



Southern New Hampshire Planning Commission

438 Dubuque Street, Manchester, NH 03102-3546, Telephone (603) 669-4664 Fax (603) 669-4350
www.snhpc.org

Age-Friendly Housing Assessment

Southern New Hampshire Planning Commission

Safe and affordable housing promotes the well-being of residents of *all ages*. This assessment attempts to highlight the barriers to developing affordable housing in the Southern NH Region.

Housing Types	Which of the following housing types are available within your community?	Please identify if affordable housing available in any of these housing types?	What type of affordable housing options are located near basic shopping opportunities?	What type of affordable housing options are located near recreational opportunities?
Single-family homes				
Multifamily homes				
Accessory dwelling units				
Assisted living facilities				
Continuing care retirement communities				
Nursing homes				
In-law apartments				
Duplexes				
Conversions				
Manufactured Housing				
Age-restricted Housing				
Co-housing (shared amenities)				
Other				



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Age-Friendly Housing Assessment Cont.

1. Does your community have innovative regulations that allow for diverse housing styles and promotes age-friendly elements such as universal design, density bonuses, lower cost housing, single level living, shared amenities, etc.? Please explain.
2. What types of housing has been built in the last 5 years, and what type of housing would you like to see built?
3. Does your community's Master Plan recommend more diverse housing? If so, how has the community addressed this?
4. Are you aware of any housing services offered to residents? (Weatherization assistance, home modifications, community home improvement funds, repairs, etc.)
5. What are some barriers to developing more affordable housing in the community?



Age-Friendly Transportation/Connections Assessment

1. Please identify your town's best transportation assets and greatest barriers.

2. Which of these types of transportation are available within your community?

- Shared bicycle service
- Taxi service
- Fixed-route transit service
- Demand-response transit service
- Volunteer driver program(s)
- Shared-ride service(s) [Uber, Lyft]
- Other transportation services?

a. If you needed to utilize other transportation services such as those listed, would you feel comfortable using that service? If not, why?

3. Getting around your community (1 is impossible, and 5 is a piece of cake)

- a. If someone did not have access to an automobile, how difficult would it be for them to get around?
- b. How would you rate your town's walkability? Consider the following: is it safe, is it useful, is it accessible, is it convenient, it is interesting?
- c. How would you rate your town's bicycle facilities? Consider the following: is it safe, is it useful, is it accessible, is it convenient, it is interesting?
- d. Have any steps been taken to make your town more appealing to young adults or older adults (i.e. crosswalk/trail projects, policies, marketing)?
- e. How do you think transportation options (or lack thereof) impact residents' perception of your town's overall livability? In other words, if someone (regardless of age) was looking to move to your town, what would entice them to choose your town?



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Age-Friendly Recreation and Engagement Assessment

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Recreation and social engagement promotes the well-being of residents of *all ages*. This assessment attempts to highlight the available resources both locally and regionally, to identify the gaps in resources, and identify any issues in maintaining or expanding these resources in the Southern NH Region.

Institution, Business or Service	Which of the these provides recreational or social engagement opportunities within your community?	Please identify if these services are used locally or regionally?	Which institution, business, or service has wanted to expand but could not due to regulatory road blocks
Libraries			
Nature Centers			
Parks			
Museums			
Theater or Cinema			
Coffee Houses/Cafés			
Breweries,			
Restaurants			
Intramural Sports			
Sporting Events			
Concerts			
Churches and places of worship			
Community Center			
YMCA			
Colleges			
High School/Elementary School			
Continuing Education			
Bike/Ped Trails			
Before/After School programs			



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Private groups (i.e. Lyons, Kiwanas, Rotary)			
Recreation businesses (bike shops, surf, yoga)			
Town Recreation Programs			
Wellness programs			

1. What are your community's greatest recreational and social engagement assets?
2. What sorts of programs does your community offer that might attract older adults?
3. What sorts of programs does your community offer that might attract younger adults?
4. What sort of multi-generational programs are available?
5. How are these programs advertised?
6. Information about services typically rely on on-line resources. Are any of these agencies providing educational opportunities for older adults to learn how to access the information on-line and what are those opportunities?
7. Are there volunteer or internship opportunities available for younger adults as well as older adults for these industries, businesses and services?
8. What sorts of outreach programs are available for new residents? Also, are there programs geared toward immigrants for whom English is a second language?
9. What sort of opportunities might be explored to create partnerships to improve on recreational and social engagement programs?



Age-Friendly Businesses – Municipality Assessment

The following questions are intended to assess a communities' local businesses and economic development.

1. Are the businesses in your community accessible to anyone (adult with children, wheelchair user, etc.)?
2. Are any of the existing businesses good community stewards – partnering with community events, sponsoring volunteers, providing resources? If so which ones?
3. Are there businesses in your area that provide programs specifically targeted to attract older adults?, younger adults?, or provide for multi-generational programs?
4. Is there diversity in the types of businesses that exist in your community? Have new businesses added to the diversity of businesses in your community or are they similar to what you already have?
5. What obstacles does the community face to economic growth, ie inadequate public parking facilities, limited public transit, inadequate water and sewer facilities, limited zoning, and/or limited broadband/internet service availability?
6. Do existing businesses feel supported by the community through a local chamber of commerce or similar organization, through organized events highlighting community businesses, and/or partnerships with local newsletters, etc.?



Becoming Age-Friendly: Business Checklist

Southern NH Planning Commission

DRAFT

A		Access and Design			Yes	N/A	No
A1	Provide flat entry with easy-to-open or automatic doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
A2	Wide aisles throughout, clear of obstructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
A3	Have an easily accessible, universally-designed restroom useable to all customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
A4	Have a place where customers can sit and rest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
A5	Provide adequate lighting at entrance/exit(s) and on product(s) displays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
A6	Provide elevator/escalator to reach multiple levels (where applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
A7	Provide mobility assistance such as non-slip surfaces, sturdy railings on clearly marked inclines and stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
A8	Availability of free Wifi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
A9	Wayfinding signage is visible and in multiple languages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
A10	Maintain business exterior and sidewalks free of holes, dirt, snow, debris, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
A12	Provide sound system for public announcements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
A13	Have a clearly marked AED defibrillator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Subtotal							
B		Customer Service			Yes	N/A	No
B1	Provide respectful customer service in person and on the phone to people of all ages and abilities, greeters and available assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
B2	Provide trained staff for customers with functional needs and physical challenges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
B3	Provide accommodations for hearing/speech/sight impaired customers (flip writer AAC, braille menus, hearing loop system and signage etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
B4	Promote/support transportation options to and from the business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
B5	Have bike storage outside the business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
B6	Offer accommodations to customers with dietary restrictions (i.e. gluten free, vegan, allergies etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
B7	Offer a children's menu/senior menu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Subtotal							

C	Products and Services	Yes	N/A	No
C1	Provides options for selling products/services, such as delivery, online, or pick-up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C2	Use large, clear fonts (12 point+) for signage, printed materials, and websites.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C3	Provide easy-to-find contact information online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C4	Offer consumer education and training (i.e. 'How To' guidance, evolving tech.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Offer discount programs for older adults as well as students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C6	Accepts payment by cash, credit, and NFC (i.e. Apple Pay, Samsung Pay)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Subtotal			
D	Environmental Sustainability	Yes	N/A	No
D1	Locally sources goods and/or services for sale (i.e. within 200 miles)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D2	Eliminate/reduce plastic usage (bags, straws, disposable tableware, containers etc.) Provide reusable or compostable alternatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D3	Eliminate bottled water; provides hydration station(s), filtered water, or 'bubbler'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D4	Encourage recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D5	Utilize solar array or other sustainable energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D6	Encourage softcopy display/useage, discourage excessive printing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Subtotal			
E	Employee Benefits	Yes	N/A	No
E1	Provide flexible schedules for staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E2	Offer employment internships, job sharing, other avenues for career development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E3	Offer employment training on working with customers of all ages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E4	Provide shower/locker facilities for staff who bike, jog, or walk to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E5	Provide transportation alternatives including carpooling, transit subsidy, other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E6	Provide daycare for children/seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E7	Offer to cover relocation expenses for new hire employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Subtotal			
	Total:			