6,429  |
| Programs - Services                 | 5,856  |
| Maine HAF Message Center            | 5,527  |
| Maine HAF Login                     | 5,295  |
| MaineHousing Lenders                | 4,976  |
| Home Repair                         | 4,194  |
| Homebuyer Income & Purchase Limits  | 3,929  |
| Contact MaineHousing                | 3,779  |
| Emergency Shelters                  | 3,528  |
| First Generation Program            | 3,249  |
| Careers at MaineHousing             | 3,209  |
| Current Interest Rates              | 3,099  |
| Steps to Homeownership              | 2,872  |
| Homebuyer Programs                  | 2,732  |
| Emergency Rental Assistance Program | 2,713  |
| Rent - Income Charts                | 2,647  |
| Mortgage Calculator                 | 2,638  |

### Popular Content By Program

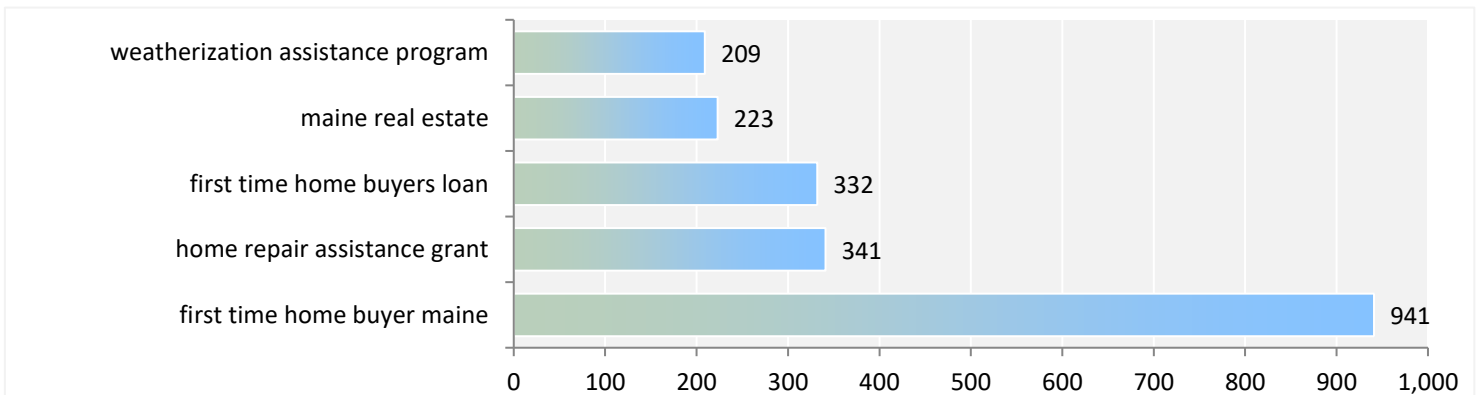


### Popular Content By Section



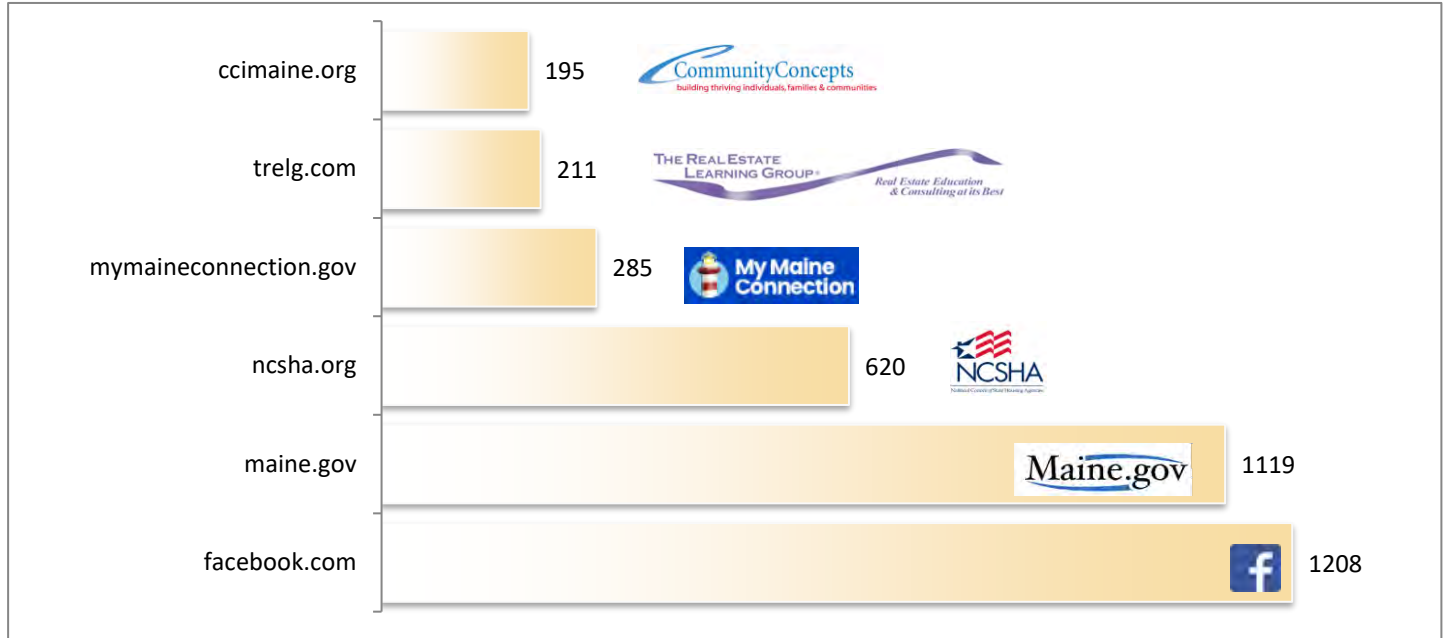
## Search Keywords

Below are some of the most popular phrases that people are typing into a search engine (such as google or bing) that then provide a search result for our site.



## Referring Websites

Referring websites are sites that link to our own website. When a visitor clicks on that link and visits our website, the site they came from becomes a referring site. Below are highlighted a few of the top referring sites.



## Board Calendar 2024

|   |  |
|---|--|
| <p><b>JANUARY 16</b><br/> <u>Board Business:</u></p> <ul style="list-style-type: none"> <li>• QAP discussion (30 minutes)</li> <li>• Legislature Preview</li> </ul> <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> <li>• HAF</li> </ul> <p>NCSHA HFA Institute Washington, DC (Jan 7 – Jan 12)</p>   | <p><b>FEBRUARY 20</b><br/> <u>Board Business:</u></p> <ul style="list-style-type: none"> <li>• Draft QAP Discussion</li> <li>• Legislative Update</li> <li>• Governor’s Office Update</li> </ul> <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> <li>• Homeownership – 2023 Review, 2024 Preview</li> </ul>  |
| <p><b>MARCH 19</b><br/> <u>Board Business:</u></p> <ul style="list-style-type: none"> <li>• Introduce HEAP Rule</li> <li>• Legislative update</li> <li>• Goals Progress Report</li> </ul> <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> <li>• Asset Management Update</li> </ul> <p>NCSHA Legislative Conf. Washington, DC (March 4- March 6)</p>         | <p><b>APRIL 16</b><br/> <u>Board Business:</u></p> <ul style="list-style-type: none"> <li>• Commence Rulemaking HEAP Rule <b>(VOTE)</b></li> <li>• Legislative Update</li> <li>• QAP Public Hearing</li> <li>• Executive Session – Personnel followed by a <b>(VOTE)</b></li> </ul> <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> <li>• 2023 Budget and Audit results</li> </ul>   |
| <p><b>MAY 21</b><br/> <u>Board Business:</u></p> <ul style="list-style-type: none"> <li>• HEAP Rule Public Hearing</li> <li>• Legislative Update (final)</li> <li>• Updates from the Governor’s Office (Greg Payne)</li> <li>• Adopt QAP <b>(VOTE)</b></li> </ul> <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> <li>• 2023 Financial Overview</li> </ul>  | <p><b>JUNE 18</b><br/> <u>Board Business:</u></p> <ul style="list-style-type: none"> <li>• Adopt HEAP Rule <b>(VOTE)</b></li> </ul> <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> <li>• Housing Choice Voucher Dept. presentation</li> </ul> <p>NCSHA Housing Credit Connect Atlanta, GA (June 10 – June 13)</p>   |
| <p><b>JULY 16</b></p> <p style="text-align: center;">If necessary</p> <p>NCSHA Exe Directors Workshop Kansas City, MO (July 13-July 16)</p>   | <p><b>AUGUST 20</b><br/> <u>Board Business:</u></p> <ul style="list-style-type: none"> <li>• 2025 Goal Setting</li> </ul>  |
| <p><b>SEPTEMBER 17</b><br/> <u>Board Business:</u></p> <ul style="list-style-type: none"> <li>• PHA Plan Public Hearing</li> <li>• 2025 Goal Setting</li> </ul> <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> <li>• Information Technology presentation</li> </ul> <p>NCSHA Annual Conference &amp; Showplace Phoenix, AZ (Sept. 28 – Oct 1)</p>          | <p><b>OCTOBER 15</b><br/> <u>Board Business:</u></p> <ul style="list-style-type: none"> <li>• Adopt PHA Plan <b>(VOTE)</b></li> <li>• Introduce DOE Weatherization State Plan</li> <li>• 2025 Goal Setting – final</li> </ul> <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> <li>• Loan Servicing Presentation</li> </ul>   |
| <p><b>NOVEMBER 19</b><br/> <u>Board Business:</u></p> <ul style="list-style-type: none"> <li>• DOE Weatherization State Plan Public Hearing</li> <li>• Review Preliminary 2025 Budget</li> <li>• Resource Allocation</li> <li>• Updates from the Governor’s office (Greg Payne)</li> </ul> <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> <li>•</li> </ul> | <p><b>DECEMBER 17</b><br/> <u>Board Business:</u></p> <ul style="list-style-type: none"> <li>• Adopt DOE Weatherization State Plan <b>(VOTE)</b></li> <li>• Approve 2025 Budget <b>(VOTE)</b></li> <li>• Elect Officers <b>(VOTE)</b></li> <li>• MPP Series Resolution <b>(VOTE)</b></li> </ul> <p><u>Program Presentations:</u></p> <p>NCSHA Special Board of Directors Meeting and Executive Directors Forum Washington, D.C. (Dec. 8 – Dec. 10)</p> |