

BLOSSOM HILL SENIOR APARTMENTS 397 BLOSSOM HILL ROAD FREQUENTLY ASKED QUESTIONS



1. WHAT POPULATION IS INTENDED TO BE HOUSED IN THIS DEVELOPMENT?

- Seniors 62+
- Residents will be extremely low and very-low income which is defined as those whose incomes fall within 30%-50% of area median income (AMI). Currently a one-person household at 30% AMI earns no more than \$30,750 annually; and a one-person household at 50% AMI earns no more than \$51,250 annually. (2019 estimates)
- Monthly rents: \$769-\$1,646 (2019 estimates)
- One-third of the homes (49 units) will be reserved as Permanent Supportive Housing (PSH) for senior residents who have experienced chronic homelessness. These residents will be referred by the County of Santa Clara and will receive case management services paid for by the County of Santa Clara and Project Based Section 8 Vouchers to assist with their rent payment.

2. WHAT IS THE VETTING PROCESS FOR ALL APPLICANTS?

Under the Fair Housing laws, all qualified applicants and referrals are welcomed. With the high demand for affordable housing in our region, Charities typically receives ten applications for every available home. Once all applications are received and processed, applicants are prioritized through a lottery system. All applicants will be screened and either approved or denied based on the resident selection criteria for the property. These criteria include but are not limited to the following verifications:



REVISED: 10.07.2019

- Income Verification
- Criminal Background Check
- Sex Offender Registry
- Landlord Reference
- Credit Check

There will not be a drug test required for applicants. Though criminal background check is typically required for all applicants, the age and nature of the offense will be taken into consideration for tenancy.

3. IS THERE AN EVICTION PROCESS IN PLACE IF RESIDENTS ARE NOT FOLLOWING THE RULES OR POSES A THREAT TO THE COMMUNITY?

As in every Charities development, all residents must execute a Lease Agreement which includes House Rules that all residents must comply with. In the case of any rule infraction, residents will be held accountable. Depending on the severity of a Lease or House Rule infraction, the consequence will be a lease violation (warning) or eviction.

As with any objectionable or unsafe behavior in the community, the police should be called to address the situation. Residents can only be evicted for just cause related to their tenancy in the building.

All eviction processes follow the rules and regulations mandated by Eviction Laws.

4. WILL RESIDENTS' CAREGIVERS LIVE WITH THE RESIDENT ON SITE AND HOW WILL CHARITIES VET SUCH PROVIDERS?

Some residents could require a live-in aide to maintain their independence. However, it is anticipated that a larger percentage of the residents may only need caregiver assistance for a few hours a day. Caregivers are not considered residents of the development therefore property management will conduct a modified vetting process as mentioned above.

The process for approving a 24-hour live in aide requires that the resident initiates a request and the property management site staff completes a verification process that includes a criminal background check. Final approval/denial is made by senior management level staff. If the live-in aide is approved, the resident executes a "live-in aide addendum" to their Lease Agreement. Live-in aides have no tenancy rights and only reside on-site to assist the resident. If the resident moves out or passes away, the live-in aide is also required to move out.

5. WHAT DIFFERENTIATES SENIOR HOUSING FROM HOUSING FOR THOSE WITH A DISABLING CONDITION AND WHY MIX THEM?

Seniors are the fastest growing homeless population. As seniors' incomes stagnate and physical and mental health deteriorate, the need for affordable, safe, and supportive places to live becomes even greater. The needs of these seniors are in many ways identical to seniors who have already fallen into homelessness. With attentive property management and excellent supportive services, both populations will be successful. To be clear once again, regardless of whether they are seniors or homeless seniors, all residents living in this development will be 62+.



REVISED: 10.07.2019

6. WILL THERE BE ANY UNITS RESERVED FOR VETERANS?

This development is not specifically targeted for veterans. However, we anticipate there will be some percentage of veteran residents that will be selected to live in this development from both the general senior population and those with a disabling condition. If veteran residents living in this development need specialized services, they will be referred to appropriate service providers or the case managers to design a plan to address their specific needs.

7. WHAT IS THE CURRENT PROPOSED DEVELOPMENT UNIT MIX AND WHAT ARE THE OCCUPANCY LIMITS PER UNIT?

Charities is proposing to develop a 147-unit four-story mixed-use development. The ground level will be a combination of services, commercial, management, amenities and parking. All residential units will be on floors 2-4. The Department of Housing and Urban Development (HUD) determines the maximum occupancy that can be housed in a particular unit size. The unit size and occupancy per unit break-down as follow:

Number of units	Unit Size	Max Occupancy
102	Studios	2
15	Jr 1BR	2
15	1BR	3
13	2BR	5
2 (Staff Units)	3BR	7

Based on our experience with other properties, approximately 20% of the studios have two occupants. It is anticipated that the larger two-bedroom units will be occupied with two-person households that will also require a live-in aide. Pets are allowed per management approval. All residential units are fully equipped with kitchens and bathrooms that are ADA adaptable. Though there will be a multipurpose community room for shared use as an amenity, there will be no common dining room for residents or the general public.

8. HOW WILL THE SENIOR RESIDENTS PAY RENT AND HOW ARE RENTS SUBSIDIZED?

All residents who are selected to move into the development will pay rent. Residents with the lowest incomes (fixed incomes) will be targeted to live in the most affordable units (30% AMI). Over time, if a resident's income is not able to keep up with the nominal rent increases dictated by changes in the Area Median Income (AMI), the service coordinator will help secure subsidies to assist the resident in maintaining their housing to the best of their abilities. The senior residents in the 49 PSH homes will be referred by the County of Santa Clara. These residents are expected to pay 30% of their income for rent. If they have no income when moving into the development, the designated case manager will help them enroll in assistance programs that will enable them to receive benefits that they are entitled to. Project Based Section 8 Vouchers from the Housing Authority will subsidize the balance of their rents up to the full amount due.

9. HOW MUCH PARKING WILL BE PROVIDED FOR RESIDENTS AND THE COMMERCIAL SPACE AND WHAT IS BEING DONE TO HELP REDUCE TRAFFIC CONGESTION?

This development will provide a total of 96 parking spaces; which is 48 more than required by the City zoning code for both the commercial and residential components. Six parking spaces will be designated for ADA/wheelchair access. The development will also provide five EV charging stations. In addition, as a part of Transportation Demand Management (TDM) strategies, Charities



REVISED: 10.07.2019

has agreed to integrate measures such as building ample on-site long-term bicycle parking, lockers and showers, and implementing a carpool education program. All of these measures are intended to encourage residents and commercial tenants to use alternative methods of transportation and help reduce Vehicles Miles Travel (VMT).

10. WHO WILL BE OCCUPYING THE COMMERCIAL SPACE?

Charities intends to lease the commercial space to senior focused social service and health providers which will be available to the residents as well as the larger surrounding community during normal business hours. These services will **NOT** be on a drop-in basis where free services are available. Rather, these services will be fee-based as required for these commercial tenants to support their operation. An example of a service agency committed to be on-site is Catholic Charities of Santa Clara County who will provide an Adult Day Program and Behavioral Health for Older Adults. These programs will utilize 6,000 square feet of the commercial space. There is still 10,000 square feet that is uncommitted.

11. WHAT SERVICES WILL BE PROVIDED TO RESIDENTS?

Resident services will be provided through a combination of service providers whose expertise is focused on senior health, socialization, and support with the goal of prolonging residents' independence. A full-time service coordinator will be available on-site whose role is to assess the needs of the residents and then act as a navigator for the residents to connect them with the myriad of services that exist throughout the County of Santa Clara. The services offered include but are not limited to transportation sourcing, social events, holiday celebrations, educational programs, and linkage to other community services. The service coordinator will also be responsible for facilitating linkages with the many service providers and agencies that are part of the Long-Term Services and Supports Integration Committee (LTSS).

The County of Santa Clara will provide services or contract with an experienced, local service agency, to provide intensive case management services to residents who have a disabling condition. These services include but are not limited to case management, supporting self-sufficiency, benefits coordination, and improvement of health & wellness. For more information regarding these services, please contact County of Santa Clara's Office of Supportive Housing.

In addition to the services mentioned above, Charities intends to work with Second Harvest Food Bank to deliver nutritious food periodically to all residents.

As in any independent living situation, the residents are expected to clean and maintain their own homes. However, if a senior resident is no longer able to manage their housekeeping or other daily living activities, the service coordinator will assist in linking the senior resident to organizations that could provide the required service(s).

Though all these services will be available for the residents, there is nothing in the regulations related to using public funds to achieve affordability which mandates that residents are required to participate in these services and programs as part of their residency. Additionally, Fair Housing regulations mandates that residents can only be evicted for just cause, which does not include failure to participate in these services and programs. The Housing First Model, which is used to reduce homelessness, is predicated on the idea that a home must be provided first and then underlying problems or issues are addressed thereafter with services and case management.



REVISED: 10.07.2019

12. WHAT IS “THE LONG-TERM SERVICES AND SUPPORTS INTEGRATION COMMITTEE (LTSS)”?

The LTSS is a task force appointed by the Board of Supervisors of the County of Santa Clara. The LTSS includes a range of social service providers and County departments that support people living independently in the community. They are supportive of “Aging in Place” which describes older adults living independently in their current homes or community for as long as possible. The ability to age in place is partially determined by the physical design and accessibility of the home, as well as community features such as availability of nearby services and amenities. The LTSS model expects to expand in the future as the percentage of older adults, living longer, continues to grow. Charities are working with this LTSS task force to offer on-site services to residents.

13. WHAT ARE THE ANTICIPATED PROPERTY MANAGEMENT STAFFING LEVELS?

Per a typical Property Management Plan and as agreed to with the Property Management Company, lenders and the Limited Partner, a Regional Property Manager, Property Manager, Assistant Manager, maintenance and janitorial staff will likely be the proposed staffing. Staff will be available during regular business hours Monday-Friday. There will be two property management staff who will reside in the two on-site staff units which may include property manager, maintenance and/or janitorial personnel. These on-site staff members are available to address resident and property needs including emergencies after business hours and on weekends.

In addition, desk clerks will be located at the front entry. Their role is to provide assistance to residents, verify and check-in guests and monitor the security camera surveillance system. Desk clerk hours are typically swing, and graveyard shifts during the week and twenty-four (24) hours per day on weekends.

Charities is required by its various lenders and partners to staff the property, in conformance with the Property Management Plan (Plan). Annual compliance monitoring is conducted to verify not only staffing per the approved Plan, but also a whole range of other metrics. In the event that a development is not in compliance with the Plan, the consequences could range from a Notice to Correct with a timeline to comply, to the removal and replacement of the Property Management Company. This is at the discretion of the Limited Partner in concert with the lenders.

14. WHAT ARE THE PLANS FOR RESIDENT AND BUILDING SECURITY?

All residential entrances and exits will be locked and keys or a fob will be required for entry. The only individuals with access to the building will be employees, residents and permitted guests who will have to sign in with the desk clerk. A robust camera system will be installed throughout the interior and exterior of the building as is typical in all Charities developments. For a building this size, 100 to 150 cameras would typically be installed in conformance with Charities standards. For the surrounding community, phone numbers and contact information will be visibly posted for the on-site staff as well as our main office staff. Neighbors can also visit the property and speak with Charities staff if there is an immediate question or concern. We will be fully transparent and readily available to work with the community and respond accordingly in a timely manner.

Regarding the safe walkability issue, we agree with concerns expressed by the community about pedestrians jay-walking across the six-lanes of Blossom Hill Road. We have observed many instances where pedestrians have unsafely crossed the road in order to access the neighboring strip-mall, light rail, and bus transportation more quickly. In order to create an accessible route



REVISED: 10.07.2019

and promote a safe pedestrian crossing for our future residents, employees, and the community at large, we have initiated discussions with the city's department of transportation and other transit entities/agencies to help us install safe pedestrian crosswalks with blinking lights. For our Renascent Place development located on Senter Road with six-lanes of very fast-moving traffic, we had similar pedestrian safety concerns and Charities voluntarily installed a new traffic signal. Though we do not have comparative data and analysis showing the rates of traffic/pedestrian accidents pre-construction or post-construction at any of our developments, our goal is to build and promote a safe pedestrian crossing and easier bus access for everyone.

To further promote safety in the building and on the property, and similar to other Charities developments, an office for the police department to use on a drop-in basis will be built inside the building. This encourages the residents and the police to interact in friendly and non-hostile circumstances. Furthermore, our property management staff will work with the police department to establish a Neighborhood Watch Program for residents and the surrounding community to enhance resident awareness and knowledge on how to stay safe. We do not have data of police calls prior to construction for any of our development sites. We endeavor to establish direct connections with the police personnel that serve our developments to facilitate an appropriate and timely response when called for assistance. Based on our experience, fostering better communication with the police captain and officers assigned to the area often results in enhanced service throughout the larger community.

15. UNDER WHAT CIRCUMSTANCES WOULD CHARITIES PROVIDE PAID SECURITY IN A DEVELOPMENT?

Charities occasionally hires paid security when it is warranted to provide security for residents or staff or to solve a problem. For example, security has been used to assist with off-site perpetrators breaking into cars, non-residents lingering on-site, or when a resident become belligerent when facing an eviction. However, once the issue is dealt with or the belligerent resident has moved out, security is unnecessary and is discontinued. The one property in Charities' portfolio where 24/7 paid security will be on-site is Renascent Place as it is 160-units, 100% permanent supportive housing development.

16. WILL AFFORDABLE HOUSING INCREASE CRIME IN THE COMMUNITY?

Crime statistics are sometimes used to distort reality when they are used out of context or the data is not specific enough to show what is occurring on a particular property. Overall, multiple reports conducted by various public agencies and private entities have shown that there is no evidence that affordable housing increases crime. On the contrary, affordable housing can improve neighborhoods while increasing the quality of life and providing stability in a community. A general study of affordable housing impact on crime rates can be obtained via this [link: www.citylab.com/equity/2013/08/hard-data-proves-housing-vouchers-dont-cause-crime/6404/](http://www.citylab.com/equity/2013/08/hard-data-proves-housing-vouchers-dont-cause-crime/6404/).

17. WILL AFFORDABLE HOUSING IMPACT HOME VALUES OF NEARBY PROPERTIES?

According multiple third-party sources and publications, affordable housing has no impact on home values of nearby properties. For example, a research conducted by Trulia on the effect of low-income housing have shown that value of homes in County of Santa Clara within 2,000 feet of a new affordable housing development have increased in value at the same rate as homes further away. This information can be obtain on via this [link: www.trulia.com/research/low-income-housing/](http://www.trulia.com/research/low-income-housing/) and verified by the Tax Assessor of the County of Santa Clara.



REVISED: 10.07.2019

18. WHY IS AFFORDABLE HOMES BUILT IN HIGH COST AREAS?

In successfully developed communities, there needs to be a well-balanced social and economic spectrum. It is important to disburse affordable housing through the County/Region to ensure that every community meets their affordable housing obligation and no communities are shouldering more than their fair share. Data shows that forcing lower cost housing out to far away locations increases traffic, air pollution and decreases the quality of life for families and children.

19. WHO DECIDES WHERE THESE DEVELOPMENTS ARE BUILT?

The developer selects the location for new developments. Charities typically selects sites based on availability, proximity to services (transportation, grocery stores, parks, medical facilities, etc.), price, and conformance to existing land use regulation.

20. IS THE NAME OF THE BUILDING ALREADY DETERMINED?

NO. We understand that there already exists a residential complex nearby on Hayes and Leah bearing the name of "Blossom Hill Apartments." At this point, we are using that same name on the drawings as a placeholder. The final name for this development is still to be determined.

21. WILL THIS PROJECT BE OPEN TO SPANISH SPEAKING RESIDENTS?

Outreach to market the non-PSH homes will begin approximately six months prior to the completion of the building and the eventual occupancy. Outreach is typically conducted in the surrounding community venues that local residents frequent and other publications/media outlets of broader circulation. These efforts will be in languages appropriate to the communities that Charities typically serves including Spanish.

22. ARE THERE ANY ISSUES SPECIFIC TO SENIOR HOUSING DEVELOPMENT?

Senior housing provides several challenges that are found to a lesser degree in other affordable housing developments. As seniors age in place, they slowly lose their ability to live independently. Using the Long-Term Supportive Services model (LTSS), the intent is to ensure that the many resources existing in the community can be mobilized to maintain the residents in their homes for as long as possible. Higher maintenance cost can result due to seniors forgetting to turn off water or stoves as their mental faculties slowly become impaired. In these instances, Charities uses innovative products and features such as faucets that turn off themselves and timers on stoves have been installed to help mitigate these issues. In addition, having reasonable maintenance and replacement funding reserves is critical for well-maintained developments. And finally, as natural deaths occur more frequently in senior housings, it is always upsetting to the staff and the community.

23. WHAT IS CHARITIES HOUSING'S EXPERIENCE?

Charities Housing is a non-profit housing development corporation that has over 25 years of experience developing, owning, and managing affordable housing in County of Santa Clara. Approximately 1,300 affordable rental units in 19 different developments/sites, located in eight different cities/towns have been developed during this time. Charities has intentionally incorporated individuals with special needs into all of our communities which has resulted in a very well-balanced and managed communities. In each development, Charities provides property management services. In partnership with third-party service providers, residents receive a combination of professional property management and the assistance of a service provider.



REVISED: 10.07.2019

Charities is well respected for the quality of design and construction, competency with regard to property management and maintenance of its properties and responsiveness if issues arise.

24. DOES CHARITIES HOUSING OWN THE BUILDINGS IT DEVELOPS?

Charities plays a role in the ownership and management all of our developments in perpetuity. The actual structure of the ownership is that each community developed by Charities is owned by a Limited Partnership. The benefit of creating a partnership is that it enables private capital to be raised to help finance the development and ensures the property remains affordable for the duration of the Regulatory Agreements and beyond. Charities remains responsible for every development by serving as the sole member in the Limited Liability Company, that serves as the managing general partner in every Limited Partnership.

25. WHAT IS THE ESTIMATED COST OF THE DEVELOPMENT?

The total cost of the development is still to be determined once the General Contractor bids each of the subtrades. However, the current estimate total development cost is approximately \$80M.

Though there is currently a large one-story warehouse structure existing on the property, from our experience, demolishing old buildings and constructing a new development is the most efficient and cost-effective approach to developing a new mixed-use development. This new multi-story building will incorporate a concrete podium/ground level, which is required from a structural standpoint to support the three residential stories above. Current building codes, energy efficiency requirements, and design standards cannot be incorporated into the old/outdated warehouse structure.

26. WHAT ARE THE PROPOSED FUNDING SOURCES FOR THE DEVELOPMENT?

The proposed sources of funds that Charities is actively seeking for the development will include but are not limited to the low-income housing tax credits, County of Santa Clara Measure A Funds, City of San Jose, Housing Authority of the County of Santa Clara (Project-Based Section 8 Vouchers), private construction and permanent loans, and private equity.

27. CAN THIS DEVELOPMENT CONVERT FROM AFFORDABLE TO MARKET RATE IN THE FUTURE?

NO. Multiple Regulatory Agreements imposed by the various lenders providing financing will require a 55-year affordability restriction. These restrictions are recorded on Title against the property. During this 55-year duration, all units must meet the affordability levels established at the time the building is constructed. Annual certifications are conducted to verify that affordability does not exceed what is allowed. The number of reserved homes for senior residents with a disabling condition will remain unchanged and will also be monitored. After the 55-year term expires, Charities and various public lenders will likely restructure the financing to keep the age restriction and affordability level in place.

28. WILL CHARITIES COMMISSION A TRAFFIC/ENVIRONMENTAL STUDY?

YES. To obtain planning approval, the development must complete a California Environmental Quality Control Act (CEQA) assessment. Charities has hired an environmental consultant whose work is directed by the City of San Jose.



REVISED: 10.07.2019

29. IS A CHANGE IN ZONING REQUIRED FOR THIS PROJECT TO OBTAIN ENTITLEMENT?

NO. The site is designated Neighborhood Community Commercial in the General Plan and is located in the Blossom Hill/Snell Urban Village. A 100% affordable housing development is a permitted use under current land use designations.

30. WILL THE SITE SIT VACANT WHILE CHARITIES COMPLETE THE ENTITLEMENT PROCESS?

Charities is committed to keeping the site activated and safe prior to starting construction. As such, the site was made available to four local organizations for their temporary use. The occupants were not asked to pay rent but were asked to pay a prorated share of the cost of utilities, maintenance, trash collection, and security based upon the amount of space they were utilizing. Charities will not comment further on the details of these private agreements.

Recently, all of the occupants were asked to vacate the property in preparation for demolition. Once demolition occurs the intention is to entertain suggestions for other temporary uses of the site that will be an asset to the surrounding neighborhood/community.

NEXT STEPS:

Charities will submit final plan revisions to the planning department of the City of San Jose upon completion of Planning Department held Community Meeting.

CHARITIES HOUSING RESERVES ALL RIGHTS TO MAKE CHANGES TO THE BLOSSOM HILL ROAD DEVELOPMENT AS APPROPRIATE.