

RESIDENT SURVEY RESULTS: Residents Give Twin Pines High Marks

What does it mean to feel at home?

For 94% of Twin Pines residents, it means they would recommend their community to someone else looking for housing. That number tells us something important: the people living in our communities feel safe, supported, and at home.

The survey, completed by nearly one-third of all Twin Pines residents, reflected consistently high satisfaction with day-to-day operations. Seventy-one percent said the Property Management team responds in a timely manner, 77% rated overall maintenance a 4 or 5 out of 5, and 91% gave front desk staff the same high marks.

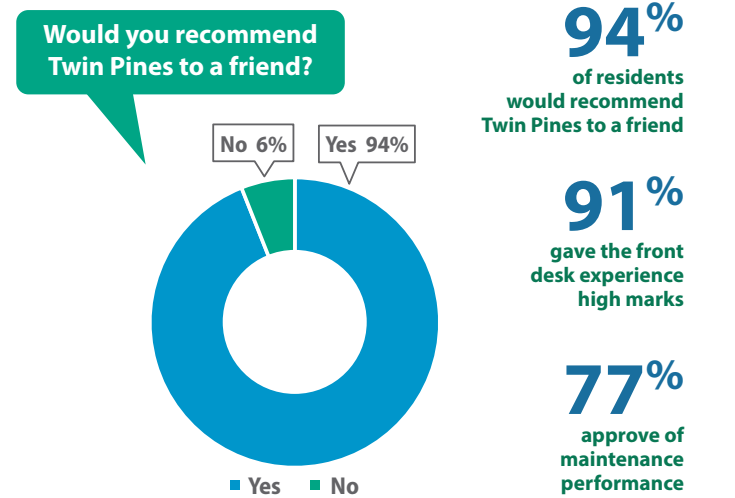
Supportive services remained a consistent presence in residents' lives. Sixty-five percent said they had been in contact with the supportive services team over the past year, and 88% said staff were accessible when needed.

Behind each of these numbers is a resident who feels safe, supported, and part of a community, while also helping to identify areas for improvement.

When residents shared what they'd most like to see more of, community events topped the list at 30%, followed by food-related gatherings (25%), educational programming (18%), and gardening or outdoor activities (14%). We're listening.

Twin Pines staff are reviewing all responses, including written comments. A summary of suggestions has been shared with the Director of Property Management and Director of Facilities for follow-up on any areas.

We are grateful to every resident who took the time to respond. Your feedback makes Twin Pines stronger.



BUILDING THE FUTURE: Mellishwood Apartments Underway



In Woodstock, something is taking shape that will change the lives of local seniors who have been waiting for a home, many of them for years.

Twin Pines' Mellishwood Apartments, a 26-unit senior housing property acquired in 2022, is undergoing a major transformation. When complete, the site will expand to 39 units, combining new construction with careful restoration of two historic buildings.

Construction is progressing steadily. The foundation is nearly complete, with footings and walls backfilled and underslab plumbing underway with the new building. The first phase is projected for December 2026. Ingram Construction is managing the build; Banwell Architects designed the project.

Mellishwood represents exactly what Twin Pines does: preserve what is worth keeping, build what is needed, and make room for people who deserve a stable, affordable place to call home.

Letter from the **EXECUTIVE DIRECTOR**



Dear Friends,

The results of our most recent resident survey stopped me in my tracks. In the best way.

Ninety-four percent of residents said they would recommend Twin Pines to someone looking for housing. That reflects the experience of the overwhelming majority of people who call our communities home: seniors, working families, veterans, and individuals rebuilding their lives after hardship. It is a reminder of why this work matters and why we stay committed to it.

Substance use disorder is a crisis affecting communities throughout the Upper Valley, not just affordable housing. When challenges arise at our properties, we take them seriously and address them. But those moments do not define the full picture of who our residents are or what Twin Pines stands for.

The need for affordable housing in our region has never been greater. We remain committed to meeting it, with quality housing, strong supportive services, and the partnerships that make this work possible.

This work is only possible because of the people who stand behind it.

What gives me the greatest hope is you. Our donors, volunteers, and partners make every one of these stories possible. Thank you for believing in this community and in ours.

With appreciation,

Andrew B. Winter
Executive Director

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SASH AT TWIN PINES: Supporting Health, Independence, and Peace of Mind



SASH Participant
Pamela Perkins

Participation naturally ebbs and flows as residents' needs change, and Laurie is currently welcoming new referrals and reconnecting with residents across multiple sites. Her days are spent meeting with participants in their homes, checking in on existing services, and linking them to community partners such as Visiting Nurse and Hospice for Vermont and New Hampshire, HCRS, and The Haven.

Residents say what makes the program special is the personal connection. Pamela Perkins, a SASH participant, says the coordinators bring both compassion and skill to their work. "Their heart-centered caring is also solidly backed by experience," she adds. "They listen not just to the words, but to the words between the words."

In recent months, Laurie has seen a noticeable rise in anxiety among residents. "People are worried about losing benefits like food

The SASH (Support and Services at Home) program continues to be a vital resource for Twin Pines residents, helping older adults and people with disabilities remain healthy, independent, and connected.

"SASH is really about helping people stay in their homes safely for as long as possible," says Twin Pines SASH Coordinator Laurie McMorrow. "When people have the right supports in place, they thrive."

assistance or health coverage," she explains. "Some are even afraid their housing could suddenly disappear. That fear is very real to them." Much of her work involves reassurance—helping residents separate rumor from reality and reminding them they are not alone. "We focus on what's true today," Laurie says. "Right now, they are safe. And if changes come, we'll navigate them together."

Perkins says that kind of support can make a tremendous difference. "When you get older and have medical issues, you can feel very vulnerable," she says. "Laurie has such patience and understanding about where people are coming from. It's obvious this isn't just a job for her."

SASH also continues to promote preventive health. A new collaboration with the American Heart Association will provide blood pressure self-monitoring stations at select Twin Pines sites, along with portable monitors residents can borrow.

For Laurie, the heart of SASH is simple. "Even when resources are stretched, people need to know someone is in their corner," she says. "We care. We're here. And that matters."

"They listen not just to the words, but to the words between the words."

— Pamela Perkins

RESIDENT PROFILES: George Thompson, Elaine Clark & Visitacion Gonzalez

George Thompson



For George Thompson, the stress of uncertain housing had become its own health problem.

When a housing plan unexpectedly fell through, George found himself piecing together temporary stays, including a small unit maintained by one of his gardening clients. "It was nerve-racking," he recalls. "It's not healthy —

especially as one ages. Stress has a lot of side effects."

A tip from the Norman Williams Public Library led him to Twin Pines, where an affordable apartment — with heat and cooling included — provided immediate relief. "Knowing your housing costs are predictable makes a big difference," he says.

Today, George appreciates not only the walkable location — including being able to stroll to the White River Junction Co-op — but also the sense of community in the building. "We've gotten to know each other,

and we kind of look out for each other," he explains. "If you haven't seen someone in a while, you check in. That helps relieve stress, too."

For George, stable housing has brought both security and connection — a place that truly feels like home.

"Knowing your housing costs are predictable makes a big difference"
— George Thompson

Elaine Clark



After several years of moving from one living situation to another, Elaine Clark was ready for something steady. "I feel settled," she says of her home at Twin Pines — a feeling she hadn't had in quite some time.

Following her husband's death, Elaine returned to the Upper Valley to be closer to

family. She stayed with relatives and later in an apartment that "was cold all the time... damp and mildewy." Meanwhile, she had her name on several waiting lists. When Twin Pines called with a first-floor opening, she didn't hesitate. "I said, 'I'll take it.'"

Now, a year and a half later, she credits stable, affordable housing with giving her more than just a comfortable apartment. It has given her freedom to engage. "Your socialization matters," Elaine says. "When you know where you're going to be, you can get involved."

Living at Twin Pines has made that possible.

She attends exercise and art programs at the Bugbee Senior Center, quilts with a regional group that donates to charities, and enjoys being close to family and local shops. She loves the sunlight that fills her apartment — and the peace of mind that comes with knowing she's home.

"Your socialization matters. When you know where you're going to be, you can get involved."
— Elaine Clark

Visitacion Gonzalez



For nearly three decades, Visitacion Gonzales has called Twin Pines home. Originally from Puerto Rico, she came to the Upper Valley years ago after a friend encouraged her to try life in a quieter place. "He told me I would like it here—no big buildings, not much traffic," she recalled with a laugh. "And he was right."

Her early years in the region were not easy. After a difficult family situation left her without

housing, Visitacion spent two months at the Upper Valley Haven shelter program. At the time, she spoke very little English, which made the experience especially challenging. "It was hard because I didn't understand much," she said. "But people helped me."

With support from friends and staff, she eventually found stable housing and began rebuilding her life. She later worked at the Haven for 21 years, helping clean and organize the facility and supporting programs for families and children.

Over the years, Visitacion has lived in several Twin Pines communities. She says Twin Pines staff have made a meaningful difference, especially when navigating paperwork that can be challenging with a language barrier. She is particularly grateful for the help of Jennie Gibson and Tara Pederzani.

"They help me understand everything," she said.

Today, Visitacion enjoys visiting her children and grandchildren and takes pride in the life she has built. "I love it here," she said.

"He told me I would like it here — no big buildings, not much traffic, and he was right."
— Visitacion Gonzalez



A FOND FAREWELL TO BETH LONG, OUR CFO & DEPUTY DIRECTOR



After over a decade of dedicated service, Twin Pines bids farewell to Beth Long, our Deputy Director and CFO, as she begins her well-earned retirement.

Since joining the organization in 2015, Beth has been a steady and insightful leader, bringing a wealth of experience from roles in corporate finance, nonprofit leadership, and beyond. At Twin Pines, she juggled a range of responsibilities—from audits and HR to IT oversight and countless special projects—always with precision and care. More often than not, Beth was

the last to leave, to finalize critical work and ensure all administrative functions were in order.

Beyond her expertise, Beth brought warmth and personality to our daily work — many of us will remember her quietly conquering the crossword puzzle each lunchtime.

In retirement, Beth looks forward to spending more time with her husband Brett, visiting her sons and grandchildren, and enjoying plenty of golfing and skiing.

We are grateful for all she has given to Twin Pines and wish her all the best in her next chapter.

YOUR GIFT. THEIR HOME. OUR FUTURE.

Every gift, at every level, helps us keep our promises to families across the Upper Valley. Thank you for being part of this community.

**PLEASE GIVE NOW—TO BUILD HOPE THAT LASTS.
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