

The following responses were developed by City Staff in coordination with Charities Housing. Please review the Charities Housing FAQ Sheet for additional information.

TOPIC	QUESTION	RESPONSE	ZIP CODE OF RESIDENT
Resident Population			
	What can we do for these homeless seniors now? So because of an income requirement, this project is really not for the homeless?	49 units are reserved for homeless seniors. See Response #1 in FAQ sheet.	95123
	What about homeless? Any rooms for them?	All units (except for two manager units) will be restricted to seniors aged 62 and above. 49 units will be reserved as Permanent Supportive Housing for senior residents who are homeless with disabling conditions. See Response #1 in FAQ sheet.	95123
	When this was proposed it was planned to have homeless and senior combination. will it only be housing for seniors now?	All units (except for two manager units) will be restricted to seniors aged 62 and above. 49 units will be reserved as Permanent Supportive Housing for senior residents who are homeless with disabling conditions. See Response #1 in FAQ sheet.	95123
	Are there units designated for the homeless?	Yes, 49 units are reserved for homeless seniors. See Response #1 in FAQ sheet.	95123
	You refer to this project as senior housing--how many homeless will be in this facility?	All units (except for two manager units) will be restricted to seniors aged 62 and above. 49 units will be reserved as Permanent Supportive Housing for senior residents who are homeless with disabling conditions. See Response #1 in FAQ sheet.	95123
	Where is the 30% formerly homeless on your presentation? What is disadvantaged or disabled?	49 units will be reserved as Permanent Supportive Housing for senior residents who are homeless with disabling conditions. See Response #1 in FAQ sheet.	95123
	You didn't mention 30% homeless in your presentation?	49 units will be reserved as Permanent Supportive Housing for senior residents who are homeless with disabling conditions. See Response #1 in FAQ sheet.	---
	Will the mix of residents be changed from seniors to other ages in the future? Will the proportion of formerly homeless change in the future? Can we see the Charities Housing Presentation online for reference?	Charities does not intend to change the mix of residents or the age restriction of the residents 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. The presentation has been posted online.	95123
	I was understanding that there is going to be approximately 32% of the residents are going to be homeless. You have only mentioned seniors. Is this true? If so how are they being screened? i.e. drug test, diseases, etc.?	49 units will be reserved as Permanent Supportive Housing for senior residents who are homeless with disabling conditions. 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: • 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 required for all applicants, the age and nature of the offense will be taken into consideration. See Response #1 & #2 in FAQ sheet.	95123
	Is the proposed tenant mix fixed for the duration of the project?	Yes. See Response #27 in FAQ sheet.	95123
	How are the figures for rent calculated? Why only target people within 30-50% AMI?	Monthly rents: \$769-\$1,646. See Response #1 in FAQ sheet.	95139
	Will there be any spots reserved for veterans?	This development is not specifically targeted for veterans. However, Charities Housing anticipates 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. See Response #6 in FAQ sheet.	95132
	What differentiates senior housing from "homeless" housing? Are there models across the US where these two groups are blended or segregated and how well does each model group work?	Senior Housing is age-restricted whereas "homeless" housing, or supportive housing for homeless individuals may not necessarily be age restricted. Please see Response #5 in FAQ sheet for additional information.	95123

The following responses were developed by City Staff in coordination with Charities Housing. Please review the Charities Housing FAQ Sheet for additional information.

Who decides where these projects are built? How is capacity tenancy determined? What is being done about seniors with criminal backgrounds?	The developer selects the location for new developments. Charities typically selects sites based on availability, proximities to services (transportation, grocery stores, parks, medical facilities, etc.), price, and conformance to existing land use regulation. The Department of Housing and Urban Development (HUD) determines the maximum occupancy that can be housed in a particular unit size. Though criminal background check is required for all applicants, the age and nature of the offense will be taken into consideration. See Response#2, #7, and #19 in FAQ sheet.	---
How will residents be referred to the housing project? What is the application process going to be?	Under the Fair Housing laws, all qualified applicants and referrals are welcomed. Charities typically receives ten applications for every available apartment. Once all applications are received and processed, applicants are prioritized through a lottery system. See Response #2 in FAQ sheet.	95111
What happens to fixed income seniors?	If a resident's income is not able to keep up with rent increases, the service coordinator will help secure subsidies to assist the resident in maintaining their housing to the best of their abilities. See Response #8 in the FAQ Sheet.	95123
How could the seniors afford these housing? Do they get help with rent? Who helps them? Any information on that?	If a resident's income is not able to keep up with rent increases, the service coordinator will help secure subsidies to assist the resident in maintaining their housing to the best of their abilities. See Response #8 in the FAQ Sheet.	95123
Where are these seniors coming from? San Jose? Other areas?	Under the Fair Housing laws, all qualified applicants and referrals are welcomed. Charities typically receives ten applications for every available apartment. Once all applications are received and processed, applicants are prioritized through a lottery system. See Response #2 in FAQ sheet.	
How are residents selected is you received greater that 149 applicants?	Under the Fair Housing laws, all qualified applicants and referrals are welcomed. Charities typically receives ten applications for every available apartment. Once all applications are received and processed, applicants are prioritized through a lottery system. See Response #2 in FAQ sheet.	95120
Why are you mixing seniors and homeless?	All residents will be seniors. Some will be seniors who have experienced homelessness. 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. See Response #5 in FAQ Sheet.	95139
Is this project strictly for seniors?	Yes, all units except for the managers units, will be restricted to person aged 62 and over. See Response #1 in FAQ Sheet.	---
Are all people living in there seniors? Can they bring their sons and daughters that are not seniors to live there together?	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. See Response #4 in FAQ Sheet.	95123
How does Charities Housing and City assure that the tenant mix will stay senior with only 33% being homeless?	Pursuant to an approved Density Bonus Agreement, Charities Housing would be required to submit annual reports to the City on the unit type and rents for the project.	95123
Where are those 49 disabled people coming from?	One-third of the homes (49) will be reserved as Permanent Supportive Housing (PSH) for senior residents who are homeless with disabling conditions. 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. See Response #1 in FAQ Sheet.	---

The following responses were developed by City Staff in coordination with Charities Housing. Please review the Charities Housing FAQ Sheet for additional information.

What is the vetting process?	Under the Fair Housing laws, all qualified applicants and referrals are welcomed. Charities typically receives ten applications for every available apartment. Once all applications are received and processed, applicants are prioritized through a lottery system. See Response #2 in FAQ sheet.	---
Will homeless from other place/district move in? is there a policy prefer applicant who has relationship (family/work) to local residents?	Homeless 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. It is possible they make come from other areas outside of District 2. There is not a preference policy for those who work or live locally. See Response #1 in FAQ Sheet.	95123
Will this project be open to spanish speaking residents? What spanish language outreach do you have?	Yes, it will be open to Spanish speaking residents and outreach efforts will be in languages appropriate to the communities that Charities typically serves including Spanish. See Response #21 in FAQ Sheet.	95134
Is it only for seniors or is it going to become homeless?	The project is intended for seniors aged 62 and above. A portion of the seniors will be homeless individuals with disabling conditions. See Response #1 in FAQ Sheet.	---
Where are the people coming from? If they are homeless how and who is going to be paying the monthly rent?	Under the Fair Housing laws, all qualified applicants and referrals are welcomed. The senior residents in the 49 PSH homes will be referred by the County of Santa Clara. 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. See Response #2 and 8 in FAQ Sheet.	95123
Are all of these San Jose residents or where do they come from?	Under the Fair Housing laws, all qualified applicants and referrals are welcomed. The senior residents in the 49 PSH homes will be referred by the County of Santa Clara. 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. See Response #2 and 8 in FAQ Sheet.	95139
Is there any prediction of the residents will be coming off the streets? Will there be an effort to help homeless seniors?	The non-permanent supportive housing units will be open to anyone who qualifies. The project is intended for seniors aged 62 and above. A portion of the seniors will be homeless individuals with disabling conditions who will be referred by the County of Santa Clara. See Response #1 in FAQ Sheet.	
So this will not be for homeless? What are we doing for them now?	All units (except for two manager units) will be restricted to seniors aged 62 and above. 49 units will be reserved as Permanent Supportive Housing for senior residents who are homeless with disabling conditions. See Response #1 in FAQ sheet.	
Will there be housing for homeless seniors?	Yes, 49 units are reserved for homeless seniors. See Response #1 in FAQ sheet.	95123
What types of social programming will be available for residents?	The services offered include but are not limited to transportation sourcing, social events, holiday celebrations, educational programs, and linkage to other community services. See Response #11 in FAQ Sheet.	95125
How can I find out where to go for services?	If you are seeking services for elderly people, please visit the County's Department of Aging and Adult Services: https://www.sccgov.org/sites/ssa/daas/Pages/daas.aspx	95112
What about meal delivery for tenants who cant cook for themselves? Is that part of Long-Term Services and Supports Integration (LTSS)?	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). See Response #11 in FAQ Sheet.	95123
What types of Extremely-Low Income/Low Income seniors have priority?	Applicants are prioritized through a lottery system. See Response #2 in FAQ Sheet.	95123
Will there be any services supporting homeless or drug addicts?	The Permanent Supportive Housing (PSH) senior residents will receive case management services paid for by the County of Santa Clara and Project Based Section 8 Vouchers. See Response #1 in FAQ Sheet.	95129

The following responses were developed by City Staff in coordination with Charities Housing. Please review the Charities Housing FAQ Sheet for additional information.

<p>People are concerned the social services being offered in the complex will bring in the mentally ill and druggies. What can we say to this?</p>	<p>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. See Response #10 in FAQ Sheet.</p>	<p>95123</p>
<p>Why can't we have senior housing with social services for those seniors who have been or are at risk of homelessness?</p>	<p>All units (except for two manager units) will be restricted to seniors aged 62 and above. 49 units will be reserved as Permanent Supportive Housing for senior residents who are homeless with disabling conditions. See Response #1 in FAQ sheet.</p>	<p>95119</p>
<p>Why can't people utilizing subsidized housing be mandated to accept services involving addictions?</p>	<p>While 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. 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 typically addressed thereafter with appropriate services and case management. See Response #11 in FAQ Sheet.</p>	<p>95123</p>
<p>Will the services catholic charities provides be for seniors only?</p>	<p>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. See Response #10 in FAQ Sheet.</p>	<p>95123</p>
<p>Will mental health services be open 24/7?</p>	<p>No. The commercial spaces are intended to operate during normal business. Should a tenant want to operate between the hours of 12:00 midnight and 6:00 a.m., they will need a Conditional Use Permit.</p>	<p>95123</p>
<p>Will mental health services work with SJPD to bring in seniors for psych evaluation?</p>	<p>The behavioral health services provider will not be a drop-in service; it will be fee based. See Response #10 in FAQ Sheet.</p>	<p>95123</p>
<p>Will there be a bus to take them to doctors or any medical appointments? What about shopping?</p>	<p>Resident services will be provided through a combination of service providers focused on senior health, socialization, and support with the goal of prolonging residents' independence. A full-time service coordinator will be available on-site to assess the needs of the residents and act as a navigator to connect them with 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. See Response #11 in FAQ Sheet.</p>	<p>95123</p>
<p>Will there be a common dining room</p>	<p>No. Each unit will have a kitchen. See Response #7 in FAQ Sheet.</p>	<p>95123</p>
<p>Dining room-common?</p>	<p>No. Each unit will have a kitchen. See Response #7 in FAQ Sheet.</p>	<p>95120</p>
<p>Please elaborate on the behavioral health serving the greater community--is this a day program? What age are the clients? Severity of the problems?</p>	<p>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. See Response #10 in FAQ sheet.</p>	<p>95123</p>
<p>The behavioral health program: will it be for the homeless in santa clara county?</p>	<p>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. See Response #10 in FAQ sheet.</p>	<p>95123</p>

The following responses were developed by City Staff in coordination with Charities Housing. Please review the Charities Housing FAQ Sheet for additional information.

Resident services: food bank, supportive services, etc. again for the residents only or the homeless?	Resident services are for the residents. Residents include seniors that were previously homeless.	95123
Is food distribution for residents or homeless at large?	Second Harvest Food Bank will be for residents only. See Response #11 in FAQ Sheet.	95123
Is the commercial space age restricted to 62 as well?	The commercial space is designated for social service agency uses. See Response #11 in the FAQ Sheet.	95123
How many residents will be permitted to reside at the complex? (total population)	Based on the HUD occupancy maximums, a total of 358 people can live on the property. However, based on Charities Housing's experience, 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. See Response #7 in the FAQ Sheet.	95123
How many persons? (average)	Based on the HUD occupancy maximums, a total of 358 people can live on the property. However, based on Charities Housing's experience, 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. See Response #7 in the FAQ Sheet.	
How many people are allowed to live in a 2 bedroom apartment?	Per HUD occupancies, 5 people. See Response #7 in the FAQ Sheet.	95123
What are the veteran services provided at the facility?	This development is not specifically targeted for veterans. However, Charities Housing anticipates 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. See Response #6 in FAQ sheet.	
Is there medical/dental offices for the residents?	No. 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. See Response #10 in the FAQ Sheet.	95123

Safety

Who will be liable for crime and disturbance?	The San Jose Police Department is responsible for responding to calls for service.	95136
Is there a police officer in the building? Are there security guards manning the building at all times 24/7?	There will not be a police officer in the building. Charities occasionally hires paid security when it is warranted to provide security for residents or staff or to solve a problem. See Response #15 in the FAQ Sheet.	95123
Will there be vetting for drugs (drug tests)?	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: • 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 required for all applicants, the age and nature of the offense will be taken into consideration. See Response #2 in FAQ sheet.	95123
Is there a strict policy on background checking which prevent applicant with criminal background history to move in?	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: • 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 required for all applicants, the age and nature of the offense will be taken into consideration. See Response #2 in FAQ sheet.	95123
Will there be any security to patrol 24/7?	Charities occasionally hires paid security when it is warranted to provide security for residents or staff or to solve a problem. F See Response #15 in the FAQ Sheet.	

The following responses were developed by City Staff in coordination with Charities Housing. Please review the Charities Housing FAQ Sheet for additional information.

Will there be 24/7 monitored security?	Charities occasionally hires paid security when it is warranted to provide security for residents or staff or to solve a problem. F See Response #15 in the FAQ Sheet.	95123
What are the consequences if the facility is not staffed 24/7 as guaranteed?	Charities is required by its various lenders and partners to staff the property as described in the FAQ Sheet (Response #13). In the event that a development is not in compliance with the Property Management 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.	
What type of security will be provided?	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 camera system will be installed throughout the interior and exterior of the building. 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 ask to speak with Charities staff if there is an immediate question or concern. See Response #14 in the FAQ Sheet.	95123
Outside area security?	Charities occasionally hires paid security when it is warranted to provide security for residents or staff or to solve a problem. See Response #15 in the FAQ Sheet.	95120
what are the security measures?	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 camera system will be installed throughout the interior and exterior of the building. 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 ask to speak with Charities staff if there is an immediate question or concern. See Response #14 in the FAQ Sheet.	
Can residents allow access to people wanting to enter?	Yes. See Response #14 in FAQ sheet.	95123
Are there two apartments for security people?	No. Those apartments are for property managers. See Response #13 in the FAQ Sheet.	95123
Are we going to have more law enforcement?	SJPD is actively recruiting to fill vacant police officer positions. This development will not be required to provide additional officers.	
What will CH put in place to ensure senior safety? The area is known to have many issues. How do you envision preventing making them targets?	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 camera system will be installed throughout the interior and exterior of the building. 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 ask to speak with Charities staff if there is an immediate question or concern. See Response #14 in the FAQ Sheet.	95123
Will city be responsible for safety of residents close by? Can we sue the city if anything bad happen because they approve this project?	The San Jose Police Department is responsible for responding to calls for service. Staff cannot provide legal advice.	95123
What plans are in place for the safety of students at the two schools nearby?	The Planning Division has reviewed several studies on affordable housing and crime. None of the studies found that affordable housing leads to an increase in crime. The studies and date reviewed are: 1. Do Affordable Housing Projects Harm Suburban Communities? Crime, Property Values, and Taxes in Mount Laurel, NJ. Albright, Len et al. City Community. 2013 June ; 12(2): 89–112. 2. Housing and Public Safety 2007. Justice Policy Insitute. 3. The Impact of Supportive Housing on Neighborhood Crime Rates. Galster, George, et al. Journal of Urban Affairs. Vol. 24, No. 3, 289-315.	95123
Will the 2nd floor balcony be safe from predators? Safety?	Access to the second floor is restricted to residents, their guests, and staff.	---
Will the open courtyard have security monitoring area?	While parts of the courtyard will be open to the public, Charities Housing is considering installing a fence or other barrier to prevent loitering in the evening.	---

The following responses were developed by City Staff in coordination with Charities Housing. Please review the Charities Housing FAQ Sheet for additional information.

Vetting process for those with criminal records, drug use, etc. will they be refused housing?	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: • 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 required for all applicants, the age and nature of the offense will be taken into consideration. See Response #2 in FAQ sheet.	---
What kind of security and protection will the residents have from the drug, criminal and homeless element already in the area.	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 camera system will be installed throughout the interior and exterior of the building. 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. See Response #14 in the FAQ Sheet.	95123
How will you protect the "low income" people from the 1/3 who are off the street with mental health issues?	Not all individuals currently facing homeless suffer from mental health issues.	
How will safety of residents/facility be monitored?	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 camera system will be installed throughout the interior and exterior of the building. 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 ask to speak with Charities staff if there is an immediate question or concern. See Response #14 in the FAQ Sheet.	95123
How can you ensure crime won't increase from this project like it does around most low income projects? Will you resign your position if crime increases after the project is completed?	The Planning Division has reviewed several studies on affordable housing and crime. None of the studies found that affordable housing led to an increase in crime. The studies and date reviewed are: 1. Do Affordable Housing Projects Harm Suburban Communities? Crime, Property Values, and Taxes in Mount Laurel, NJ. Albright, Len et al. City Community. 2013 June ; 12(2): 89–112. 2. Housing and Public Safety 2007. Justice Policy Insitute. 3. The Impact of Supportive Housing on Neighborhood Crime Rates. Galster, George, et al. Journal of Urban Affairs. Vol. 24, No. 3, 289-315.	95123
Property Management		
What happens to the age restriction after 55 years?	When 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. See Response #27 in the FAQ Sheet.	95123
Who will be cleaning the apartments	Residents are expected to 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). See Response #11 in the FAQ Sheet.	95123
Are pets allowed?	Yes, per management approval. See Response #7 in the FAQ Sheet.	95123
What guarantee does the neighborhood get that CH will manage this project any better than the way they treated the church and other non-profits that it was already "leasing" space to?	According to Charities Housing, 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 Housing will not comment further on the details of these private agreements. Please see Response #30 in the FAQ Sheet.	---

The following responses were developed by City Staff in coordination with Charities Housing. Please review the Charities Housing FAQ Sheet for additional information.

How will you be treating our community different that how you treated your previous tenants particularly Southridge Church?	According to Charities Housing, 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 Housing will not comment further on the details of these private agreements. See Response #30 in the FAQ Sheet.	---
What is the experience of the community in the various projects you have implemented?	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. Please see Response #23 in the FAQ Sheet.	95008
What problems have they had at other facilities?	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. Please see Response #23 in the FAQ Sheet.	---
Are those developments running well and have received good reviews of neighborhoods?	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. Please see Response #23 in the FAQ Sheet.	95008
What have the challenges been at other senior properties that you developed and managed?	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. See Response #22 in the FAQ Sheet.	95123
Does Charities Housing own these buildings, and if so, what is their benefit?	Charities plays a role in the ownership and management all of their developments in perpetuity. The actual structure of the ownership is that each community developed by Charities is owned by a Limited Partnership. See Response #24 in the FAQ Sheet for more information.	95123
Who owns this facility?	Charities Housing.	95123
Is the cost of facility subsidized? Is it a non-profit program?	Charities Housing in a non-profit. The proposed sources of funds that Charities is actively seeking for the development include government funding and private construction and permanent loans, and private equity. See Response #26 in the FAQ Sheet.	95123
At similar CH projects, what are the rates of police calls to the area pre-install, and then post-install? What are the rates of traffic/pedetrain accidents pre-install and post-install?	Charities does not have data of police calls or pedestrian/traffic accidents prior to construction for any of their development sites. See Response #14 in the FAQ Sheet.	95123
If I have a family member who is an eligible senior, may I refer her to get housing at this site?	Please visit www.charitieshousing.org .	---
How does one qualify for housing?	Residents must be either extremely low or very-low income and be 62 years of age or older. Additionally, 49 units will be reserved for seniors who have experienced chronic homelessness. See Response #1 in the FAQ Sheet.	---
What is the minimum income requirement?	The maximum income is 50% of area median income (AMI). See Response #1 in the FAQ Sheet.	---
What is the eviction policy?	As in every Charities development, all residents must execute a Lease Agreement which includes House Rules that all residents must comply with. Depending on the severity of a Lease or House Rule infraction, the consequence will be a lease violation (warning) or eviction. 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. See Response #3 in the FAQ Sheet.	---
What vehicles does the public have to impact tenancy in the event a tenant is a or poses a threat to the local area?	Phone numbers and contact information for the on-site staff as well as our main office staff will be visibly posted. Neighbors can also visit the property and speak with Charities staff if there is an immediate question or concern. See Response #14 in the FAQ Sheet.	95123

The following responses were developed by City Staff in coordination with Charities Housing. Please review the Charities Housing FAQ Sheet for additional information.

	What assurances do we have that the city will not only keep the area free of transients/loiterers, and trash/blight but maintain that for the long haul?	Development projects are subject to standard permit conditions such as maintaining the property free of litter, graffiti, and blight.	95123
Site Selection			
	Why is Blossom Hill Rd. selected for the project? Was it really the best place to house low-income seniors? What was required to get the project going or shutdown?	Charities typically selects sites based on availability and proximity to services. See Response #18 in the FAQ Sheet.	95123
	Why insist on housing homeless in the most expensive areas? You can build more in Watsonville or Salinas. This is not cost effective	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. See Response #18 in the FAQ Sheet.	95136
	Why don't create all housing for homeless at little orchard where a shelter is located?	The proposed development is permanent supportive housing and not a shelter. The City's General Plan promotes the siting of affordable housing within identified growth areas throughout the city. (Policy H-2.2 Integrate affordable housing in identified growth locations and where other housing opportunities may exist, consistent with the Envision General Plan.)	95136
	When will this project be completed?	The project is currently under review. Once staff determines a recommendation it will be scheduled for an evening Planning Commission hearing. Should the project be approved, Charities Housing anticipates 19 months for construction.	--
	How much will it cost and who pays?	Charities Housing estimates the cost will be approximately \$80 million. The project will be financed with public and private dollars. See Response #25 and #26 in the FAQ Sheet.	95123
	Why tear down the current structures? Why not for lesser fiscal impact, leave the structures and re-model them into apartments?	It is Charities Housing's experience that new construction is the most efficient and cost-effective approach to developing a new mixed-use development. Current building codes, energy efficiency requirements, and design standards cannot be incorporated into the old/outdated warehouse structure. See Response #25 in the FAQ Sheet.	---
General			
	Can we get a copy of the presentation?	The presentation has been posted online.	---
	What are the challenges to building affordable housing for undocumented immigrants?	Currently undocumented immigrants or mixed households that contain undocumented immigrants are allowed to apply for and live in affordable housing in San Jose. However, recent federal law changes may complicate or jeopardize a person's future path to citizenship if they access federally subsidized affordable housing while being undocumented. Additional proposed law changes, if adopted, could directly prohibit undocumented residents from accessing federal affordable housing programs.	95217
	OGHS has about 5,000 students. How can this benefit the students and their families? The school is a block away from the project.	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. See Response #5 in the FAQ Sheet. The development would be subject to impact fees, such as Parks fees, like many other developments.	---
	You mentioned that there won't be additional housing. Can you elaborate more?	Staff did not make this statement.	---
	How does this site compare to other sites in population density of # of residents per acre? There seems to be more units here on less land compared to others.	The project has a density of 74 units/ acre. The Planning department has reviewed many projects with a range of density. Residential projects in urban villages are required to have a minimum 55 dwelling units to the acre (DU/AC). The City has approved projects such as Quetzal Gardens on Alum Rock with a density of 95 DU/AC, Cottle Transit Village with a density of up to 60 DU/AC, and Stevens Creek Blvd Mixed Use Project with a density of 122 DU/AC.	95123
	Isn't there a very great need for senior housing in San Jose, especially for seniors who requires LTSS services?	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. See Response #5 in the FAQ Sheet.	---
	What is "Blossom Hill Apartments?" that complex already exists at the corner of hayes and Leah. Why using same name?	At this point, Charities Housing is using that name on the drawings as a placeholder. The final name for this development is still to be determined.	95123
	Who has been awarded the contract to build this project?	A general contractor has not been selected.	95123

The following responses were developed by City Staff in coordination with Charities Housing. Please review the Charities Housing FAQ Sheet for additional information.

This area on Blossom Hill is already filled with the homeless and mentally ill. How can we stop this project?	The decision to approve, deny, or conditionally approve the project will be made by the Planning Commission. For more information on the Planning Commission please visit www.sanjoseca.gov/planningcommission .	95123
What is the community need that this project is addressing?	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. See Response #5 in the FAQ Sheet.	---
CEQA/Environmental		
An analysis of the projects potential effects on the environment to determine if the project will have adverse affects on the peace, health, safety, welfare of the people living/working in the surrounding area was to be conducted, as well as an independent study on the impact of supportive housing, focusing on police, fire, and EMS response. the planning department indicated they were reviewing the reports, bu they jhave not provided the results of those reports.	CEQA requires the review of potential impacts to Public Services, such as Fire and Police services. The project's CEQA analysis is currently underway and will be made available for public review once completed. Planning staff has reviewed relevant studies ¹ that look at affordable housing and issues of crime. The studies reviewed thus far did not found little to no impacts on crime rates. The review of these types of studies is not a requirement of the Project Review. 1. <i>Do Affordable Housing Projects Harm Suburban Communities? Crime, Property Values, and Taxes in Mount Laurel, NJ.</i> Albright, Len et al. City Community. 2013 June ; 12(2): 89–112. // <i>Housing and Public Safety 2007</i> . Justice Policy Insitute. // <i>The Impact of Supportive Housing on Neighborhood Crime Rates</i> . Galster, George, et al. Journal of Urban Affairs. Vol. 24, No. 3, 289-315.	95123
Traffic/Pedestrian Safety		
What is the anticipated traffic impact? Plans for safe access to shopping across the street--to avoid jaywalking	The project is subject to the City's Transportation Policy, Council Policy 5-3. Under Council Policy 5-3, the project is required to study the Vehicle Miles Traveled (VMT) generated by the project. Any identified VMT impacts will require the implementation of mitigation measures by the project. Both impacts and mitigation measures will be disclosed in the Transportation Analysis which will be available for public review and comment with the circulation of the environmental document.	---
What plans are there to handle traffic? Mornings are terffibly backed up, taking 3-4 cycles to get through the light at Snell to line up for Hwy 85 north.	The project is subject to the City's Transportation Policy, Council Policy 5-3. Under Council Policy 5-3, the project is required to study the Vehicle Miles Traveled (VMT) generated by the project. Any identified VMT impacts will require the implementation of mitigation measures by the project. Both impacts and mitigation measures will be disclosed in the Transportation Analysis which will be available for public review and comment with the circulation of the environmental document.	95123
Will the city install a pedestrian traffic crossing for safety?	The City is supportive of a pedestrian signal along Blossom Hill Road. The City has directed the traffic consultant to study two potential locations for the pedestrian crossing: a. A pedestrian signal crossing that aligns with Kaymar Drive. b. A pedestrian signal crossing that aligns with the west side project driveway/closest to the west property line.	95125
Will there be a pedestrian crosswalk to the other side of Blossom Hill?	The City is supportive of a pedestrian signal along Blossom Hill Road. The City has directed the traffic consultant to study two potential locations for the pedestrian crossing: a. A pedestrian signal crossing that aligns with Kaymar Drive. b. A pedestrian signal crossing that aligns with the west side project driveway/closest to the west property line.	95123

The following responses were developed by City Staff in coordination with Charities Housing. Please review the Charities Housing FAQ Sheet for additional information.

What will DOT commit to, to ensure crossing Blossom Hill Rd. at the building will be safe for seniors and drivers?	The City is supportive of a pedestrian signal along Blossom Hill Road. The City has directed the traffic consultant to study two potential locations for the pedestrian crossing: a. A pedestrian signal crossing that aligns with Kaymar Drive. b. A pedestrian signal crossing that aligns with the west side project driveway/closest to the west property line.	95123
I have concerns about the impact of traffic and pedestrians at an already congested intersection. What are the plans to directly attempt to solve this? How can seniors safely cross/jaywalk to Lucky's?	The installation of a pedestrian signal crossing will alleviate potential pedestrian jaywalking concerns.	95123
Are adequate water and sewage available?	Water services are evaluated and provided by the Great Oaks Water Company. The project would incorporate water efficiency and water conservation measures which should provide sufficient water supply. There is an existing 21" VCP sewer main along Blossom Hill Road that will serve the site. There are no expected deficiencies in sanitary capacity with the proposed project.	---
Is the food distribution open to all? Will there be traffic control for the food distribution?	Second Harvest Food Bank will be providing hot/dry meals for the tenants of the development. Therefore, the project is not required to study the food distribution operation under the transportation analysis. However, the transportation analysis will discuss onsite circulation for trucks, loading zones, and parking.	95123
Is the food distribution limited to residents or will anybody be able to pick up there? How will you accommodate that traffic?	Second Harvest Food Bank will be providing hot/dry meals for the tenants of the development. Therefore, the project is not required to study the food distribution operation under the transportation analysis. However, the transportation analysis will discuss onsite circulation for trucks, loading zones, and parking.	95123
Parking		
How can you put so few parking spaces where parking in the medical building and the neighborhood has no parking available? How will you keep the parking garage from becoming a crime zone?	State Law and the City's Zoning Code grant the project a reduced parking ratio based on the affordability levels of the units. See Response #14 in the FAQ Sheet for information on building security.	95123
Design/Site Plan		
Where will parking be located?	Parking located around the perimeter of the building and inside the first level garage.	---
Where is the parking for all these units?	Parking located around the perimeter of the building and inside the first level garage.	---
Where is parking? Are residents allowed to have cars?	Parking located around the perimeter of the building and inside the first level garage. Yes, residents are allowed to have cars.	95123
Why is the courtyard not gated?	Given community feedback, the applicant is considering installing a moveable fence to close off the courtyard at night.	95123
Will the courtyard be open to the public?	The plaza will be open to the public.	95123
Is the courtyard in the front by Blossom Hill or the rear of the building?	The courtyard is located in the front along Blossom Hill Road.	
Will the undefined (commercial) space be used for homeless?	The tenant for one of the commercial spaces has not been defined. It is planned as a social service agency use.	95123
How many cars will be allowed and where will parking be?	The project is providing 96 parking spaces (44 for commercial uses, 48 for residential uses)	95139
How many apartments? How many parking spaces?	174 units. 96 parking spaces.	---
Would Charities consider adding more homes and giving transit passes to residents?	The applicant has not indicated a desire for more units and has stated that bus passes are cost prohibitive to the project.	---
What will CH/City do, commit to, if parking is insufficient and bleeds into surrounding neighborhoods?	Studies and data, such as from the National Household Travel Survey, show that persons of lower income are less likely to own cars and more likely to use transit than persons of higher income. Because the development would serve low-income seniors, Staff believes that a reduction in parking requirements would not cause an impact to the surrounding neighborhood, as this population tends to own fewer vehicles.	95123

The following responses were developed by City Staff in coordination with Charities Housing. Please review the Charities Housing FAQ Sheet for additional information.

Process			
	Is this a done deal?	The project is currently under review for conformance with the General Plan, Zoning, and City Council policies. Once the environmental review is completed, staff will make a recommendation to the Planning Commission to either approve, deny, or conditionally approve the project.	95123
	How did the city get to change the zone without notifying those who live in the area?	The site has a Commercial Neighborhood Zoning District. This Zoning was approved in 2014. Notices for the zoning change were mailed to a 500-foot noticing radius.	95123
	Why wouldn't neighborhoods closest to this location have a "weighted" vote about the project?	Conditional Use Permits are approved by the Planning Commission. The City Council Outreach Policy requires development proponents to host at least one community meeting to present the project and receive comments and questions from the community. Staff has received feedback from the community throughout the process and is taking it into consideration as the project is being evaluated.	95123
	How does the project meet General Plan Policy IP-5.12, criteria 3 and 4.	The Planning Commission, as the approval body for a Conditional Use Permit, will make the final determination. Based on staff's analysis, the project meets Criteria 3 and 4 as follows: the project will replace the existing commercial square footage with 16,000-sf of commercial uses which is considered substantial; The project is less than two acres, it is not located at a major intersection and there is no anticipated market demand for the site.	95123
	What is the planned housing capacity in the Urban Village? What is the residential capacity of the urban village?	The planned housing capacity (residential capacity) for the Blossom Hill Snell/Urban Village is 762 residential units.	95123
	What is the status of the crime study?	CEQA requires the review of potential impacts to Public Services, such as Fire and Police services. The project's CEQA analysis is currently underway and will be made available for public review once completed. In a meeting with community members Planning staff said they could review relevant studies that look at affordable housing and issues of crime. The studies reviewed thus far did not find a strong correlation. The review of these types of studies is not a requirement of the Project Review.	95123
	Is it true that at any time after approval of the plans, that Charities Housing can change the plan if they go back through the planning process?	Should the project description change, Charities Housing will need to submit a new application and go through the entitlement process again.	95123