



ARLINGTON COUNTY, VIRGINIA

County Board Agenda Item Meeting of December 8, 2012

DATE: November 20, 2012

SUBJECT: U-3345-12-1 USE PERMIT for a dormitory for Susan's Place, located at 3704 2nd St. S. (RPC# 23-009-027)

Applicant:

New Hope Housing

Attn: Pamela L. Michell, Executive Director

By:

Lauren K. Keenan, Esq.

Bean, Kinney & Korman

2300 Wilson Blvd., 7th Floor

Arlington, Virginia 22201

C.M. RECOMMENDATION:

Approve the subject application for a use permit for a dormitory, subject to the conditions of the staff report, with an administrative review in five (5) months (May 2013) and a County Board review in nine (9) months (September 2013).

ISSUES: This is a request for a use permit for a dormitory for up to six (6) adults with mental illnesses who are transitioning from homelessness. The applicant has been operating at this site since April 2012 with four (4) adults. The Alcova Heights Civic Association has stated a preference that the applicant continue to operate with four persons for the time being and return with an application for an expansion at a later date.

SUMMARY: The applicant is requesting a use permit to operate a dormitory for six (6) adults with mental illnesses in a single-family house located at 3704 2nd Street South in the Alcova Heights neighborhood. The applicant is currently housing four (4) adults at this location. The proposed expansion in the number of adult residents will not require an expansion of the structure. This case has been deferred three (3) times since September 2012 in order to permit

County Manager:

BMD/GA

County Attorney:

[Signature]

[Signature]

Staff: Peter Schulz, DCPHD, Planning Division

PLA-6329

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the applicant to reach out to the Civic Association and to the immediate neighborhood. The applicant has had several meetings with the immediate neighbors and the Civic Association to address concerns raised by neighbors of the proposed dormitory. The applicant responded to concerns from the immediate neighbors by adjusting the Resident Handbook (attached), and have agreed to a condition requiring a County Board review if the owner or operator of the dormitory changes. The Civic Association has stated that the applicant should further defer requesting an increase in the number of residents, however the applicant does not agree to an additional deferral.

Staff believes that there will be no significant increased impact from an increase from four (4) residents to six (6) residents, as there have been no Code Enforcement or known Police issues arising from the existing use, and all staff parking can be accommodated on site. The structure will not expand or alter the appearance of a single-family home. The maximum number of employees on site at one time will be three (3). Therefore, staff recommends approval of the subject use permit, subject to the conditions of the staff report, with an administrative review in five (5) months (May 2013) and a County Board review in nine (9) months (September 2013).

BACKGROUND: The applicant, New Hope Housing, has been operating a home for four (4) adults with mental illnesses transitioning from homelessness at this specific location since April 2012. The facility was previously located on South Fillmore Street in Arlington since 2008. The applicant has also operated identical facilities in Fairfax County since 1978.

The following provides additional information about the site and location:

Site: The site is a single-family dwelling on a lot of approximately 6,240 square feet, and is located at 3704 2nd Street South, one door from the intersection of South Glebe Road, and is located in a neighborhood consisting of one- and two-family dwellings.

Zoning: The site is zoned [“R2-7” Two-Family and Townhouse Dwelling Districts](#). A dormitory is a use permitted by special exception use permit by reference to [Sec. 5](#) of the Zoning Ordinance.

Land Use: The site is designated “Low” Residential (11-15 units/acre) on the General Land Use Plan.

Neighborhood: The site is located within the Alcovia Heights Civic Association area. The Civic Association has been actively involved in discussions with the applicant and has convened a small working group consisting of the immediate neighbors. Several meetings have been held between New Hope Housing representatives and neighborhood residents. The Civic Association has the position that the applicant should wait further before requesting an expansion of the use, and that the review period for the dormitory should be 4-6 months.



DISCUSSION: The applicant, [New Hope Housing](#), requests a use permit for a dormitory for up to six (6) adults with mental illnesses who are transitioning from homelessness. The applicant currently has four (4) residents residing at the house. New Hope Housing is a non-profit shelter organization that has been in operation since 1978, mostly in Fairfax County. New Hope Housing describes the residents as people with mental illnesses who are well enough to reside outside state facilities, but need a structured environment to transition to independent living. New Hope Housing operates on a “Housing First” model that provides immediate shelter to the formerly homeless, and then once living space is secured, case workers work with the client to develop life skills, assist them where necessary with daily activities, assist residents with obtaining state benefits and employment and make referrals to mental health professionals. Case workers also provide transportation to medical and dental appointments. Residents must pay rent and live under house rules (attached).

The proposed dormitory does not fall under the zoning ordinance exception for single-family residences because there is no counselor actually living at the premises. In addition, the facility is not licensed by the state because it is not considered a treatment center, as mental health treatment is done off-site. New Hope Housing receives funding from the US Department of Housing and Urban Development (HUD) and receives periodic audits from the Washington field unit. However, there is professional staffing on the site 24 hours a day, seven (7) days a week. There will be up to three (3) workers (counselors and case managers) on site at one time. The structure will not need to be expanded, and it will remain in appearance and use as a single-family home. There is adequate existing off-street parking for up to four (4) vehicles.

Although this dormitory does not meet all standards in the zoning ordinance definition for group homes of up to eight residents that are treated as single family uses, its operating record, and the level of supervision of the residents indicate that, with proper conditions, it will not have a greater adverse effect on the neighborhood than would such a group home. Therefore, staff supports the increase in the number of residents at this location.

The use was previously located on South Fillmore Street in Arlington since 2008, and the applicant relocated to the current site in April 2012. As there are only four (4) residents this did not require a use permit. There have been no complaints to the Code Enforcement regarding the applicant's operation. The applicant has operated identical facilities in Fairfax County since 1978.

The case has been deferred, with the agreement of the applicant, three (3) times since September 2012 in order to permit a dialogue between the immediate neighborhood and New Hope Housing. New Hope Housing has met with the citizens several times since August, and in response to community concerns, the applicant amended its "House Rules" and has agreed to a condition suggested by the community requiring a County Board review upon a change of ownership of the structure or change in operator of the dormitory. The Civic Association has stated that they would prefer that the applicant continue to operate with four (4) residents for the immediate future, and defer a request for expansion to six (6) persons to a later date. The applicant does not agree to further deferrals.

Staff believes that there will be no significant increased impact from an increase from four (4) residents to six (6) residents, as there have been no Code Enforcement or known Police issues arising from the existing use, and all staff parking can be accommodated on site. The structure will not expand or alter the appearance of a single-family home.

CONCLUSION: Staff believes that there will be no significant increased impact from an increase from four (4) residents to six (6) residents. The applicant will not need to construct any additions to the house or alter its appearance as a single-family dwelling, and there will be no additional vehicular traffic to the house as no residents own cars. The applicant can accommodate staff vehicles entirely on site. The applicant has responded to community concerns by adjusting the rules for residents to community concerns and will continue to meet with neighborhood residents and make adjustments to their program as necessary. Therefore, staff recommends approval of the subject use permit, subject to the conditions of the staff report, with an administrative review in five (5) months (May 2013) and a County Board review in nine (9) months (September 2013).

Proposed Conditions:

1. The applicant agrees to identify a person who shall serve as liaison between the subject use and the neighborhood. The liaison shall be empowered to address any concerns identified arising from the use. The name and telephone number of the liaison shall be shared with the Zoning Administrator, the Alcova Heights Civic Association, and any interested residents who request the information, prior to the issuance of the Certificate of Occupancy for a dormitory use.

2. The applicant agrees to comply with all state and local laws and regulations not expressly modified by the County Board's action in this use permit.
3. The applicant agrees to maintain a document detailing rules for residents and make all residents aware of said rules. The applicant agrees to share this document with neighborhood residents. The applicant agrees that there shall be on-site supervision by employees of New Hope Housing 24 hours per day.
4. The applicant agrees to follow all applicable laws, ordinances, and regulations, including by way of illustration and not limitation, US Department of Housing and Urban Development (HUD) regulations. The applicant specifically agrees that that in approving this use, the County Board relied on supervision of the use through the HUD funding process and that loss of HUD funding and oversight will be grounds for an automatic review of the use permit by the County Board.
5. The applicant agrees to limit the residential occupancy of the dormitory to six (6) persons. Staff who are not residents shall be excluded from the residential occupancy.
6. The applicant agrees to limit the number of vehicles on the site to no more than four (4) at any given time.
7. The applicant agrees that the property, including all physical structures and landscaping, shall be maintained in good condition and free of debris at all times.
8. The applicant agrees that upon a change in the ownership of the property (currently Christian Relief Services) or the operator of the dormitory (Currently New Hope Housing), the use permit shall be reviewed by the County Board.

PREVIOUS BOARD ACTIONS: There have been no previous County Board Actions on this site.



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Licensed in Va and DC

July 2, 2012

Ms. Norma Cozart
Zoning Administrator
2100 Clarendon Blvd., Suite #1000
Arlington, Virginia 22201

Re: Letter/Statement of Support for Special Use Permit Application-3704 2nd Street
S. Arlington, VA 22204

Dear Ms. Cozart:

On behalf of New Hope Housing, a 501(c)(3) organization, we are filing a special use permit application for 3704 2nd Street S. Arlington, Virginia 22204. The property is currently used as a group home, housing four (4) adult, previously homeless, disabled individuals. New Hope Housing, the operator of the home, would like to increase the number of residents to five (5) and eventually, a maximum of six (6) adults. New Hope Housing is currently renting the home from the owner-of-record, Christian Relief Services, Inc., who have consented to the filing of this application. The property is zoned R2-7.

New Hope Housing's vision is "A home and bright future for every man, woman and child in our community." As a 501(c)(3) organization, since 1978, New Hope Housing, has been helping to provide homeless families and individuals shelter and the necessary tools to build a better life for themselves. In 1978, New Hope Housing opened their first shelter in Northern Virginia, today, they are the oldest and largest provider of shelter beds in Northern Virginia. On any given night, New Hope Housing offers over 300 people in the Northern Virginia area safe shelter.

New Hope Housing has been the recipient of countless awards, including the *Best Housing Program* award from the Virginia Department of Housing and Community Development in 2006, Honorable Mention/runner up for the Washington Post's *Excellence in Nonprofit Management Award* for 2009, and *Best Housing Organization* by Virginia Department of Housing and Community Development in 2004. In addition, the program's Director, Pam Michell, was named *Washingtonian of the year* in 2005.



Re: Special Use Permit Application
New Hope Housing-Susan's Place
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In 1999, New Hope received funding from the U.S. Department of Housing and Urban Development ("HUD") to open Max's place, the first "safe haven" home for adults. Today, they also operate Susan's Place (the home that is the subject of this special use permit request), a group home for adults, offering a unique, supportive housing option for homeless individuals in Arlington, Virginia, who require a less structured program and can benefit from being a part of their community. New Hope Housing also operated another home in Arlington, prior to opening Susan's Place. Since April of this year, four (4) individuals have been residing at Susan's Place. New Hope Housing is proposing to increase the number of individuals living in the home to a maximum of six (6) adults, and is seeking County Board approval of a special use permit to provide for such a change.

Susan's Place is a safe haven home, as defined by HUD, i.e. a 24-hour supervised group home for homeless adults with mental illness and resistant to services. Susan's Place provides housing first and then uses an engagement approach to build trust over time and to link residents to services when they are ready to use them. New Hope Housing has operated a successful safe haven program in Fairfax County since 1999, as well as other scattered site programs for chronically homeless adults throughout Northern Virginia.

These homes fill a much needed void in housing programs in Virginia. Just a few days ago, an article published in the *Washington Post*, addressed the need for more group homes and community-based housing in Virginia. Without group homes, mentally ill adults who are otherwise "discharge-ready" are left with limited options and forced to remain in state facilities and hospitals longer than necessary, at a great financial burden to the facilities and the Commonwealth.

3704 2nd Street S. Arlington, Va 22204, is owned by Christian Relief Services, Inc., and is rented to New Hope Housing to operate this safe haven under a grant from HUD. Residents sign a lease under which they pay 30% of their income in rent or a minimum of \$50/month. Rules are those of any rented property: timely rental payment, maintaining the property, maintaining the peace and quiet of the community, and no illegal activities.

The program is staffed 24/7 by professional staff. Typically there will be one staff member on-site, except during the hours of M-F, 9-5 when there may be as many as three. Staff does not live in the home. On site services offered include: help in meeting basic needs (food, clothing, toiletries, etc.); referrals to mental health, alcohol/drug, and medical/dental services; life skills training such as nutrition and cooking, budgeting, health education, using public transportation, basic house maintenance, hygiene and personal safety, group living skills; education and employment assistance; accessing public benefits; legal services; and socialization opportunities. Referrals and linkages are regularly made to Arlington County services, both public and private.



Re: Special Use Permit Application
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Residents make their own decisions about food, money, activities, etc. Creative life skills activities, such as hygiene trivia, spa day, field trips, fashion shows with donated clothing, and more, have proven successful in relationship building and leading to residents seeing a physician or dentist, meeting with mental health professionals and accepting medication, working to develop daily living skills, and more. Historically, residents do not have vehicles and will take advantage of nearby public transportation options. In the four years that New Hope Housing has operated in Arlington, and the thirteen years that they have been active in Fairfax County, not a single resident of a safe haven home has had a vehicle. That being said, the property does provide adequate parking, with a driveway that can accommodate up to three (3) vehicles and easy street parking during the day when additional staff may be on-site. The program has one (1) designated "house vehicle" for the home, to be used by staff to accompany residents to various appointments. This vehicle is parked on-site.

It is our belief that under the Federal Fair Housing Act of 1988, the definition of "family," permits a group home for up to eight (8) unrelated individuals at this location, yet the Arlington County Code only provides for such a use for up to four (4) individuals unless the program is supervised and licensed by the Virginia Department of Social Services and/or the Department of Behavioral Health and Development Services. This home is funded by the Department of Housing and Urban Development, a federal agency, and therefore, under Section 5 of the Arlington County Code, would arguably require a special use permit. For this reason, we are submitting the enclosed special use permit application for consideration by the County. If approved, we believe that New Hope Housing will continue to be a partner with the community, and an excellent neighbor.

If you have any questions regarding their program or this application, please contact myself or Jon Kinney at 703-525-4000.

Sincerely yours,

Bean, Kinney & Korman, PC

A handwritten signature in blue ink that reads "Lauren Keenan".

Lauren K. Keenan, Esq.

Counsel for New Hope Housing

Enclosure(s)

ALCOVA HEIGHTS CITIZENS ASSOCIATION

Mr. Peter Schulz
Associate Planner
Department of Community Planning, Housing and Development
Planning Division
2100 Clarendon Blvd. Suite 700
Arlington, Va 22201

Re: Use Permit- U -3345-12-1

Dear Mr. Schulz,

This letter is written in response to the request of New Hope Housing to expand the number residents at its group home (Susan's Place) located at 3704 2nd Street S. Currently there are 4 homeless and disabled adults living at the home. The purpose of the use permit is to allow New Hope Housing to expand the population by adding 2 additional residents.

The property is located in the Alcovia Heights Citizens Association (AHCA) neighborhood. Although the group home opened in April 2012, it has not been a group home that blended into the community as many group homes do. The neighbors had concerns about their new neighbors but they had no idea of the purpose of the home, and had no knowledge of who to contact with their concerns until AHCA was contacted in late June by the Lauren Keenan, attorney for New Hope Housing, requesting our community support expansion of the group home.

After receiving some information about the home, outreach was done by AHCA to neighbors on S. 2nd St. The association learned the neighbors had many concerns centered around behaviors of the group home residents, and a lack of any knowledge that the home was two part of program to provide various assistance and help to previously homeless people. The neighbors of New Hope Housing were never introduced to staff, residents or the management of the program. Nor were they told who or how to reach staff if there were concerns or problems.

On August 14th a meeting was held by AHCA between the immediate neighbors of 2nd St S., 1st Rd S and 3rdSt S. and staff from New Hope Housing. The meeting was the first opportunity the two groups had to meet and talk.

Neighbors shared their concerns about the residents. Examples presented included: residents sitting in the front of house shouting obscenities; an occasion of a neighbor being spat at by a resident; another resident yelled and obscenely grabbed his crotch when a neighbor passed by; one man sat in front yard for long periods sometimes up until midnight. Neighbors also complained about people smoking in the front of the house, litter in the yard, and excessive noise at night. Neighbors expressed a general feeling of not being safe, and avoided walking near the house. Since the occupancy of New Hope Housing on 2nd Street South, neighbors also observed an increase in traffic and street parking issues on an already over-crowded short street, with its only additional outlets being 1st and 3rd onto Glebe Road

South.

Neighbors had no knowledge of the background of the residents and they had no introduction to a general understanding of the residents' mental health issues or other special needs. Neighbors felt there was very poor supervision of the residents and neighbors complained of noise. There were additional concerns of the history of the residents-was there criminal behavior, were they capable of violence? Neighbors expressed not feeling safe because of the lack of supervision and consistently bad behavior on the part of the residents. It is unfair for any social program to allow a group home to make people feel unsafe and unwelcome in their own neighborhood due to the lack of education and supervision by the staff.

At the August 14 meeting, the neighbors learned that until that time, the full-time program supervisor had been on a 3 month extended leave, which New Hope Housing cited as the reason why the neighbors had observed issues of concern that were also not in accordance with New Hope Housing's practices. This also did not settle well with the neighbors, given that New Hope Housing was working to establish themselves on the street, and things appeared out of control, with responsibility for the program apparently relying solely on one individual program supervisor. New Hope Housing stated that the on-site staff's regular reports indicated everything was operating appropriately, which it was not. No individual was designated to be available as a liaison with the neighborhood, nor had New Hope Housing deemed it necessary to do so.

At the meeting the neighbors were introduced to Jessica Lurz, who would be the Susan's Place (group home) new supervisor, social worker. Joseph Snapp, a 2nd St neighbor, volunteered to be the liaison between the group home and neighbors.

The intervention of the New Hope Housing staff after these meetings has been noteworthy - residents are now asked to sit in the backyard. Counselors have been asked to do an hourly tour of the house. A mental health counselor has been added to the house's program to provide 20 hours a week of life skills to the residents.

A second meeting was held on 18 October, several of the New Hope Housing staff attended and there were 10 neighbors. It was noted that New Hope Housing had deferred the hearing for a second time in October although the notice had already gone out which provided great anxiety among the neighbors.

Although there have been some positive changes, the two fundamental issues are still being worked out between the communities. The 1st is trust that New Hope will provide the right support and supervision for clients that were missing for the first 4 months of operation. More importantly, that there would a sense of trust grow between the neighbors and with the New Hope Housing staff.

The changes are a start but the problems lasted months with no action or interest by New Hope Housing Program until they needed the community support. The new supports and rules put in place seem reasonable but they have only been in place a very short period and need further monitoring and evaluation before additional residents should be added. Joseph Snapp, who lives on 2nd St S. has agreed to continue to be the liaison between the neighbors and Susan's Place staff.

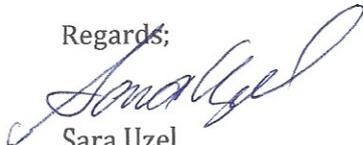
While there have been changes the neighbors would like more time to be assured that the changes have crystallized and become the normal for this home before more residents are added.

The Alcova Heights Citizens Association recommends that the decision on the use permit be deferred until August 2013. This will give both the neighbors and New Hope Housing a one year opportunity to be assured that the all the changes become a normal part of this Group Home.

In closing we understand the need for group homes and community services and the non-profits that provide them are caring and hardworking. That being said they also have the responsibility to ensure that the group home residents and homes themselves blend in with their neighbors and, that from the beginning, they provide appropriate supervision and communication. For numerous reasons New Hope struggled to be able to do this with this group home. It seems to the neighbors that they only acted after they needed to add residents to the program, through the use permit process, and needed our support.

Please allow New Hope continue to provide services for the current 4 people at the home and show you and our community they can be good neighbors in Alcova Heights. We do understand they feel it is critical to add the residents for financial reasons but they should have taken appropriate action in April not just before coming before the Board for a use permit for increased occupancy. We hope to be standing in front of you next August in a better position to discuss the success and progress of this program.

Regards;



Sara Uzel
President

Alcova Heights Citizens Association
AHCA@gmail.com



Susan's Place

Resident Handbook

Founded as Route One Corridor Housing in 1977, New Hope Housing provides homeless individuals shelter and tools to seek a better life.

Latest revision:
June 2011

Congratulations!

You are now one of the select few to be chosen to participate in New Hope Housing, Inc.'s Safe Haven, Susan's Place. Susan's Place is designed to provide permanent supportive housing and supportive services to individuals. Each individual's journey is regularly reviewed to help assist residents and support in improving the quality of their lives. Staff works with residents to provide every individual with a safe and serene shared environment. Supportive services include but are not limited to: twenty-four hours of support staff on site, mental health services, therapy, health services, vocational services, credit and budget counseling, household management and maintenance, substance abuse services, continuing education with GED classes, tutoring/homework assistance, pro bono legal assistance, connections to immigration services, US citizenship services and recreation/enrichment activities. It is our hope that you will take advantage of every opportunity and service available to you.

Over time, procedures, rules and have been implemented to help facilitate a safe, functional home for all those who live at Susan's Place. If at any time during your stay you should have questions, please do not hesitate to discuss them with staff. We believe that if you follow the Susan's Place guidelines, lease agreement and work with staff, you will undoubtedly have a successful experience.

RESIDENTS' RIGHTS

New Hope Housing, Inc. tries to provide its residents with the best possible services. As a person being serviced by this Agency, you should be aware of your rights. The following is a summary of these rights. If you need help in understanding them or how they apply to you, please contact the Outreach Counselor.

You have the right:

- ◆ To be treated with dignity and respect
- ◆ To receive services regardless of your race, national origin, sex, age, religion, handicap, or sexual orientation
- ◆ To help develop your care plan
- ◆ To privacy (excludes inspections as needed)
- ◆ To confidential handling of records
- ◆ To be protected from harm and abuse
- ◆ To receive services in a safe and clean place
- ◆ To ask questions and get help with your rights
- ◆ To have your complaints addressed

INFORMATION ABOUT YOUR LEASE AND SERVICES OFFERED

RENT PAYMENT PROCEDURE

Rent is equal to **30%** of your documentable income and will be adjusted if there are changes to your monthly income. If you do not have documented income, rent will be \$50.00 a month. Rent is due at the 1st of every month. **All Rent payments must be in the form of a check or Money Order, NO CASH.**

Submit your rent payments to Dana Murray at New Hope Housing, Inc. 8407-E Richmond Hwy Alexandria, Va. 22309, no later than 9am on the 5th of the month. **Rent paid after the 5th is considered late and will incur late fees. If a resident is unable to pay their rent, please notify Dana Murray and Jessica Cava immediately. This could jeopardize your housing.**

INDIVIDUAL GOALS AND ACHIEVEMENTS

Once you move in to Susan's Place, you have the primary responsibility for achieving your goals. Staff facilitates the process by providing supportive resources and counseling to individuals as you choose. Residents are encouraged to follow the goals they set for themselves and by any service provider who is a part of their goals. (I.e. therapist and/or mental health provider, physician, alcohol and drug counselor, etc.). Residents are encouraged to advocate for themselves with all service providers and maintain open lines of communications.

BUDGETING & CRIMINAL BACKGROUND CHECKS

You are strongly encouraged complete a budget. In order to create a working budget, you may need to provide receipts, bills, copies of tax returns, etc. You are encouraged to provide consent for the agency to obtain your credit report; you are required to consent to a criminal background check. Information on these reports will be used to assist you in resolving any credit problems, obtain housing, employment, etc.

PERSONAL DEVELOPMENT

You can request classes geared toward advancement in the workforce, stress or financial management, anger management classes, conflict resolution, etc. New Hope Housing may have available funds for classes of this caliber.

LIFE SKILLS

You can request help in life skills. These cover a variety of different subjects including employment skills, stress management, finances and daily living skills, such as cooking skills.

MEDICAL PROCEDURES

We suggest that you inform the staff any prescription medicines and associated illnesses. If you have a transmittable disease, please let staff know right away. You should practice good hygiene including wearing clean clothes and bathing regularly. Staff are also happy to help you get connected to medical care if you don't already have health coverage.

RESIDENT MEALS

A kitchen and food storage areas are provided for you to prepare your own meals. You are welcome to cook and store food in the assigned areas. If you would like to learn how to cook, please let staff know.

HOUSEKEEPING

It's important to keep your bedroom clean and to participate in the upkeep of the house. Here is a list of basic cleaning tasks.

1. Dusting and vacuuming on a regular basis.
2. Washing dishes, pots, pans, etc. on a daily basis.
3. Cleaning kitchen counters, appliances, and bathrooms regularly.
4. Keeping the house free of garbage except for that in designated receptacles.
5. Keeping the unit tidy and free of clutter.
6. Maintaining the yard.
7. Report all maintenance issues immediately (electrical, plumbing, pests, broken windows, etc).
8. Turn off all lights, appliances and running water when exiting a room.
9. Keep windows closed as much as possible.
10. Keep enough space on your floor from your bed to the door for emergency exits.

Staff will check your room for inspections as needed, and will give you feedback on the changes that you'll need to make in your room. Please let staff know if you see any pests in your room or anything that may be dangerous.

PROHIBITED ITEMS

- Any open flames are prohibited inside of the unit at all times. This includes but not limited to, cigarettes, incense, candles etc. No illegal drugs or firearms are allowed on the property at any time.
- Sharp objects (knives, blades, pocket knives, etc) should be turned in to staff as soon as you come on the property.
- No resident is permitted to bring any furniture or furnishing that have been discarded and left on the curb as trash into the house until approved by a staff member.
- Sexually explicit material should not be displayed or shared with other housemates or in common areas.

VIOLENCE POICY

- We want you, other residents, staff, and our neighbors to feel safe. Being safe means there is no physical or verbal abuse or threats. If this occurs you may be discharged from the program.

PHONE POLICY

New Hope Housing maintains a working phone in the living room. The phone is restricted to local calls only. Please use a calling card for any international or long distance calls.

VISITORS AND EXTENDED ABSENCE FROM THE HOUSE

Residents are responsible for guest conduct. No resident is allowed to have guests at Susan's Place when they are not at home. This includes relatives and friends of any family member. No children under the age of 18 are permitted in the unit without written permission from OC. Guests are allowed only between the hours of 8am to 10pm. Guests MUST stay in common areas. Your room is yours alone. Please don't invite anyone else inside it or go inside another resident's room.

PETS

There are no pets allowed at Susan's Place.

SMOKING POLICY

You can smoke outside on the front porch; please dispose of your cigarette butts in the containers on the porch and do not wipe cigarette butts on the handrails or other parts of the facility. Please smoke on the back porch only. The front of the house should never be used.

LAUNDRY

- We don't want you to lose any of your belongings, so please take all your items from, in, on, and around washers and dryers as soon as your laundry is finished. Please wash a full load of laundry at a time, rather than just a couple of items. If you have questions about what makes a full load, staff can show you.
- Just ask staff for laundry detergent! You will want to wash your clothes with detergent before drying them. Because too much detergent can damage clothing, we'll give everyone a scoop per load.

MEDICATION

Please turn in any medications to staff as soon as you bring them to the house. Staff will watch residents take their medications. The staff also has over-the-counter medications in the med cabinet; you may ask for things like Ibuprofen, band-aids, Alka-Seltzer, as you need them

NIGHTS OUT

If you want to spend a few nights off-site then you are free to do so. Please inform staff when you are leaving and when you expect to return.

SUSPENSION

The Director may tell you that you will need to take a break from the house and stay off site for a suspension. Suspensions are warnings to inform you that something you have done is a violation of the rules of being a good tenant. The Program Coordinator will tell you about the suspension, reason for it and when you can return.

WAYS TO TERMINATE YOUR HOUSING

There are several ways to terminate your stay in New Hope Housing, Inc.'s Susan's Place:

- 1. An alternative housing option is offered**
 - a. Section 8/ Public Housing
 - b. Another housing program
 - c. Affordable or market rate housing
- 2. Resident violates lease due to nonpayment of rent or other serious leasing violations.**

3. **Resident or guests are involved in illegal activity or abusive behavior to other residents, staff and/or neighbors.**
Abusive behavior includes fighting, stealing, and possession of weapons and/or deliberate property damage. Inappropriate language, name-calling, or verbal threats is also considered abusive behavior.
4. **Interdisciplinary Team decides that further placement in Susan's Place will not resolve a resident's repeated negative effect on the harmony of Susan's Place and its residents and determines that further continuation would unfairly prevent other individuals from benefiting from Susan's Place and the Agency's services.**

Moving Out

1. The keys must be returned to the appropriate authority and a walk-through should be completed on the date of discharge unless other arrangements have been made with the Outreach Counselor. New Hope Housing, Inc. is not responsible for any belongings left in the unit after the resident's stay has been terminated. However, residents may incur charges for the removal of items left behind.
2. The unit must be left clean and orderly to prevent any fees charged to the resident.

APPEALS PROCESS

If you believe your rights have been taken away, you may follow these steps in appealing the decision within New Hope Housing, Inc.:

1. Write or talk to the Outreach Counselor about your complaint. If your complaint is unresolved, you may:
2. Request in writing an appointment with the Program Coordinator. If your complaint is unresolved, you may appeal to the Director of Singles Programs. This is the highest level your appeal may reach within New Hope Housing.

When a resident decides to appeal their termination from the program a letter must be written and submitted to New Hope Housing, Inc. within two days of termination. The program staff will determine whether the resident may remain in the unit during the appeals process. Staff will notify the resident of their decision.

Susan's Place

The Guidelines

- **No Smoking Policy**- Smoking is NOT permitted, anywhere inside Susan's Place. You may smoke outside of the back porch, but please use the ash trays. **DO NOT SMOKE IN THE FRONT YARD.**
- **Cleaning** -New Hope Housing supplies cleaning products for the house, but it's **everyone's** duty, as a group who are responsible for keeping the house clean. Please check the chore calendar to find out when it is your week to do chores in addition to cleaning up after yourself.
- **Laundry Facilities**- The washer and dryer are available for all residents.
- **Kitchen**-Residents are free to cook meals as they wish. There will be no using the stove between midnight and 6am. You may still use the microwave.
- **Common Areas**- There are several areas of Susan's Place for all residents to enjoy. The kitchen, living room, dining room and all outside areas of the property are for all residents to use and enjoy. Please be neat and courteous when using these areas. Bedrooms are not common areas. **Do not enter another resident's bedroom.**
- **Bedrooms**- Everyone will have a bedroom key. A copy must be kept in the office. Lost keys will be replaced once, free of charge. **NO Eating** in any bedrooms. Residents must keep all personal items stored in their bedrooms. New Hope Housing and Staff are not responsible for any personal belongings that are missing or stolen. Food can be stored in designated kitchen areas. **No resident is permitted to bring any furniture or furnishings that have been discarded and left on the curb as trash into the house until approved by a staff member.**
- **Telephones**- There is one resident telephone that can be used free of charge for local calls. You will need to use a phone card for making long distance or international calls. Please be considerate of other residents when using the phone.
- **Medication**-All medication needs to be turned into staff. We will lock it away for you. Staff will monitor your medication and help you with calling in refills and filling a medication planner for the week.
- **Rent payments**- Rent is equal to **30%** of your documentable income and will be adjusted if there are changes to your monthly income. If you do not have documented income, rent will be \$50.00 a month. Rent is due between the 1st and 5th of every month.
- **All Rent payments must be in the form of a check or Money Order, NO CASH.**

I have read and understand this document. I agree to follow these guidelines. I will contact house staff if I have any questions or concerns. Guidelines may be amended as needed.

Resident's Printed Name

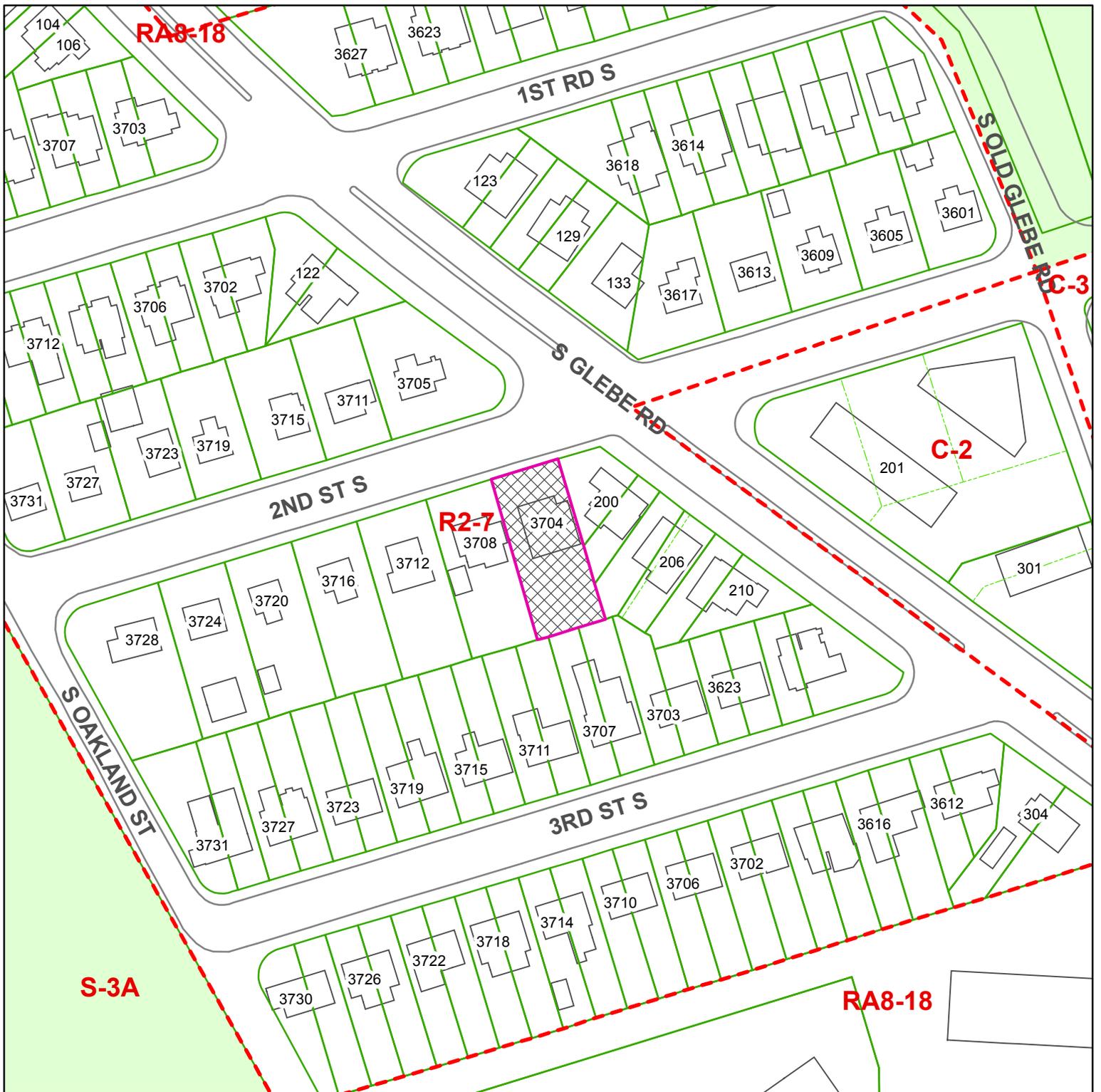
Resident's Signature

Date

Staff Printed Name

Staff's Signature

Date



U-3345-12-1

3704 2nd St. S.

RPC 23-009-027

Note: These maps are for property location assistance only.
They may not represent the latest survey and other information.



 Case
Location(s)
Scale: 1:1,200