

Ramada Inn Frequently Asked Questions (FAQ) – 10/11/18

1. *What is being proposed for the Ramada Inn?*

The proposed plan is to acquire and convert the Ramada Inn at 2156 E. Colorado Boulevard in Pasadena into permanent supportive housing apartments for long-term homeless individuals. This will enable people to get off the streets and receive services to help them stay housed and live productive lives.

2. *Who is involved in the proposal?*

- Union Station Homeless Services is proposed to be the service provider and to identify the people who will receive the housing and services.
- National CORE is the nonprofit affordable housing organization that is in escrow with the property owner to acquire, own, rehabilitate and property manage the building.
- The Pasadena Housing Department is proposed to provide some of the project funding and possibly the long-term rental assistance.

These entities worked together to produce Marv's Place, located at the corner of Union and Mar Vista, which was completed in 2016 and provides permanent supportive housing for 19 formerly homeless families including over 60 people more than half of whom are children.

3. *What is the need for this type of housing and what is the expected outcome?*

The 2018 Pasadena Homeless Count found that 677 people were experiencing homelessness in our city at the time of the count. Of this total, 462 people (68%) were experiencing unsheltered homelessness, a subgroup which grew by more than 33% since 2017. Overall, Pasadena has seen a 28% increase in homelessness since 2016, which signals a reversal of a 6-year downward trend. The development of supportive housing is the key to addressing the unmet housing need and the homelessness crisis within our community. Academic research indicates that supportive housing is a cost-effective intervention which offers long term support and stability to high-need and vulnerable people. Similarly, Pasadena's history has shown that increasing the supply of supportive housing units is a successful strategy to reducing chronic homelessness. At its core, permanent supportive housing helps vulnerable people live and thrive in their community while saving society money through the reduction of hospital, police, paramedic and other costs.

Every day in Pasadena more people fall into homelessness than can be housed. The lack of housing is greatly impacting the City's ability to keep up with the demand. Permanent supportive housing which pairs rental assistance with intensive services, such as the proposed project, has the highest success rate of all housing interventions, boasting a 95%+ housing retention rate among participants. We can end homelessness for the 70+ people who move into the proposed apartments.

4. Will this be a homeless shelter?

No. A homeless shelter only provides very short-term housing. The people living in a shelter are still homeless. Just like in any other apartment building, the tenants in the proposed apartments will have leases which will allow them to live there for as long as they like provided they pay their share of the rent and follow the house rules. Once the tenants move in, they will no longer be homeless.

5. Who will live in the proposed apartments?

The residents will be individuals who have experienced long-term chronic homelessness and are in need of a place to live with coordinated supportive services in order to achieve and maintain stability in housing. Priority will be given to people experiencing homelessness who are from Pasadena or sleeping on the streets or in shelters in Pasadena. The building will be an opportunity to house a significant portion of Pasadena’s homeless population.

6. Will couples or children be allowed?

No children will be housed in the apartments. Couples will be allowed but the expectation is that the majority of the units will be occupied by individuals. We expect no more than ten of the apartments to be leased to couples.

7. How will tenants be selected?

Prospective tenants will be identified and vetted first by Union Station Homeless Services. They will then be referred to submit an application to the property management entity (National CORE) who will conduct a screening to determine basic eligibility/appropriateness, and support potential tenants with the application process. The tenants will then be qualified for rental assistance by the Pasadena Housing Department.

8. Will there be a Pasadena preference to ensure our local homeless persons get first priority for the apartments?

Yes, a Pasadena preference will be used.

Tenant Selection Criteria	Priority Group
Became homeless in Pasadena and staying on Pasadena streets, in a Pasadena shelter/homeless housing programs, or placed in short-term housing/shelter outside of Pasadena	First
Became homeless outside of Pasadena, but employed or in school full-time in Pasadena or receiving supportive services from a Pasadena-based provider, and staying on Pasadena streets or living in a Pasadena shelter/homeless housing program	Second
Became homeless elsewhere and staying on Pasadena streets or living in a Pasadena shelter/homeless housing program	Third
Became homeless elsewhere, currently homeless elsewhere, either streets or short-term housing	Fourth
All other applicants	Fifth

9. *What kind of background checks will be done?*

Criminal background checks will be conducted on all applicants. Additionally, a subsidized housing check will be performed to look at issues such as past evictions, rent non-payment, owing money to a housing authority, fraud, etc.

10. *What kind of backgrounds will not be allowed?*

Registered sex offenders will not be housed in the apartments. People with felony convictions for violent crimes such as battery or assault, manufacturing of substances, drug convictions, or arson will not be housed in the apartments with the exception of those who have successfully completed a formal (e.g., court ordered) rehabilitation or counseling program.

11. *What and how will services be provided?*

Supportive services will be provided at least weekly and as often as daily by an on-site intensive case management team. Services will include assistance with employment, education, counseling, life skills training, budgeting and money management, linkages to and coordination with healthcare services (including mental health and substance use if appropriate), and socialization and community building activities. Case managers and tenants will work together to establish service plans and follow up with targeted interventions to support movement toward goals. The intensive case management teams will also provide crisis intervention as necessary, including weekend and after-hours support. Each case manager will work with about 20-25 clients and will work exclusively at this site.

12. *Who will manage the property?*

The property will be managed by National CORE. They are headquartered in Rancho Cucamonga, CA and currently manage 8,300 units (7,400 of the units are located throughout Southern California) including Marv's Place in Pasadena. National CORE has experienced staff capacity in development, construction management, property management, social services and is a licensed general contractor. National CORE's philosophy is to not only develop and maintain high-quality affordable housing, but to go well beyond the bricks and mortar to create vibrant communities that are safe and nurturing environments for their residents.

13. *How much staffing will there be?*

The building will have 24/7 staff coverage. Staff will include one resident manager, one resident assistant manager or facilities staff, three to four on-site case managers, and one security guard for nights and weekends. Case management staff will be dedicated exclusively to this site and will have offices in the building.

14. What house rules will be used?

House rules will be similar to those used at Marv's Place which address matters such as visitors and overnight guests, respecting others' quiet enjoyment of the property, payment of rent, use of community/recreational facilities, unit inspections, pets, non-smoking, parking, maintenance requests, laundry, use of provided appliances, pest control, cleanliness and appearance of balconies/patios, decorations, entry of visitors to premises, etc.

15. What happens if the house rules are not followed?

Minor infractions would result in a write-up/warning and a suggested meeting with the supportive services team and property management. Repeated minor incidents would result in a final warning and collaborative housing retention support plan agreed upon by the tenant, property management, and supportive services team. Further incidents or incidents of an egregious nature would result in termination of tenancy, first through a voluntary relinquishing of the unit and second by eviction. National CORE and Union Station will only use eviction as a last resort and will work with the resident to resolve any issues they may have taking into account the individual circumstances and safety of all the residents in the development as well as the health and well-being of the community.

16. Who do people call if there are problems?

After the building opens, the phone number for the resident manager will be made available, upon request, for non-emergency issues. 911 should be used for emergencies.

17. What kind of rehabilitation work do we anticipate?

The interior spaces will be reconfigured to create case management and property management offices and a community room. Kitchenettes will be added to each unit. ADA and building systems improvements will be made as necessary. Parking will be rearranged to create outdoor, landscaped community space. New landscaping will give the building the look of an apartment building instead of a motel. Security and sustainability improvements will also be made.

18. What kind of security measures will be installed?

A manager's office will be located at the main entrance. Security lighting and cameras will be installed. The existing entrances at the perimeter of the site will be fenced and gated with controlled pedestrian and vehicular entrances.

19. Will there be on-site security guards?

A security guard will be onsite during evenings and weekends.

20. How will the project be funded?

Multiple sources of funding will be used to develop the apartments including City, County and State funding, low income housing tax credits and tax exempt bonds. Funding for supportive services will come from Measure H dollars, which will bring more of the countywide sales tax back to Pasadena where the revenue was generated. Ongoing rental assistance will likely come from either the City or County.

21. What is the project timeline?

The apartments will open in 24 to 36 months depending on how quickly the financing can be arranged.

22. How many units will there be?

There will be about 75 apartments which will house approximately 80-85 people.

23. What will be the local benefits requirement?

There will be a 15% local hire requirement during construction.

24. Why convert a motel rather than build a new project?

Converting a motel is a much faster way to produce critically needed affordable housing compared with building an affordable apartment building from scratch.

25. What is difference in neighborhood impact between a motel and permanent supportive housing?

Typically, the number of people and cars using a permanent supportive housing site will be less than compared to those at a motel. With permanent supportive housing there will be fewer occupants per unit and fewer cars and car trips.

26. What will be done to ensure the completed apartments do not turn into a community problem over time?

The rehabilitation scope will ensure the building improvements result in all major building components with a lifespan of at least 30+ years, including the necessary reserves to address major repairs and maintenance issues that will periodically be needed. This will contribute to the long-term financial health of the project which translates to a well-kept building that is a positive asset to the community and will remain that way in the long term.

The Housing Department will approve and monitor a management plan for the apartments which will be required under the Hotel and Motel Conversion Ordinance. The department will also be a long-term lender with a recorded covenant on the property which will include a maintenance plan. The Housing Department will inspect every unit on an annual basis. Quarterly inspections of the units will also be

performed by property management to assist residents in maintaining their apartments. An annual audited financial statement will be submitted by the developer to the lenders so the financial health of the apartments can be monitored and any financial issues can be addressed. The property is highly visible so any observable issues can be brought to the attention of the developer and City for resolution. Case management services will be long term and on-site. Property management staff will reside on site.

27. What opportunities for public input will there be?

There will be a public community meeting hosted by Councilmembers Wilson and McAustin on Wednesday, October 17. The proposed plan will be discussed in greater detail and there will be opportunity for public comment. The meeting time and place will be provide through a separate meeting flyer. Members of the public can also offer public comment at the October 22th City Council meeting, during which council members will vote on committing public funds to the project. There will also be a Planning Department hearing to consider the motel conversion. Public comment will also be heard at a future City Council meeting when the council may approve committing City rental assistance vouchers to the project. There will also be future public community meetings to discuss the design and management plans of the project.