

MULTIFAMILY HOUSING DIVISION | MEET THE TEAM

WHAT WE DO

The Multifamily Housing Division at New Hampshire Housing leads efforts to expand and preserve affordable rental housing across New Hampshire. We work to ensure the availability of housing options that meet the needs of families, seniors, and individuals with a range of incomes. Our programs support affordable and workforce housing, along with residential solutions that include coordinated services for those who need them.

We coordinate across teams and collaborate with partners in development and property management to support the creation, long-term sustainability, and effective management of affordable housing statewide.



The division comprises three teams—**Multifamily Development, Asset Management, and Business Operations**—that work together to finance, maintain, and strengthen affordable housing for New Hampshire residents.

HAVE QUESTIONS? WE'RE HERE TO HELP.

General Inquiries:
multifaminfo@nhhfa.org

Asset Management Inquiries:
assetmanagement@nhhfa.org

QAP Inquiries:
QAP@nhhfa.org



KEY DIVISION CONTACTS

KELLY ROY
Managing Director
kroy@nhhfa.org | 603.310.9256

Kelly leads New Hampshire Housing's **Multifamily Housing Division**, overseeing housing development, asset management, business operations, and housing grant programs.

REBECCA GRISWOLD
Multifamily Coordinator
rgriswold@nhhfa.org | 603.310.9272

Rebecca provides **administrative and project coordination support** for the division. She is the main contact for meetings and events, assists with the requisition process, and helps direct inquiries to the appropriate staff member.

Learn more about our programs at NHHousing.org.

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MULTIFAMILY DEVELOPMENT

The Multifamily Development team partners with developers and community organizations to finance the creation and preservation of affordable rental housing across the state. The team also oversees project construction to ensure resources are used efficiently and to support the safety and dignity of future residents.

RYAN POPE

Senior Director, Multifamily Development & Finance

rpope@nhhfa.org | 603.310.9221

Ryan leads the Multifamily Development team and oversees financing programs that support the creation and preservation of affordable rental housing. Contact him to learn more about available financing tools or to discuss a potential project.

CAITE FOLEY

Construction Services Manager

cfoley@nhhfa.org | 603.310.9397

Caite oversees construction services for all New Hampshire Housing-funded projects. She is the primary contact for questions about the **Technical Design and Construction Standards, Design and Construction Policy Rules (NHHFA 111)**, or the overall construction process.

SUPPORTIVE HOUSING CONTACT

DAVID DIFRONZO

Senior Manager, Multifamily Lending

ddifronzo@nhhfa.org | 603.310.9295

David leads the Multifamily Lending team and oversees the **Low-Income Housing Tax Credit (LIHTC)** and **Supportive Housing financing** programs, including funding rounds and compliance with policies and reporting requirements. He also serves as the **primary contact for those interested in using our funding resources**.



LILYBEL BELEN

Pipeline Manager

lbelen@nhhfa.org | 603.310.9292

Lilybel oversees the financial and operational flow of the multifamily project pipeline from construction through transfer to Asset Management. She works closely with developer partners to oversee **construction requisitions, disbursements, and timelines**.

EMILY BOISVERT

Senior Multifamily Lending Officer

eboisvert@nhhfa.org | 603.310.9364

Emily works closely with developer partners to finance affordable housing projects from application through approval and construction loan closing. She specializes in **complex developments** that leverage a variety of **funding sources administered by NH Housing**.

TOM KREBS

Multifamily Lending Officer

tkrebs@nhhfa.org | 603.310.9280

Tom works closely with our developer partners to finance affordable housing through our various funding programs. He **supports projects from application through approval and construction loan closing**.

JESSICA CONNORS

Multifamily Lending Officer

jconnors@nhhfa.org | 603.310.9296

Jessica works closely with developer partners to finance affordable housing through our various funding programs. She **supports projects from application through approval and construction loan closing**.

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ASSET MANAGEMENT

The Asset Management team oversees over 500 properties and 15,500 rental units statewide, ensuring quality management, regulatory compliance, and long-term sustainability for low-, moderate-, and extremely low-income households.

ANDREW BOYLE

Senior Director, Asset Management
aboyle@nhhfa.org | 603.310.9262

Andy oversees compliance with federal and state requirements across a range of affordable housing programs, including the Low-Income Housing Tax Credit (LIHTC) program, HOME, Section 8 New Construction, Tax-Exempt Bonds, and other funding sources.

VIRGINIA LARKIN

Manager, Multifamily Program Compliance
glarkin@nhhfa.org | 603.310.9279

Virginia manages compliance for multifamily programs including HOME, HOME-ARP, HTF, and Risk Sharing. She oversees quality control, regulatory oversight, and provides technical guidance to staff and partners.

The following staff provide **technical, reporting, and administrative support** related to compliance monitoring and administration requirements.

FAITH BUMFORD

Housing Program Coordinator
fbumford@nhhfa.org | 603.310.9351

MAKENZIE MOORE

Program Analyst
mmoore@nhhfa.org | 603.310.9227

SHEILA AVERY

Housing Program Specialist, 811
savery@nhhfa.org | 603.310.9260

RICHARD ANTOINE

Inspector
rantoine@nhhfa.org | 603.310.9352



NINA LOTMAN

Portfolio Manager, PBCA
nlotman@nhhfa.org | 603.310.9238

Nina manages compliance for HUD's Performance Based Contract Administration (PBCA) program and the 811 Project Rental Assistance (PRA) program. She oversees management and occupancy reviews, rent adjustments, and contract renewals.

MELANIE TOSCANO

Portfolio Manager, LIHTC
mtoscano@nhhfa.org | 603.310.9265

Melanie manages compliance for the Low-Income Housing Tax Credit (LIHTC) program, including review and submission of IRS Form 8823. She also conducts management experience scoring for developer applications during the LIHTC allocation process.

Asset Managers oversee compliance and performance for properties. They conduct **management and occupancy reviews, monitor financial and regulatory compliance**, and serve as key contacts for property owners and managers. Senior Asset Managers also **provide training and support** to staff and partners.

SENIOR ASSET MANAGERS

MINDY DANIS

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MELISSA AASEN

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ASSET MANAGERS

DONATELA MOTA

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JESSICA LEMAY

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KAYLEE COUTU

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BUSINESS OPERATIONS

The Business Operations team manages program compliance, policy development, and quality control to ensure effective use of multifamily housing funds. They support new program development, coordinate across teams, and maintain data systems and agency communications for reporting on state and federal programs.

GLORIA PARADISE

Senior Director, Business Operations

gparadise@nhhfa.org | 603.310.9315

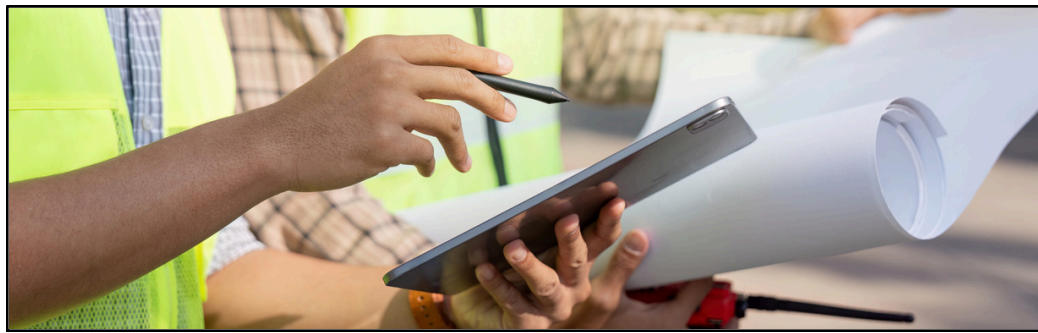
Gloria oversees business operations, development, and asset management activities, and manages several state and federal programs, including the Affordable Housing Fund, HOME, Housing Trust Fund, Lead and Healthy Homes, 811 PRA, and other energy-related initiatives. She also contributes to new program development and quality control efforts—while supporting the Managing Director in guiding the division's overall work.

NATASHA DUBE

Director, Business Operations

ndube@nhhfa.org | 603.310.9281

Natasha leads program administration, analysis, and reporting, including managing multifamily resource allocations. She develops and updates program policies, procedures, and rules, prepares the division's annual program plan, and guides updates to the **Qualified Allocation Plan (QAP)** to align resources with agency priorities and statewide housing needs.



CHRISTINE LAVALLEE

Senior Manager, Multifamily Housing Resources & Operations

clavallee@nhhfa.org | 603.310.9307

Christine manages federal grant programs including the **811 Project Rental Assistance, HOME, and the Housing Trust Fund**. She oversees environmental review and tenant relocation compliance, leads development of HUD-required plans (ConPlan, Annual Action Plan, CAPER), and ensures processes are current.

HEATHER GOODWIN

Program Manager, Multifamily Housing Resources

hgoodwin@nhhfa.org | 603.310.9226

Heather manages the fiscal and programmatic components of federal and state housing programs, including the **HOME-ARP program**. She coordinates statewide efforts to develop the Annual Action Plan and CAPER for submission to the U.S. Department of Housing and Urban Development (HUD).

LEAD & HEALTHY HOMES CONTACTS

PAUL CHALIFOUR

Senior Manager, Lead & Special Projects

pchalifour@nhhfa.org | 603.310.9388

Paul manages the **Lead Hazard Control and Healthy Homes programs**, including the **State Lead Remediation Loan Program**. He oversees contractors and site work, ensures compliance with federal regulations like **Section 3** and **Build America, Buy America**, and leads special projects and other energy-related initiatives.

LAURA POOLE

Associate Program Manager, Lead & Special Projects

lpoole@nhhfa.org | 603.310.9387

Laura provides fiscal and programmatic support for housing grant programs, including **Lead Hazard Control and Healthy Homes, HOME, and the Housing Trust Fund**. She manages budgeting for all projects in HDS and assists with **Section 3** and **Build America, Buy America** compliance for federally funded initiatives.



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