

# Greater Nashua Continuum of Care

## Toolkit



## A Resource Guide 2014

***\*\* No guarantee can be made as to the accuracy of the material contained in this document as information, eligibility criteria and laws may change. This information is meant as a guide and should not be used as a sole source of evidence or in place of legal counsel. \*\****

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# Nashua, NH Continuum of Care



<p><b>Adult Learning Center</b>, 4 Lake St., Nashua, NH 03060 (603-882-9080): ESL, computer training, and job placement, GED testing, Spanish, Citizenship, childcare and school age care.</p>
<p><b>Big Brothers/Big Sisters</b>, 33 Main St., Suite 501, Nashua, NH 03064 (603-883-4851): Professionally supported one to one relationship with an adult volunteer who has been appropriately matched to a child who is in need of a mentor/friend.</p>
<p><b>Boys &amp; Girls Club</b>, 47 Grand Ave., Nashua, NH 03060 (603-883-0523): Affordable daily programs promoting the health, social, educational, vocational and character development of youth from disadvantaged circumstances ages 6-18.</p>
<p><b>Bridges</b>, 33 East Pearl St., Nashua, NH 03060 16 Elm Street, Suite #2, Milford, NH 03055 24-Hour Support Line (603-883-3044) Office (Nashua: 603-889-0858; Milford: 603-672-9833): Services for victims and survivors of domestic violence, sexual assault, teen dating violence, child sexual abuse, elder abuse, stalking, and harassment. Services include crisis intervention, emergency shelter, court advocacy, support groups, and education and outreach to both women and men.</p>
<p><b>Care Net (Pregnancy Center of Nashua)</b>, 110 Main St., Nashua, NH 03060 (603-883-9355): Free ultra sounds, Information and practical assistance to women facing unplanned pregnancy to help them make informed decisions and choices.</p>
<p><b>Caregivers</b>, PO Box 6107, Nashua, NH 03063 (603-595-4502): Support to the frail elderly, disabled and culturally disadvantaged. Trained volunteers provide the "hands" of support.</p>
<p><b>Child and Family Services</b>, 22 E. Pearl St., Nashua, NH 03060 (603-889-7189): Serves children by strengthening families through counseling, adoption, teen services, and home-based services.</p>
<p><b>Corpus Christi</b>, 43 Franklin St., Nashua, NH 03064 (603-882-6372): Food Pantry (882-6372) open Monday and Wednesday in the morning, Tuesday and Thursday in the afternoon. Financial Assistance Program (598-1641) helps with rental, utilities, etc. <b>Please call for an appointment</b></p>
<p><b>Easter Seals</b>, 491 Amherst St., Nashua, NH 03063 (603-889-0735): Diagnostic, facilitative, rehabilitative and support services to children and adults with disabilities, injuries, and other special needs (including job placement and training, vocational education, return-to-work services, community inclusion programs, community residential services, supported employment, school-to-work services, and brain injury services).</p>
<p><b>The Front Door, Inc.</b>, 7 Concord St., Nashua, NH 03064 (603-886-2866): Offers support and provides services to assist individuals and families transition from crisis to self-sufficiency. Assistance with back rent, utility arrearages, security deposit loans, transitional housing for single women &amp; children, financial literacy and other basic needs.</p>
<p><b>Family Promise of Greater Nashua at Anne Marie House</b>, 180 Lowell Rd., Hudson NH 03051 (603-883-7338): Provides Transitional Housing, meals, and supportive services to sustain a community-wide effort of compassion for homeless families.</p>
<p><b>Gateways - Gateways for Developmental Services</b>, 144 Canal St., Nashua, NH 03060 (603-882-6333): Services for people with developmental disabilities and their families.</p>
<p><b>Girls, Inc.</b>, 27 Burke St., Nashua, NH 03060 (603-882-6256): Prevention and outreach programs for disadvantaged and/or at-risk girls.</p>

**Greater Nashua Mental Health Center at Community Council**, 7 Prospect St., Nashua, NH 03060 (603-889-6147): Professional behavioral health services and education, and information and referral, psychotherapy, psychopharmacology, crisis response, hospitalization, outreach, day treatment, rehabilitative and vocational services. Mission: Works with the community to meet the mental health needs of its residents by providing evaluation, treatment, resource development, education & research.

**Greater Nashua Dental Connection, Inc.**, 31 Cross St., Nashua, NH 03064 (603-879-9314): Provide affordable dental services, accepts Medicaid. Appointments necessary.

**H.E.A.R.T.S. Peer Support & Crisis Respite Centers of Greater Nashua,**

5 Pine St. Ext. Suite 1G / P.O. Box 1564, Nashua, NH 03060 P(603)882-8400 F(603)882-8700:

Adult Educational Wellness Center for those struggling with the daily effects of mental health issues. Membership requirement: individuals who have used publicly funded Mental Health Services in the past, present or in need of. Open 8am to 4pm Monday thru Friday and Saturday 8am to 12pm. The Peer Crisis Respite Center is a 24-7 fully staffed holistic two bedroom setting for those who need extra support other than psychiatric hospitalization. Guests may stay with us for 1 to 7 days. We offer arranged rides for those who need transportation to or from the centers. Peer Support Warm-Line available 7 days a week from 5pm to 10pm for after-hours peer support. Call for more information.

**Harbor Homes, Inc.**, 45 High St., Nashua, NH 03060 (603-882-3616): Residential and supportive services including psychotherapy, psychopharmacology, case management, and employment services. Also operates a SAFEHAVEN program and Maple Arms homeless shelter.  
Three residential programs for *homeless veterans*.

**Harbor Care Clinic and Wellness Center**, 45 High Street, Nashua, NH 03060 (603) 882-3515. Primary Care and Behavioral Health Services to include psychotherapy, psychopharmacology, case management and outreach.

**Home Health & Hospice Care**, 7 Executive Park Drive, Merrimack, NH 03054: (603-882-2941): Services and support to the acutely, chronically, and terminally ill, and bereaved families (including nursing, hospice care, home health aides, homemakers, well-child care, health promotion clinics, and education).

**Keystone Hall** (Greater Nashua Council on Alcoholism), 615 Amherst St., Nashua, NH 03060 (603-881-4848): Comprehensive services for chemically dependent persons (including crisis intervention, case management, transitional living, women's and men's program, outpatient counseling).

**Lamprey Health Center**, 22 Prospect St., Nashua, NH 03060 (603-883-1626): Lamprey Health Center provides comprehensive primary care services to individuals in the Greater Nashua Community regardless of their insurance status or ability to pay. These services include routine preventive and sick care, diagnostic evaluations, disease management and education for chronic illnesses, pharmacy assistance, nutrition education, case management and health education.

**Lucky Dog Thrift Shop**, 23 Elm St., Nashua, NH 03060 (603-882-DOGS [3647]): We are a non profit organization whose mission is to help local pets in need with spay/neuter & emergency vet bill assistance. Our two floor shop features lots of new and gently used items; clothing and accessories, electronics, furniture, house wares and more. 100% of profits benefit animals and the earth!

**Marguerite's Place**, 87 Palm St., Nashua, NH 03060 (603-598-1582): Transitional housing and on-site day case management and daycare for single mothers and their children.

**Mary's House**, 123 W. Pearl St., Nashua, NH 03060 (603-886-3562): A Southern New Hampshire Services program offering permanent housing for homeless women *without children*.

**Milford Regional Counseling Services, Inc.**, 15 Union Street, Milford, NH 03055, Phone: 603-673-2508. A non-profit organization that provides mental health counseling at affordable rates to adults, couples, and families.

<p><b>Nashua Center for the Multiply Handicapped</b>, 18 Simon St., Nashua, NH 03060 (603-595-0961): Services to persons with developmental disabilities through early intervention (the Children's Pyramid), adult day habitation/supported work employment (JOBS/ETC) and residential services.</p>
<p><b>Nashua Children's Home (Transitional Living Program)</b> 125 Amherst St., Nashua NH 03064 (603-821-7088): Apartment-style program that provide housing at a nominal rent along with continued staff support and guidance. Young adults must be between the ages of 18-20 years of age and have some form of income to apply.</p> <p><b>Nashua Children's Home (Residential Care Program)</b> 125 Amherst St., Nashua, NH 03064 (603-883-3851): Residential care, special education services, and home-based counseling primarily to abused/neglected and educationally handicapped children and their families.</p>
<p><b>Nashua Division of Public Health &amp; Community Services</b>, 18 Mulberry St., Nashua, NH 03060 (603-589-4560): Serves the community by maintaining the well being of its citizens. Services are provided through a collaborative effort of Environmental Health, Community Health and Welfare.</p>
<p><b>Nashua Housing Authority</b>, 40 E. Pearl St., Nashua, NH 03060 (603-883-5661): Owns and manages public housing units and offers Section 8 Rental Assistance Certificates for use in private market apartments.</p>
<p><b>Nashua School District – Adult Ed Program</b>, 10 Chuck Druding Dr. Nashua, NH 03063 (603-589-6409): High School Diploma courses for adults looking to obtain a high school diploma or earn college pre-requisite credit to enter the medical field.</p>
<p><b>Nashua Senior Center</b>, 70 Temple St., Nashua, NH 03060 (603-889-6155): Services to assist seniors in maintaining active community involvement programs, Health and Culture Seniors ages 50 and over.</p>
<p><b>Nashua Soup Kitchen &amp; Shelter</b>, 2 Quincy St., Nashua, NH 03061 (603-889-7770): Services include meals, food pantry, fresh produce, emergency shelter for homeless individuals and families, transitional housing, employment and education advocacy and Hispanic Advocacy.</p>
<p><b>Nashua Transit Center</b>, 11 Riverside St., Nashua, NH 03062 (603-880-0100): Bus stops are marked with a City bus sign. There are bus stops every two or three blocks along each route, and the transfer station is located on Elm St. behind City Hall. Bus passes &amp; schedules are located at either City Hall Clerk's Office or our main office at Riverside St. from 8am to 4pm Mon-Fri.</p>
<p><b>NeighborWorks® Southern New Hampshire</b>, 801 Elm St. 2<sup>nd</sup> Floor, Manchester, NH 03101 (603-626-4663): Non-profit organization dedicated to the improvement of the lives of individuals and families living in the Greater Manchester region by providing access to quality housing services, revitalizing neighborhoods and supporting opportunities for personal empowerment.</p>
<p><b>NH Banking Department Banking</b>, (1-800-437-5991) Consumer Credit Questions and Complaints, Confidential Mortgage Document Review Check for Fraud, Estimates New Payments, Foreclosures.</p>
<p><b>New Hampshire Bureau of Elderly &amp; Adult Services</b>, 3 Pine St. Ext., Nashua, NH 03061 (603-883-7726): Services to help elderly and disabled adults remain at home or placement services when needed. Protective investigations for reports of abuse, neglect, self-neglect and exploitation of incapacitated adults.</p>
<p><b>New Hampshire Catholic Charities</b>, 261 Lake St., Nashua, NH 03060 (603-889-9431): Counseling, immigration parish out reach ministry and outreach services to parishes and the Greater Nashua community.</p>
<p><b>New Hampshire Department of Health and Human Services</b>, Nashua District Office, 3 Pine Street Extension, Suite Q, Nashua, NH 03060 (603-883-7726): Provides a comprehensive and coordinated system of services to promote and protect the health, safety and well-being of NH citizens. Directed at supporting families, strengthening communities and developing the independence and self-sufficiency of NH citizens to the extent possible. Applications for food stamps, TANF, APTD/OAA/ANB, Medicaid.</p>

**New Hampshire Division for Children, Youth and Families-Child Protective Services**, 3 Pine Street Extension, Suite Q, Nashua, NH 03060 (603-883-7726): Services to children, youth and families experiencing child abuse or neglect.

**Plus Company**, 19 Chestnut St., Nashua, NH 03060, (603-889-0652): A comprehensive organization providing vocational, residential and social services to people with disabilities.

**The Salvation Army**, One Montgomery Ave., Nashua, NH 03060 (603-883-7841): Direct individual and community emergency/temporary assistance. Conducts adult and youth activities, tutoring, disaster relief, and summer camp and character building programs.

**Social Security Administration**, 175 Amherst St., Nashua, NH 03064 (1-800-772-1213): Social Security cards; maintenance of Social Security earnings records; applications for Social Security Disability, survivors, retirement benefits, Supplemental Security Income, Medicare, and Post-Entitlement actions (direct deposit, lost checks, change of address, etc.)

**Southern New Hampshire HIV/AIDS Task Force**, 12 Amherst Street, Nashua, NH 03064 (603-595-8464): Comprehensive care, support and educational services to people living with HIV/AIDS.

**Southern New Hampshire Medical Center**, 8 Prospect Street, Nashua, NH 03060 (603-577-2728): Committed to stewardship and provides comprehensive medical services, many of which are exclusive to this region.

**Southern New Hampshire Rescue Mission**, 40 Chestnut St., Nashua, NH 03060 (603-889-3421): Provides food, clothing, shelter & bible based rehabilitation programs.

**Southern New Hampshire Services**, 134 Allds St. Nashua, NH 03060 (603-889-3440): Community Action Agency for Hillsborough County providing social services programs and advocacy activities to low income individuals and families, the elderly and other specialized populations through Housing for Seniors and Single Women, Head Start, WIC, Weatherization, Energy Assistance, Commodity Foods and Child Care.

**St. Joseph Hospital**, 172 Kinsley Street, Nashua, NH 03060 (603-882-3000): A caring, progressive, comprehensive 200 bed not-for-profit health care facility serving southern New Hampshire and dedicated to the prevention of disease and care of the sick, with special concern for the poor.

**Tolles Street Mission**, 52 Whitney St., Nashua, NH 03060 (603-880-4984): Food pantry open Wednesday-Thursday from 1:30pm-2:45pm. Cloth closet tue, wed and thur 10:00-11:45pm.

**Upper Room Compassionate Ministries**, 36 Tolles St., Nashua, NH 03060 (603-595-2039): Food pantry open Tuesday, Wednesday, and Thursday from 10:00am-4:00pm. Personal items fresh meat and clothing available as well.

**Youth Council of Nashua**, 112 West Pearl St., Nashua, NH 03060 (603-889-1090): Serves children, teens, and families struggling with sexual abuse, physical abuse, neglect, substance abuse, behavioral difficulties and parenting stress through counseling, diversion and crisis services.

## **EMERGENCIES – DIAL 911**

**“New Hampshire 211” – 1-866-444-4211 or by dialing 2-1-1.**

[www.211nh.org](http://www.211nh.org)

**Homeless Outreach – dial 2-1-1 for Greater Nashua**

## ESSENTIALS OF APARTMENT SEARCH

- Be aware of your rights, but *DO NOT threaten to call a lawyer if you have a problem*, remain polite. You can always consult with legal assistance if there is a problem, without telling the potential landlord that you will.
- There is no guarantee; you may end up calling several places that are already filled, **DO NOT GET DISCOURAGED**.
- Always be polite and friendly, you are selling yourself, as someone the potential landlord will have to deal with.
- Do not get upset if the person you are dealing with is not polite.
- Ask about waiting lists if there is no apartment available.
- The number of bedrooms may not be accurate; a one bedroom may actually have a smaller room that can be used as a bedroom.
- Weekly rent X 52 / 12 = monthly rent. For example:  
\$125 per week x 52 = \$6500 / 12 = \$542 per month
- Always look at a place before signing a lease
- If you do not have section 8, you can put more than one person in each bedroom. Sleeping arrangements are up to you.
- *DO NOT tell a potential landlord you live in a homeless shelter. You can inform them, "I'm staying with friends."*
- References: put down people who will give you a good reference, give them a call to confirm.

## FRIENDLY ADVICE

- *Consider the pros and cons of renting storage*; you often end up spending more than your belongings are worth. Instead, consider selling your belongings.
- It is easier to move to the apartment of your dreams from another apartment than from a shelter. Do not be too particular when leaving the shelter.
- Do not rule out other neighboring communities, rents may be slightly lower.

## APARTMENT SEARCH JARGON LIST

- **No utilities, separate utilities, tenant utilities, + utls:** These phrases all mean that you (the tenant) would have to pay for the utilities (heat, hot water, electric)
- **D/D:** The apartment has a dishwasher and disposal
- **W&D:** The apartment has a washer and drier
- **W&D Hookup:** You can put a washer and drier into the apartment when you move in at your own cost.
- **1.5 Ba:** The apartment has one full bathroom (with a shower, tub, toilet and sink) and ½ bathroom (with a toilet and sink)
- **A/C:** The apartment has air conditioning
- **C/A:** The apartment has central air conditioning
- **Month to month tenancy at will:** The landlord or the tenant (you) can decide to break the lease (decide you need to move out) with a 30 days notice (if it is specified in the lease it may be as little as a weeks notice)
- **Cr Chk:** Credit check
- **Cr Ref:** Credit reference
- **Flr:** Floor
- **Bdrm:** Bedroom
- **Lrg:** Large
- **Sm:** Small
- **Prk:** Parking
- **Avail:** Available
- **Off St.:** There is off street parking available
- **Sec Dep, Sec:** Security deposit (usually one months rent, which the landlord can deduct damage to the apartment from)

## APARTMENT SEARCH TIPS

### 1. GET INFORMATION:

- a. Use landlord list in this Toolkit.
- b. Get listing of available apartments from daily newspapers available at the shelter, in the office of the Nashua Soup Kitchen & Shelter, Front Door Agency, or at the Library
- c. Drive or walk around the neighborhoods you are interested in
  - Look for “FOR RENT” signs or empty-looking apartments.
  - Check with other residents of a building you are interested in or neighbors if they are readily available (outdoors) to see what the possibilities are for a particular apartment.
- d. Talk to people: at work, at meetings, in your present neighborhood for ideas.
- e. Look at bulletin boards in Laundromats, corner stores, at work or school.

### 2. BE AVAILABLE:

When you call a landlord or rental agency, *tell them your name and why you are calling*. Be sure you have a telephone number to give them where they can reach you or leave a message. This could be your own number if you have one, that of a relative or friend, your place of work, a neighbor, co-worker, etc. Please indicate a time that is best to reach someone at the number you give or let him or her know if there is an answering machine.

### 3. PROMOTE YOURSELF:

Typically, your potential landlord will not know about you and may be meeting with several potential tenants other than yourself. It is your job to promote yourself. Think about your good qualities and do not be afraid to share them. If you are clean, quiet, and/or have a history of paying rent on time, make sure to let them know. If you are employed and/or have section 8, let the landlord know immediately.

### 4. SECURITY DEPOSIT ASSISTANCE:

Once you have found an apartment and can prove you have enough income to support it, you may contact community agencies such as the *Front Door Agency* (886-2866) to inquire about a security deposit loan. Please allow time for necessary paperwork to be completed and processed.

## Apartment Complexes / Property Owners List

\* This list is for information purposes only and does not represent a recommendation of any company or individual. \*

Apartment Complex Nashua		Specialized Housing	
		Rooms	
Amherst Park Apartments	882-0331	Downtowner	882-2498
Hampshire Heights	888-1688	Maine House Inn	883-9748
Brook Village	888-2242	23-25 Temple Street	883-7515
Canterbury Apartments	882-8332	Country Barn	883-7924
Clocktower Place	880-3961	Lillian's Motel	882-3451
Forest Ridge	883-3456	Studio Apartments	882-9699
Pheasant Run	888-7300		
Pine Hills Gardens	883-2568	<b>Single Woman</b>	
Regent Park	883-2720	Mary's House	886-3562
Riverview Gardens	889-2928	<b>Public Housing/ Subsidized Housing</b>	
<b>Milford</b>			
Heritage Estates	673-4800	NH Housing Finance Authority 32 Constitution Drive Bedford, NH 03110	
Laurel Hill	673-1155		472-8623 or 800-439-7247
<b>Hudson</b>			
Elmwood Village	594-0104	Nashua Housing Authority 40 E. Pearl Street, Nashua	883-5661
<b>Property Owner/ Real Estate Agencies (Various)</b>			
Bishops Realty	594-4114	Palm Street apartments	228-2151
Blackwood Properties	821-3830	Mary Sweeney Home	889-2877
City View Management	594-8700	Gatewood Manor	880-6029
Dobens Realty	880-8404	Coliseum Avenue Apartments	883-6525
Downtown Apartments	882-2498	2 Cote Lane	
Gauthier Realty	880-7180	Pratt Homes	886-9211
Hamilton Company	889-7205	Village Gate (Elderly/Disabled)	669-8551
Lamerand Enterprises	882-9699	583 West Hollis Street	
Leclair Properties	598-4800	Xavier House	883-6770
Linbar Realty	598-3538		
Matarazzo Real Estate	883-0136	ReMax	886-8800 or 886-9380
MJD Enterprises	889-5844		
Stewart Properties	641-2163		
<b>Senior Residences</b>			
Davidson Landing, 143/145 Ledge St., Nashua NH	598-9846	Streeter Shores, 76 Temple St., Nashua NH	881-5214
JB Milette Manor, 72 Vine St., Nashua NH	595-1300	Wagner Court, 101 Burke St., Nashua NH	595-0316

## Clothing and Household Items

English/Spanish

- The Salvation Army Thrift Store** – 217 West Hollis St. 880-0271  
Monday-Saturday, 9:00am-5:30pm  
Lunes - Sabado, 9:00am-5:30pm  
Donation for furniture pick-up (only) 1-800-958-7825  
All other donations are Tues-Thur 12:30-4:00pm
- First Church Thrift Shop** -1 Concord St. (back entrance / entrada en la parte de atras) 882-4861  
Clothing for sale Thursday, 10am-2pm Ropa a la venta Jueves, 10-2pm  
Low Prices/ Precios bajos
- Nashua Senior Center** - 70 Temple St., Nashua, NH 03060 889-6155  
To assist seniors ages 50 and over Mon-Fri, 9am-4pm, Sat. 9am-1:30 or 2:00pm.  
Ropa a la venta de Lunes a Vernes, 9-4pm Los Sabados de 9am-1:30pm
- Care Net (formerly Crisis Pregnancy Center)** - 110 Main St. Nashua, NH 03060 883-9355  
Confidential Advice, Maternity/baby clothing, baby equipment, limited ultra sound, parenting advice (free).  
Mon, Wed, and Thur 10-3pm Tues 10-5pm  
Ropa disponible Para maternidad, ropa de bebe, equipo para bebe Llama Para hacer cita/gratis  
Lunes, Miercoles y Jueves de 10-3pm y Martes 10-5pm
- Upper Room** - 36 Tolles St. Nashua, NH 03060 595-2039  
Clothing is Available Tues, Wed and Thur 10-11:30am  
Ropa Disponible Martes, Miercoles y Jueves
- Tolles St Mission** - 52 Whitney St. 880-4984  
Clothing is available Tues, Wed, Thur 10-12pm  
Ropa Disponible Martes, Miercoles y Jueves De 10-12pm
- SHARE** – 34 Amherst St., Milford, NH 03055 673-9898



## FOOD STAMPS

3 Pine Street Extension, Suite Q, Nashua, NH 03060 (603) 883-7726

Walk-In Basis – **NO ADDRESS REQUIRED TO APPLY**

**Ten Wrong Reasons we did not apply for Food Stamps**

1. ***“I was working, and I thought working people weren’t eligible.”*** Actually, when I finally applied I found out that 20% of working age food stamps recipients’ work. Half of them work full-time, but like me, they did not earn enough money to make ends meet.
2. ***“I had no children living with me.”*** My daughter Amy was with her farther for 6 months.” The truth is that I could have applied for food stamps whether Amy lived with me or not.
3. ***“I wasn’t on welfare.”*** I did not know that food stamps have nothing to do with welfare. Food stamps are about proper nutrition for Americans.
4. ***“I owned a car.”*** You know what I learned? I could own a car and still be eligible for food stamps. Cars count against a 2,000 cashable asset limit only after discounting the first \$4,650 in fair market value. Cars do not count at all if you have less than \$1,000 in equity, and some cars, such as those used to transport disabled household members, do not count at all.
5. ***“I had no address.”*** The reason Amy lived with her father for six months was that I was homeless. I did not need a living or mailing address to receive food stamps. The food stamp office will help you work around homelessness.
6. ***“I heard people say I would only get \$10 a month in food stamps.”*** I learned that the amount of food stamps you receive depends on your income and expenses. The maximum food stamps allotment for a household size of two is \$234.
7. ***“People in the store would see me using food stamps”*** Not true. New Hampshire provides benefits on debit cards that look like any other credit card or bankcard.
8. ***“I own my own house.”*** I am having a hard time making the payments right now, but thank goodness, Amy and I can own our own house and still receive food stamps. Neither my house nor its furnishing count as cashable assets towards the \$2,000 cashable limits. Countable cashable assets are limited to things like savings bonds, saving/checking accounts, and second homes.
9. ***“I couldn’t live with anyone else, like my mother or a friend.”*** Now I know that you can live with anyone you want to. Unless you live with your spouse, children, or close relatives, other people in your household aren’t required to be part of your food stamp case, and their income won’t count towards your income limit, unless you normally purchase and prepare meals together.
10. ***“I voluntarily quit my job.”*** It was not smart, but then my old car broke down and I had no transportation to work. I did not know that if you voluntarily quit your job, you would not be eligible for food stamps for two months, except when you have good reason like I did. Apply now even if you quit your job because your family may be eligible right away, even if you are not. Do not forget, though, these are food stamp rules, not unemployment insurance rules.

## Financial Assistance / Information

**City/Town Welfare** – Each municipality has a city/town welfare official. General assistance may include rent, utilities, food, personal care items and prescriptions.

Nashua	589-4555	Merrimack	424-2331
Milford	249-0672	Hudson	886-6024
Hollis	465-2780	Amherst	673-6041
Brookline	673-8855	Mont Vernon	673-6080

**Catholic Charities** – 261 Lake Street, Nashua 889-9431

- Emergency assistance, emergency loan program.

**Corpus Christi** – 43 Franklin Street, Nashua 598-1641

**The Front Door Agency** – 7 Concord Street, Nashua 886-2866

- Security Deposit loans, rent and utility assistance, IDAs (matched savings accounts), Revolving Loan Fund (RLF), transportation assistance.

**Health Care** – Apply for charity care at the local hospitals, or contact the **Harbor Care Clinic and Wellness Center** or **Lamprey Health Center**. Also, apply for *insurance coverage* through **NH DHHS**.

**Religious Groups** – There are numerous Religious Congregations in the Greater Nashua area. Some operate programs with financial assistance; these programs are subject to change as staff and funding changes occur.

**The Salvation Army** – 1 Montgomery Avenue 889-5151

- Emergency assistance, prescriptions.

**Southern NH Services** – 134 Allds Street, Nashua 889-3440

- Energy Assistance Programs: Fuel and Electrical Assistance and other emergency energy assistance programs.

**Nashua Soup Kitchen & Shelter** – 2 Quincy Street 889-7770

- Loan help with rent, mortgage or utility (eviction notice or shutoff notice for gas, electric, oil or propane) to prevent homelessness. Not available for rooming houses, unless there is residency for over a year.
- Some funds available for job/education-related costs

**NH Department of Health and Human Services**, 3 Pine Street Ext., Nashua 883-7726

- Emergency funds for TANF recipients, childcare funding, food stamps, health insurance, etc.

**NH Department of Employment Security**, 6 Townsend West, Nashua 882-5177

- Job assistance programs/services.
- Unemployment income.

**NH Banking Department** 1-800-437-5991

- Banking and Consumer Credit Questions and Complaints.
- Confidential Mortgage Document Review - Check for Fraud, Estimate New Payments

**State of NH** - [www.homehelpnh.org](http://www.homehelpnh.org) (informational site for resources pertaining to foreclosure prevention).

## Division of Public Health & Community Services

18 Mulberry Street  
Nashua, New Hampshire  
03060-3897  
Phone: 603-589-4560 • Fax: 603-594-3452  
[www.nashuanh.gov](http://www.nashuanh.gov)

The Division of Public Health and Community Services is the public health entity for the City of Nashua. All of the Departments within the Division offer services that directly impact the health, social, and economic well-being of the residents of the City of Nashua and the surrounding communities.

### Community Health Services (603) 589-4500

The Community Health Department works to protect the health of Nashua residents. The department's programs include:

- Community Outreach Van
- Immunization Clinics: Tuesdays 4pm to 7pm and Fridays 8:30am to 10:30am
- Lead: Clinic Screening, Prevention and Case Management
- Tuberculosis Program
- Disease Investigation

### Environmental Health (603) 589-4530

The mission of the Environmental Health Department is to protect the health of the public by defining, eliminating, controlling and managing environmental hazards. This is accomplished through the enforcement of laws and ordinances that protect the public from harmful environmental factors, often in collaboration with other City or State partners. Services include but are not limited to:

- Licenses and inspects food service establishments, public swimming pools and spas
- Responds to complaints regarding sanitation and environmental health hazards
- Provides education to the public on environmental health issues

### City of Nashua Welfare Services

***Each municipality is required by RSA 165 to provide general assistance – contact your town of origin for eligibility requirements.***

**(603) 589-4555**

The Welfare Department provides interim emergency assistance for low income residents through a voucher system. Assistance is available with rent, food, utilities and medications. Each applicant will be interviewed confidentially to review household circumstances and eligibility for assistance. You must apply in person. No appointments are given over the phone.

## Code Enforcement *City of Nashua*

Community Development Division  
City Hall, 2<sup>nd</sup> floor 229 Main Street PO 2019  
Nashua, NH 03061-2019  
(603) 589-3100  
[www.nashuanh.gov](http://www.nashuanh.gov)

### **Property Maintenance Issues for the *City of Nashua* (Surrounding towns may have their own requirements.)**

#### **For EMERGENCY building maintenance issues such as:**

- Sewer waste coming out of toilets or into basement,
- Lack of running water or no hot water,
- No electricity, faulty or exposed wiring,
- Leaks in the gas lines and/or defective appliances supplied by landlord,
- Leaking roof and/or collapsed ceiling,
- Heating facilities are not safe or do not adequately heat all livable rooms and bathrooms to an average temperature of at least 65 degrees Fahrenheit.

**\*\*Contact the landlord and also the Nashua Housing Code Enforcement office at 589-3100.**

#### **For NON-EMERGENCY building maintenance issues such as:**

- Falling plaster from walls or ceilings,
- Large holes in floors, walls or ceilings,
- Porches, stairs, or railings are not structurally sound,
- Not enough trash barrels to store trash between collections,
- Windows do not open, remain opened, and/or do not fit their frames properly,
- Exterior doors are not weather tight,
- Insects or rodents are present,
- Smoke detectors do not operate.

**\*Prior to contacting Code Enforcement, tenants must contact the landlord first by calling and writing a *dated* letter to the landlord (tenant should keep a copy of letter) and allow two weeks for landlord to respond. If no response, send copy of letter to the Nashua Housing Code Enforcement office at 229 Main Street, Nashua, NH 03061. Code Enforcement cannot take action without proper notification having been given to the landlord.**

**For work being done on the premises without a permit from the City of Nashua, contact the Nashua Department of Building Safety at 589-3080.**

**For health issues such as lead paint poisoning, mold, infestations, etc. contact the Nashua Environmental Health Department at 589-4530.**

## LEGAL ASSISTANCE

**NEW HAMPSHIRE LEGAL ASSISTANCE (NHLA)** provides legal services to New Hampshire residents with incomes and assets below certain limits in civil cases. NHLA has offices in Berlin, Concord, Claremont, Manchester, and Portsmouth to serve all qualified NH residents. The kinds of cases NHLA handles:

### **HOUSING JUSTICE PROJECT:**

Evictions/unsafe conditions	Section 8 or public housing
Property taxes	Mortgage foreclosure
Mobile Home Park issues	Homeless shelter issues
	Housing discrimination

### **BENEFITS PROJECT:**

- Social Security (SSDI and SSI)
- Food Stamps
- TANF (including problems with welfare-to-work, child care, medical care, and sanctions)
- Medicare and Medicaid
- Unemployment Compensation
- Local Welfare

### **DOMESTIC VIOLENCE ADVOCACY PROJECT**

For victims of domestic violence

### **SENIOR CITIZEN LAW PROJECT**, call 624-6000 or 1-888-353-9944

For individuals 60 years of age or older; there are no income/asset limits. NHLA assists in the areas listed above, with a focus on consumer and medical issues affecting seniors.

Visit [www.nhla.org](http://www.nhla.org) for more information about NHLA, text of all our informational pamphlets, and links to other resources. For NHLA eligibility screening, contact [www.nhlegalaid.org](http://www.nhlegalaid.org) where you can complete an online application for assistance. You may also call 224-3333 or 1-800-639-5290 to speak with a screener about your specific legal problem. At [www.nhlegalaid.org](http://www.nhlegalaid.org) you can use an interactive tool called **LEGAL HELP FINDER** for additional information, forms, and referrals to appropriate agencies, based on your answers to simple questions about your legal problem.

## WHERE ELSE CAN YOU GO FOR LEGAL HELP?

### **DISABILITIES RIGHTS CENTER**

1-800-834-1721 or 228-0432

### **LAWYER REFERRAL SERVICE**

229-0002

### **NH CIVIL LIBERTIES UNION**

225-3080

### **NH HUMAN RIGHTS COMMISSION**

271-2767

## Eviction Process

*\*It is recommended to seek legal counsel for any questions related to the legality of your eviction\**

### **Landlord/Tenant Writ**

In order to evict, a landlord must always follow the correct procedure and in most situations must prove that there is good cause to evict. The tenant must be given written notice and may ask for a court hearing.

### **Written Notice:**

**Demand for Rent** - If the landlord is evicting a tenant for not paying the rent, a **demand for rent**, is the first notice given. The notice tells the tenant how much rent you owe, and cannot ask for more rent than actually owed. The demand must be served personally (handed to the tenant) or left at tenant's home.

**Notice to Quit** - in all evictions the landlord must serve the tenant with a **notice to quit**. This is the actual eviction notice, and must be in writing and served personally or is left at tenant's door (A sheriff does not have to serve it.)

**Written Notices** must state specific reason for the eviction;

**Give you at least 7-day** notice to leave if the reason for the eviction is due to: nonpayment of rent; tenant behavior that has harmed the safety of other tenants or the landlord; or tenant has caused substantial damage to the premises;

**Give you at least 30-day** notice to leave in all other cases; tell the **right to cure**, if the eviction is for nonpayment of rent. The **right to cure** means that the tenant can avoid eviction by payment of all back rent due – plus \$15 and applicable late fees - by the date the notice to quit expires. If the tenant pays in time, the tenant can defeat the eviction and does not have to move. Tenants can only cure three times in a 12-month period.

**If a landlord fails to take any of the steps described above, a tenant can ask the court to dismiss the eviction.**

For more information contact the Fair Housing Project at NH Legal Assistance (1-800-921-1115) or the NH Human Rights Commission (271-2767).

*\*Please note that we are not permitted to provide legal analysis or answer legal questions by e-mail\**

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## **HOMELESS OUTREACH RESOURCES**

- NH HOMELESS HOTLINE - call **2-1-1**
- **Greater Nashua Continuum of Care** outreach e-mail:  
[homeless@nashua-coc.org](mailto:homeless@nashua-coc.org)