

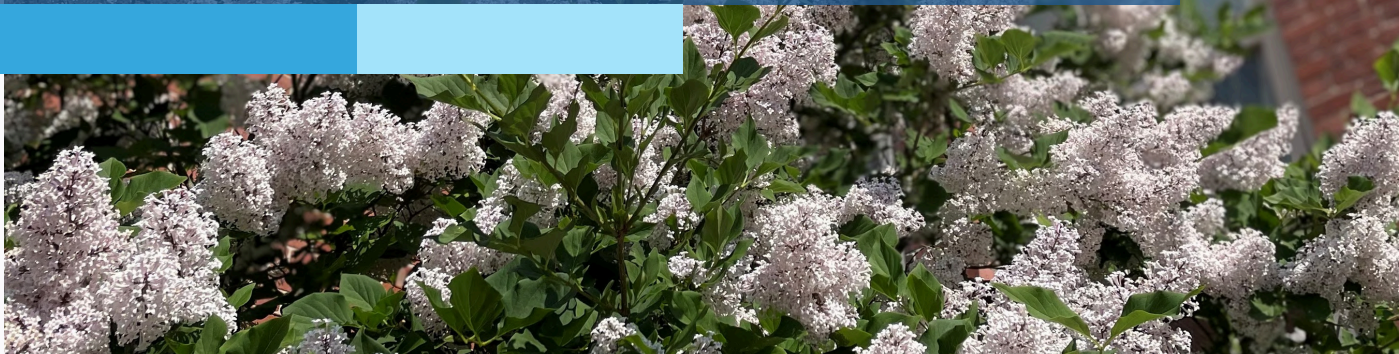


PORTSMOUTH
HOUSING



ANNUAL REPORT

Portsmouth Housing Authority
& PHA Housing Development, Ltd.



2026



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245 MIDDLE STREET,
PORTSMOUTH, NH 03801



At PHA, our work begins and ends with people. Our team, our partners, friends, volunteers, and the more than 1,000 residents across Portsmouth—families, seniors, people with disabilities, and working households who call our communities home.

Our work is grounded in a simple but powerful commitment to the legacy of service that stretches back generations: to care for our residents, to be good stewards of public resources, and to strengthen the fabric of our city.

Our team—across property management, maintenance, resident services, finance, and administration—brings professionalism, compassion, and deep local knowledge to their work. They are problem-solvers and listeners. They show up in moments of transition and challenge, and they celebrate milestones alongside residents. Their commitment is the backbone of this organization, and their work is felt daily in the quality, safety, and care of our housing and services.

We are equally grateful for the partners who walk alongside us. City leaders, nonprofit organizations, healthcare providers, educators, contractors, funders, and community advocates make our work stronger through collaboration and shared purpose. Whether advancing new housing opportunities, expanding resident services, or investing in energy efficiency and sustainability, these partnerships allow us to do more—and to do it better—together.

Most importantly, our work is shaped by our relationships with the residents we serve. We listen. We adapt. We recognize that every household has a story, and we stay true to our core belief that people thrive when they are respected, supported, and connected.

As we look ahead, the challenges facing affordable housing remain real, and the support from the people of Portsmouth gives us the confidence to pursue our collective goals, with humility, collaboration, and an unwavering focus on the people we serve.

Thank you to everyone who makes this work possible. We are honored to serve this community.

Craig W. Welch
Executive Director



Tom Ferrini

After ten years of dedicated service on the PHA Board of Commissioners, Tom has retired from his leadership role, leaving a lasting impression on the PHA and the community it serves. Tom's tenure was marked by thoughtful leadership, sound judgment, and a genuine commitment to public service, values reflected in his long civic career in Portsmouth. A highly respected New Hampshire attorney and longtime civic leader, Tom has served Portsmouth in many capacities, including two terms as Mayor, as well as leadership roles on numerous local and regional boards. Beyond his professional and public service contributions, Tom is also a passionate supporter of the arts and an accomplished trombonist, actively involved with the Portsmouth Music and Arts Center (PMAC). The PHA extends sincere thanks to Tom for his years of leadership, service, and spirit.



Kara Rodenhizer

Kara Rodenhizer has stepped into the role of Chair of the PHA Board of Commissioners, bringing collaborative leadership and a strong commitment to housing access across the Seacoast. Her work focuses on building connections—aligning public, nonprofit, and community partners to strengthen systems and advance practical housing solutions. As Executive Director of Home for All, Kara leads a coalition of more than 100 organizations working to expand access to quality, affordable housing throughout New Hampshire and Southern Maine. A Portsmouth resident, parent, and longtime community advocate, she brings both professional expertise and personal commitment to her new role as Chair. PHA is grateful for her leadership and looks forward to the direction and energy she brings to the Board.



FORWARD MOMENTUM & CONTINUING SERVICE



13 PROPERTIES



35+ LOCAL CONTRACTORS



682 RENTAL UNITS



171 UNITS IN DEVELOPMENT



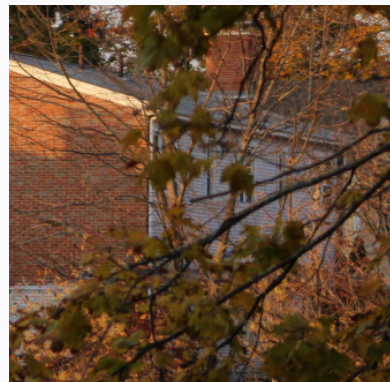
1,700+ PEOPLE SERVED



\$6.5 MILLION PAID TO 160+ LOCAL LANDLORDS



\$2.4 MILLION IN GRANT & SUPPLEMENTAL FUNDING FOR
ENERGY & CAPITAL IMPROVEMENTS



OUR TEAM



CONNECTED, CAPABLE, AND COMMUNITY-MINDED

At Portsmouth Housing, our strong performance and community impact are made possible by the dedication, professionalism, and compassion of our staff. Across property management, maintenance, Resident Services, administration, and finance, our team works collaboratively with a shared commitment to serving residents and strengthening our community. We continue to invest in our people through ongoing training and enrichment that supports professional growth, strengthens service delivery, and helps staff stay connected, engaged, and equipped to meet the needs of Portsmouth with excellence.



TEAM SPOTLIGHT - MARY BARTLETT, EXECUTIVE OPERATIONS MANAGER



Mary joined PHA in 2018 through AmeriCorps and was hired in 2019 as Executive Assistant, becoming a trusted, behind-the-scenes “jill of all trades.” Known for calm follow-through and a detail-driven approach, she supports teams across the organization with administrative and technical problem-solving and helps ensure information gets where it needs to be. She also listens to resident concerns and helps connect people to answers and support where she can. As a Lean Six Sigma Yellow Belt, she enjoys improving processes, finding solutions, and doing things all the way right. She is known for her thoughtful leadership and keeping things running smoothly. Mary also brings a warm, quirky energy that helps shape PHA’s culture. Outside of work, she has hiked Mount Washington five and two half times and loves Stephen King, Survivor, and almost any Mario videogame.



GROUND SUPPORT

Stability During Uncertainty

Over the past year, Portsmouth Housing remained a steady presence during periods of uncertainty caused by disrupted benefits and fast-changing circumstances. We kept operations moving forward while responding quickly to urgent needs, especially when SNAP disruptions created immediate hardship and food assistance was needed right away.



Steady Homes

When outside systems created uncertainty, PHA focused on continuity and responsiveness so residents could count on a stable foundation.

Food Relief

When SNAP disruptions created an immediate need, staff quickly collected and distributed donated groceries while coordinating with partners to help families access food resources.

Community

Programs that bring people together, like community dinners and the “Rock the Crock” gatherings with Gather and the Senior Center, helped sustain connection, reduce isolation, and keep support close to home.

CONNECTED COMMUNITY

This year, we made it easier for residents to reach support, bringing help closer to home and strengthening the consistency of services across our communities.



Pictured (left to right): Resident Service Coordinators Molly Costa, Rebecca Betts, Tammy Joslyn, Daphne Rivera, Resident Services Director Olivia Harris

Bringing Support On-Site

PHA expanded access to support services by launching Care Navigation Hours at Feaster, Wamesit, and Gosling, creating a direct, on-site pathway for residents to connect with help more quickly and consistently. Through this partnership with the Seacoast Mental Health Center, residents can access essential mental health support on-site, helping reduce barriers to care and easing the growing demands on Resident Services Coordinators. This initiative is funded through the Foundation for Seacoast Health grant cycle, allowing the program to expand access without shifting limited operating resources away from other resident needs.

This effort is part of a broader focus on strengthening how Resident Services functions across the portfolio. The department also reported system-level improvements and structured staff support, with five staff serving nearly 1,000 residents, supported through biweekly team meetings and monthly one-on-ones to keep services consistent across properties.



SHARED PURPOSE

BRIDGING THE GAP

I Got Bridged is a Portsmouth-based nonprofit founded by Freddy Petrone, who later became a PHA resident at Ruth Lewin Griffin Place. Through a volunteer network and community van, I Got Bridged helps people reach everyday essentials, including consistent rides to free meals, Walmart, and Gather that strengthen food access and independence. The organization has also helped open up recreation opportunities by providing free weekly rides for Gosling residents to the Portsmouth public pool, with admission covered through I Got Bridged. More recently, PHA partnerships with I Got Bridged and Gather are projected to save the Making Classroom & Community Connections (MC3) after school program more than \$12,000 by ensuring transportation and meals for youth during summer programming. Freddy shared more of his personal story and purpose in a 2025 TEDxPortsmouth talk, reflecting how service and community connection have shaped his work.



Pictured: Volunteers at the grand opening of the Community Fridge at Woodbury Manor

We are deeply grateful to the volunteers who support our residents in so many meaningful ways. Whether it's providing meals and rides, lending a hand with activities and yardwork, or simply offering companionship, their time and care make a real difference. Their efforts not only help meet everyday needs, but also build a stronger sense of community and connection.

VOLUNTEER WITH US

Learn more or sign up:
Email volunteer@nh-pha.com

SHARED IMPACT



Tai Ji Quan: Better Balance That Builds Independence

Q: What is the Tai Ji Quan / Better Balance program?

A: A gentle movement class designed to support balance and strength, and has been taught by volunteer Lisa Boudreau since 2024.

Q: Who is it for?

A: Residents who want to feel steadier, move with more confidence, and build practical skills that support safer day-to-day living.

Q: Where does it happen and how do residents get there?

A: Each 24-week session is held twice weekly at PHA's Woodbury Manor property, with ride vouchers available for residents who need transportation.

Q: What do participants take away from it?

A: Residents return and new participants join regularly as the class continues, suggesting it's become a steady, valued part of the wellness lineup. The class offers practical skills that can reduce fall risk and support independence.



UNH Interns: Extra Capacity, Stronger Connections

By welcoming four UNH interns in the past year, PHA added hands-on support that expanded resident programs, strengthened outreach, and helped our Resident Services team stay responsive across properties now while building a strong internship pipeline for the future.

What their work made possible:

- **More resident-facing engagement:** Interns supported events and participated in planning and community-building activities alongside Resident Services.
- **Better behind-the-scenes follow-through:** Intern support helped the team keep pace with coordination needs, reinforcing day-to-day service delivery.
- **Youth learning opportunities:** Intern-supported activities created additional field trips and hands-on experiences for young residents, strengthening learning and connection close to home.



LOCAL INVESTMENTS, REAL RESULTS



When Partners Invest Locally, Housing Outcomes Last for Generations

Portsmouth Housing advanced major work to strengthen Portsmouth's long-term housing infrastructure by securing key financing milestones and activating locally supported funding tools. This includes progress tied to Low-Income Housing Tax Credits, a competitive financing mechanism that brings substantial private investment into permanently affordable housing.

To learn more about supporting our work, contact:

Andrea Pickett, Director of Outreach & Engagement, at 603-815-1179 or apickett@nh-pha.com

Investment

Through the CDFA Tax Credit Program, local businesses can direct eligible NH state tax liability toward affordable workforce housing and receive a 75% deduction in return.

Partnerships

Community Development Tax Credits give local businesses a way to direct eligible tax liability toward local housing priorities, and Portsmouth Housing has been actively selling credits and building connections to keep that support moving.

Readiness

Financing and procurement strategy has been aligned to protect cost certainty and construction readiness, including adjustments designed to avoid added cost and delay.

BUSINESSES INVESTING IN HOUSING

Donor Spotlight - Ricci Construction



R RICCI
CONSTRUCTION, LLC



Ricci Construction has been building alongside Portsmouth since 1935. Nearly a century later, third and fourth-generation owners John Ricci and his son Joe continue that tradition of investing in the community they call home. Through the Community Development Finance Authority (CDFA) tax credit program, Ricci Construction supported the opening of Ruth Lewin Griffin Place in 2022 and is currently invested in the Christ Church workforce housing development. They have always believed that the local workers who make Portsmouth run deserve a place to call home here too.

Support Workforce Housing Through CDFA Credits

Portsmouth Housing Authority is grateful to the local businesses whose investment in the CDFA Tax Credit Program helps make workforce housing a reality in our community. By choosing to direct their state tax liability toward affordable housing, these businesses demonstrate that a strong workforce and a strong community go hand in hand. Thank you for investing in Portsmouth.

2026 CDFA Tax Credit Investors

Christ Church

Ricci Construction LLC
Kennebunk Savings Bank
Needham Bank
Bank of New Hampshire
92 Industrial LLC
Upton & Hatfield LLP
RPWM Partners LLC
Great Oak Title Services LLC
Bassinger Limited, PC

Sherburne School

JGroup
935 Ocean, LLC
Black Rock Social Club
Mainstay Technologies, Inc
Upton & Hatfield LLP
Meredith Village Savings Bank
RPWM Partners LLC
Resilient Buildings Group, Inc

SMART EFFICIENCY

MAKING EVERY UPGRADE COUNT - FOR TODAY AND TOMORROW

ReVision Energy is a trusted sustainability partner to Portsmouth Housing, helping advance energy independence across our portfolio. As an employee-owned and mission-driven Certified B Corporation, ReVision brings an approach that closely aligns with our values and long-term goals.

Together, we now have five solar projects completed or in planning, totaling 432 kW DC of solar capacity across five properties.

ReVision supports the work end-to-end, helping shape projects from early planning and technical analysis through installation and ongoing system maintenance to keep performance strong over time.

Most importantly, the value generated is reinvested directly into resident priorities, including new windows, kitchens, bathrooms, HVAC upgrades, and expanded Resident Services, so sustainability improvements translate into real quality-of-life benefits at home.



PHA CARBON OFFSET THROUGH SOLAR



PHA's five solar projects will keep 119.76 metric tons of carbon out of the environment each year



55,858 cell phones charged



25,647,333 cups of coffee brewed



10,001 trees sequestering CO₂








SUSTAINABILITY & ENERGY INDEPENDENCE

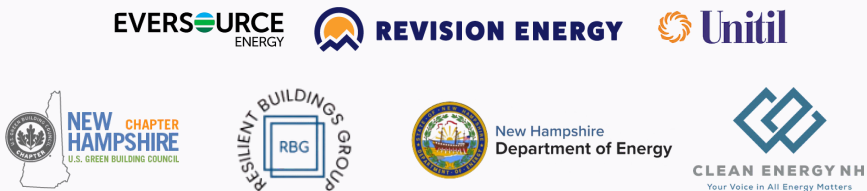


Portsmouth Housing prioritizes green energy in new designs and improves energy performance across our existing portfolio.

PHA ADVANCES IN CAPITAL IMPROVEMENTS INCLUDE:

-  Insulated ERC roof replacement and installation of 11,659 kW solar array with 183 solar panels at Margeson, supported by a NH energy grant and partnership with ReVision Energy (pictured above)
-  Mini splits installation at Atlantic Heights
-  Roof replacement at Betty’s Dream
-  New handicap lift at Connors Cottage
-  New sewer piping at Pleasant Street Apartments

SUSTAINABILITY PARTNERS



WORKING TOGETHER



LANDLORD HIGHLIGHT - ELM GROVE COMPANIES

Elm Grove Companies, located in Hooksett, NH, is a full-service real estate firm specializing in property management, development, and multifamily housing throughout New England. PHA manages several Low Income Housing Tax Credit (LIHTC)-supported affordable housing communities and are committed to expanding access to safe, stable housing.



In the Rochester and Seacoast region, Elm Grove Companies work closely with local Housing Authorities, including Portsmouth Housing, to support and lease communities such as Country Brook Apartments, The Rapids on Cocheco, and Wadleigh Falls. PHA also collaborates on housing initiatives such as the Foster Youth to Independence (FYI) voucher program, helping eligible young adults secure stable housing during critical transition periods.

These relationships allow to connect applicants with resources, ensure regulatory compliance, and make the leasing process as smooth and accessible as possible. The work is rooted in relationship-building and creating pathways to stability. Through strong community partnerships and a genuine commitment to the people we serve, Elm Grove Companies provides not only housing, but a supportive foundation that helps individuals and families move forward.



LEADERSHIP

The Commissioners and Directors of the all-volunteer PHA Boards are residents of Portsmouth who are motivated to improve the quality of life for their fellow Portsmouth residents. Their care, expertise, and persistence are leadership qualities that make a huge impact on the Portsmouth community.

Board of Commissioners

Appointed by the Mayor and confirmed by the City Council, Commissioners serve staggered five-year terms and help shape policy and oversight for the Portsmouth Housing Authority.

- Kara Rodenhizer, Chair
- Michael Griffin, Vice Chair
- Daniel Main, Treasurer
- Robin Pickering, Assistant Treasurer
- Kathleen Bergeron, Commissioner
- Elissa Margolin, Commissioner

PHA Housing Development, Ltd. Board of Directors

This nonprofit board focuses on creating new housing opportunities. It includes two PHA-appointed members and four community members approved by the Board of Commissioners.

- Adam Ruedig, President
- Katherine Kane, Vice President
- Kathleen Bergeron, Treasurer
- John Bohenko, Director
- Ernie Carrier, Director
- Kara Rodenhizer, Director



Resident Advisory Board



Resident Advisory Board members are community leaders who live in PHA housing and represent the collective resident voice. Board members help strengthen communication to ensure resident needs and priorities are at the center of our work.



Executive Director



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