



City of Keene, NH

## Congregate Living & Social Services License Application Instructions

If you have questions on the application process, please call: (603) 352-5440 or email: [communitydevelopment@keeneh.gov](mailto:communitydevelopment@keeneh.gov)

### GENERAL INSTRUCTIONS

The complete license requirements and application procedures are specified in the [City of Keene Ordinances, Chapter 46, Article X](#) though outlined here for reference. An applicant may request a pre-submission meeting with City Staff to identify any potential concerns with the project and to ensure the applicant is aware of all information that must be submitted with the application.

A completed application will include:

- A signed application, filed with the Community Development Department, within the deadline adopted by the Licensing Board
- All applicable fees paid

An application may be withdrawn at any time prior to the final decision on the application. Requests for withdrawal shall be made in writing by the applicant to the Community Development Department. No refund of the fee or any part of the fee shall be made unless the application is withdrawn prior to noticing the application for a public hearing or decision, in which case, the applicant may be eligible for a refund of the notice fee. It shall be the sole responsibility of the applicant to demonstrate that their application satisfies all applicable standards of review.

### SECTION 1. LICENSE TYPE

Below is a description of license types as outlined in the [Land Development Code](#), Article 28, Defined Terms. For more information and/or to discuss the application process with staff, contact the Community Development Department at (603) 352-5440.

- **Drug Treatment Clinic:** A non-residential facility authorized by the state to provide treatment and licensed drugs to natural persons, including, but not limited to, methadone or suboxone, to manage and treat drug dependencies.
- **Fraternity/Sorority:** A place of residence, with or without meals, for natural persons that are all members of or pledged to a local or national fraternity or sorority.
- **Group Home, Large:** A facility providing living accommodations and care for up to 16 unrelated natural persons who are in need of personal care services and/or are in need of supervision. Group home may include non-medical drug and alcohol rehabilitation. A group home with 4 or fewer residents would be classified as a single-family dwelling.
- **Group Home, Small:** A facility in a residential dwelling, providing living accommodations and care for no more than 8 unrelated natural persons who are in need of personal care services and/or are in need of supervision. Small group home may include non-medical drug and alcohol rehabilitation. A group home with 4 or fewer residents would be classified as a single-family dwelling.
- **Group Resource Center:** An establishment designed with the primary purpose of providing access to services related to counseling, personal care, or social well-being in a group setting. It does not include in-patient, overnight services, or treatments typically conducted in a medical office.
- **Homeless Shelter:** A facility that provides temporary shelter without a required fee to natural persons who are homeless. The facility shall be managed by a public or non-profit agency with in-house supervision provided during operation.
- **Lodginghouse:** Any dwelling for between 5 and 16 unrelated natural persons, which provides separate rooms for sleeping for a fee, without personal care services and without separate cooking facilities for individual occupants. A lodginghouse may include separate living quarters for an on-site property manager. For purposes of this LDC, the term lodginghouse shall not include a hotel or motel.

## SECTION 1. LICENSE TYPE - CONTINUED

- **Residential Care Facility:** A licensed facility that provides 24 hour medical and/or non-medical care to natural persons in need of personal care services, supervision, or assistance essential for sustaining the activities of daily living, or for the protection of the individual. A residential care facility may include nursing care, assisted living, hospice care and continuum of care facilities. Residential care facility does not include a residential drug/alcohol treatment facility.
- **Residential Drug/Alcohol Treatment Facility:** A licensed facility that provides 24 hour in house supervision for medical and/or non-medical/therapeutic care of natural persons seeking rehabilitations from a drug and/or alcohol addictions. Such facilities may include medical detoxification.

## SECTION 2. CONTACT INFORMATION

The owner of the property is required as is the operator/manager of the property, if the property owner is not the point of 24-hour contact person. The authorized agent may remain blank if not needed.

## SECTION 3. PROPERTY INFORMATION

A description of the property will include the property address, tax map parcel number, zoning district and a location map of the proposed property. A location map can be generated from the City of Keene's [GIS Database](http://axisgis.com/keenenh/) (axisgis.com/keeneh/). Within the search option found on the left of the map, type in the proposed address. Once the property is listed, click on it, highlighting the location of the property on the map. This will also generate a pop-up of the property with a link to Vision Online Property Records. The link will open a new window; scroll down the bottom of the page for find the zoning district the property is in. To print the location map, the print option is the right, the last icon listed.

## SECTION 4. APPLICATION AND LICENSE RENEWAL REQUIREMENTS

Along with the above requirements for a complete application, the applicant must provide the following as outlined in the [City of Keene Ordinances, Chapter 46, Article X](#).

1. Description of the property location including street address and tax map parcel number.
2. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on- or off-site.
3. Description of the size and intensity of the facility, including information about: the number of occupants, including residents, clients, staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operation; size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.
4. For congregate living uses, the average length of stay for residents/occupants of the facility.
5. Name, phone number and address of the property owner.
6. Name, phone number, and address of a person acting as the operator, if not the owner, who will serve as a point of 24-hour contact for the public and the city.
7. Evidence that all required licenses, permits or authority to operate have been obtained.
8. An operations and management plan, which shall be based on industry standard "best management practices" and, at a minimum, shall address the following.
  - a. A security plan that includes provisions for onsite security including lighting, security cameras, and/or other measures appropriate to provide for adequate health and safety of clients and management.
  - b. A life safety plan that demonstrates compliance with the state minimum building code and fire codes.
  - c. Staff training and procedures plan.
  - d. Health and safety plan.
  - e. An emergency response plan that establishes procedures for addressing emergency situations and for coordinating with local emergency service providers.

## SECTION 4. APPLICATION AND LICENSE RENEWAL REQUIREMENTS - CONTINUED

- f. A neighborhood relations plan that includes provisions for communicating with adjacent property owners and the City of Keene, including the Keene Police Department.
- g. Building and site maintenance procedures.
- h. In addition to the materials listed above, homeless shelters shall be required to submit the following information as part of an operations and management plan.
  - (i) Rules of conduct and registration system for guests, including procedures for screening registered sex offenders and for separating individual guests and families with children.
  - (ii) Policies and procedures for denying access to the homeless shelter when at maximum capacity or the determination that a person is unsuited for the facility, and how the immediate sheltering needs of individuals who may be turned away from the shelter will be handled.

## SECTION 5. FEE SCHEDULE

The application fee for each congregate living and social services license application shall be as set forth in the schedule of fees in Appendix B of the City Code of Ordinances. These fees are made payable to "City of Keene".

- Application fee.....\$165.00

## SECTION 6. GENERAL INFORMATION & PROCEDURES

**Section 46-563. Public Hearing:** Within 30-calendar days of receiving a complete congregate living and social services license application, as determined by the licensing board, or their designee, the licensing board shall hold a public hearing on the application. Notice of date, time and place of the public hearing will be posted in accordance with NH RSA 91-A:2(II).

**Section 46-564. Inspections:**

Prior to the issuance of an initial license, and prior to the renewal of an annual license, all appropriate city regulatory and enforcement officers shall make or cause to be made an inspection to determine if all applicable laws, ordinances, codes, permits, rules and regulations have been complied with.

**Section 46-565. Licensing Board Review Procedures:**

- (1) The licensing board shall consider the following criteria when evaluating whether to approve, renew, or deny a congregate living and social services license application.
  - a. The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.
  - b. The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.
  - c. The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.
- (2) The licensing board may require conditions on a license as reasonably necessary to insure compliance with the requirements of this article.
- (3) The licensing board shall provide notice of its decision on the application in writing to the applicant. In the event that the application is denied, the licensing board shall provide a written statement to the applicant stating the specific reasons for the denial.

## SECTION 6. LICENSING BOARD REVIEW PROCEDURES

**Section 46-566. License Expiration and Renewal:** Licenses issued under this article shall expire in the year following the initial issuance date on the date specified in the list below for the category of use specific to the license; unless, conditions placed on the license require an earlier timeframe for license expiration and renewal. No postponements of the expiration date shall be granted except for good cause shown and as determined by the licensing authority; provided that the license has been applied for prior to the annual expiration date.

- (1) Residential care facility—April 1.
- (2) Residential drug/alcohol treatment facility—April 1.
- (3) Drug treatment clinic—May 1.
- (4) Group resource center—May 1.
- (5) Group home, large—June 1.
- (6) Group home, small—June 1.
- (7) Homeless shelter—October 1.
- (8) Lodginghouse—November 1.
- (9) Fraternity/sorority—November 1.