

February 26, 2024

City of Corona  
Planning Department  
400 S. Vicentia Avenue  
Corona, CA 92882

RE: Precise Plan (PP2023-0011) for 25-unit Permanent Supportive Housing Development Project

### **Project Description and Services**

The Second Street Housing project is well located in the heart of Corona at the corner of Buena Vista and 2nd Street just off the 91 freeway. The property is within walking distance of a grocery store, public transit, community serving retail, Corona City Hall, and the Corona-Norco Adult education center. This 25-unit permanent supportive housing project will be situated on .72 acres. It consists of 25 units with 24 one-bedroom and 1 three-bedroom manager's unit in a single building. The total building size is 21,043 sf. The one-bedroom units are designed to serve the needs of the formerly homeless population.

The building fronts on 2nd Street and is situated around a rear open space which includes passive and active open space. The location of the building will provide a separation from the street and give a more peaceful setting. Parking has been placed along the Eastern boundary of the property.

The units have been sized for individuals and couples. Unit amenities will include energy efficient appliances and HVAC systems to decrease residents' utility costs, the use of low VOC and other sustainable building products to improve resident's indoor environmental air quality, recessed lighting, durable plank vinyl flooring, large windows for natural lighting, and shaded balconies. The property will have a number of site amenities including an on-site manager with an onsite leasing office, BBQ pavilion, lawn games area, drought tolerant landscaping, and multiple community rooms. Site amenities have been designed to enhance the residents' community and give communal space for programs and meetings.

### **Supportive Services Overview**

The supportive and social services will be provided by Mercy House who is a partner in the project. The services Mercy House provides for the permanent supportive housing units is based on Housing First principles coupled with ongoing education and supportive services that focus on chronically homeless individuals. Motivational Interviewing strategies allow staff to address the individual's identified needs, allowing trust and rapport to develop. Regular availability and visibility on-site will reduce the barrier of connecting to a service provider as needed and reduce lengthy time lapses to connecting to services.

Mercy House follows best practices and proven and effective models of permanent supportive housing by providing the services and resources that are necessary to both address the health and disability –related issues faced by chronically homeless residents as well as the wrap-around services and support that address their barriers to maintaining permanent housing, resolving crisis situations and preserving tenancy. Supportive services are designed with a focus on intensive case management, with emphasis on behavioral health and primary health issues, independent living skills, and employment/educational goals. Intensive case management includes

individualized service planning and goal setting, coordination of services, counseling and support, crisis intervention, intensive assistance with accessing mainstream services and other community-based resources.

The service goals for Second Street are to stabilize chronically homeless households by establishing permanent housing and the ability to live independently while reducing recidivism back into homelessness. The development will employ Housing First principles of tenancy combined with access to mental health support, supportive services and on-going resident education.

The service delivery model will be based on a number of evidence-based practices that are agile and complementary to one another to meet the needs of a diverse set of residents. The supportive services philosophy and design promotes and supports the following: housing stability, independence, community building, the development of support networks, and participation in meaningful activities within the broader community. Below is the scope and scale of the services that will be offered:

Type of Service	Description	Provider	Location and Distance in Miles from Project Site	Frequency of Offered Service	Hours of Availability
<b>Access to other services</b>	Case managers will assist to identify resident needs through regular case management and provide referrals to community resources that may be available to fit those needs. Case managers will be well versed in community resources and will ensure that residents are provided the level of support necessary to successfully access them. They will also work with volunteer groups in the community to market and solicit donations for food, clothing and household items.	Mercy House	On-Site/ Off-Site at Various sites across Riverside County within 5-15 mile radius	As needed	Monday-Friday 9:00am - 5:00pm
<b>Basic housing retention skills</b>	Case management and group classes provide residents with skill training in becoming successful housing residents including renter's responsibilities during tenancy, unit maintenance and upkeep, cooking, laundry, hygiene and safety.	Mercy House	On-site	Offered monthly or as needed	Monday-Friday 9:00am - 5:00pm
<b>Benefits counseling and advocacy</b>	Applicants will be partnered with a Mercy House case manager to assist them with obtaining necessary housing documents and move-in support. Case Manager will also work on behalf of resident to assist in any appeals or reasonable accommodation requests as desired by the applicant. Case managers are also experienced in assisting clients in visiting mainstream benefits providers (e.g. DPSS for MediCal, CalFresh, GAIN, CalWorks, GA/GR etc) and completing necessary applications/enrollment.	Mercy House	On-site	At move-in and as needed	Monday-Friday 9:00am - 5:00pm
<b>Case management</b>	A case manager will be assigned at entry to identify the resident's individual needs and barriers to maintain housing. A Housing Stabilization Plan will be created to guide supportive services, improve independent living skills and create goals which will improve their self-determination.	Mercy House	On-site	Offered weekly or as needed	Monday-Friday 9:00am - 5:00pm
<b>Crisis Intervention</b>	Case Managers are trained to support residents through crisis support during working hours and the on-site Residential Coordinator is there to support crises that may occur in off hours. Residents may be supported to access crisis resources within the County of Riverside's Department of Behavioral Health including County Mental Health Crisis line and 24/7 Mental Health Urgent Care facility.	Mercy House	On-site/Off-site	As needed	Daily
<b>Educational services</b>	Residents who have identified educational goals either through their Housing Stabilization Plans or otherwise will be supported in setting goals towards and accessing resources in the community to complete their GED; filing education benefit apps, exploring career goals, financial aid planning, etc.	Mercy House	On-site/Off-site at Various sites across Riverside County within 5-15 mile radius	As needed	Monday-Friday 9:00am - 5:00pm
<b>Employment services</b>	Residents who have identified employment goals either through their Housing Stabilization Plan or otherwise will be supported in setting goals towards and accessing employment and job counseling services such as support with writing resumes, job searches, interviewing techniques and computer skills, tutoring for GED and job retention skills. Further; case managers link clients to Riverside County Workforce Development Centers as needed for further vocational and educational support.	Mercy House	On-site/Off-site at Various sites across Riverside County within 5-15 mile radius	As needed	Monday-Friday 9:00am - 5:00pm

<b>Personal Finance Services</b>	Residents will be connected to on-line resources and life skills classes from the Bank of America "Better Money Habits" curriculum focusing on budgeting, saving and other financial goals. Personal finance topics including budgeting, savings, credit and debt reduction will also be discussed in case management and incorporated into Housing Stabilization Plans.	Mercy House	On-Site	As needed	Monday-Friday 9:00am - 5:00pm
<b>Physical health care</b>	Residents with identified physical health needs including primary care, chronic disease, dental and preventative healthcare needs will be supported to connect to Centro Medico's Health clinics for comprehensive health services.	Centro Medico Community Clinic	1303 W 6th Street Corona, CA (.70 miles) or at Corona Navigation Center - Health Clinic (1.2 miles)	As needed	Monday-Saturday 8am-5pm
<b>Mental health care</b>	Residents with identified mental/behavioral health needs will be supported to connect to Centro Medico's Health clinics for comprehensive health services.	Centro Medico Community Clinic	1303 W 6th Street Corona, CA (.70 miles) or at Corona Navigation Center - Health Clinic (1.2 miles)	As needed	Monday-Saturday 8am-5pm
<b>Recreational and social activities</b>	Residential Services Coordinator/Case Manager will plan and market to residents monthly events such as potlucks, community funded BBQs, exercise classes and gardening to encourage resident interaction and reduce social isolation.	Mercy House	On-Site	Monthly	May vary to fit resident schedules
<b>Resident Advisory Council</b>	Residential Services Coordinator/Case Manager will coordinate resident meetings at least quarterly (or more frequently if needed or requested) to encourage discussions related to the needs of the residents, including but not limited to such topics as apartment living; meeting neighbors; becoming familiar with the surrounding area and any opportunities in general; operations and services concerns or suggestions; and resident activities. As needed, one-on-one discussions will occur, as all parties realize and understand not all people are comfortable in a group setting. Our goal is to insure each resident will have ample opportunity to have his or her opinions heard.	Mercy House	On-site	Quarterly	May vary to fit resident schedules
<b>Substance use services</b>	Residents with identified mental/behavioral health needs will be supported to connect to Centro Medico's Health clinics for comprehensive health services. Residents may also be assisted to access treatment centers and connections to AA/NA community meetings to support recovery.	Centro Medico Community Clinic	1303 W 6th Street Corona, CA (.70 miles) or at Corona Navigation Center - Health Clinic (1.2 miles)	As needed	Monday-Saturday 8am-5pm

### Service Provider

As the lead service provider for the Project, Mercy House shall coordinate the provision of and/or referral to services needed by individual residents. In addition, Mercy House will provide at least 200 hours of instruction per year of instructor-led adult education.

Mercy House will partner with the Centro Medico Community Clinic (CMCC) to provide behavioral health, medical, and oral care services to residents, as well as supportive services. CMCC with support from the City of Corona operates a Federally Qualified Health Center (FQHC) that provides medical, behavioral health, oral care, and post hospital recuperative care services to at-risk and homeless residents of the City of Corona. CMCC will provide at least 300 hours of services per year.

### Service Plan

Participation in supportive services by residents is voluntary. Access to or continued occupancy in housing is not conditioned on participation in services or on sobriety. This supportive services plan describes the services to be made available to residents in a manner that is voluntary, flexible and individualized, so each may continue to engage with supportive services providers, even as the intensity of services needed may change. Adaptability in the level of services is designed to support resident engagement and housing retention. Residents will be assertively and respectfully encouraged to participate in the support and services available to them.

### Resident Outreach

- a. Referrals will be received from the Riverside County Coordinated Entry System. Mercy House will work with City Net Case Managers who will complete VI-SPDAT surveys, assist Corona chronically homeless in getting

document ready, and work with HomeConnect staff to refer document ready clients to the HACR to establish a waiting list of eligible Corona clients. City Net will also provide support to Mercy House and HACR by assisting clients through the Section 8 eligibility process. In applying Housing First principles, the property manager will not require sobriety, credit or rental history background confirmation and make every attempt to secure housing for the applicant once eligibility requirements are confirmed. Eligibility screening is designed to be thorough while at the same time avoiding unnecessary barriers to housing access. All applicants will be provided assistance from either Mercy House or Centro Medico staff in obtaining necessary documentation and will be given a reasonable amount of time to obtain required documentation and verifications. If requested, Mercy House or Centro Medico staff will assist applicants with the porting process and/or any appeals or reasonable accommodations requests as desired by the applicant. This process strongly enforces the Housing First practice and assures that high-acuity chronically homeless individuals, who might encounter additional barriers when navigating the extensive housing placement process, are given immediate access to the appropriate resources.

- b.** Services are initiated within 24 hours of a resident occupying a unit in order to begin building engagement and to avoid problems with the transition from homelessness to housing. Mercy House will provide onsite and offsite supportive services via trained Housing Solutions Case Managers. Mercy House staff work with residents to co-create individualized service plans that set clear resident goals in plain language. These goals include housing goals and are reviewed and updated regularly. Case management staff work with residents to identify community integration and supports and then provide assistance as necessary to support residents. This includes providing transportation, coaching, and residential living skills assistance to support residents in initiating and sustaining such activities.
- c.** Regular availability and visibility on-site by staff will reduce the barrier of connecting to a service provider and reduce lengthy delays connecting to services. Mercy House Housing Solutions Case Managers will maintain consistent hours and a visible presence onsite to ensure the success of all residents.
- d.** Individualized Assessments and Housing Stabilization Plans: Each resident receives an assessment that covers the major areas of their life and informs the goals of the Housing Stabilization Plan. The Housing Stabilization Plan focuses on the resident's strengths and identified areas of need. While all services are voluntary, all residents have a Housing Stabilization Plan that reflects their personal financial, life skills, health and wellness goals related to housing stability. Each resident is active in developing this plan with their Housing Solutions Case Manager. This plan contains goals and objectives which incorporate their unique strengths, needs, abilities, and preferences, as well as identified challenges and problems.

Mercy House's case management approach utilizes Housing First principles to serve residents without precondition and utilizes recovery principles and harm reduction principles to assist residents in identifying goals that are important to them and to identify strategies for housing retention regardless of resident desire to engage in behavioral health services and/or sobriety. Mercy House understands progressive engagement and provides full-time supportive services to residents.

- e. Ongoing Encouragement and Transition Support. If residents are not initially interested in engaging with onsite services, Mercy House staff will continue to visit the resident at regular intervals to inquire as to whether the resident believes that they have what is needed to be successful in housing and to offer support, as needed. Most commonly, staff find success in outreaching and engaging residents by offering support in completing activities of daily living such as assistance with banking, shopping, transportation assistance or accessing healthcare. This engagement then often leads to the resident being more willing to engage in further supportive services and to develop a clear housing support plan more fully. Mercy House has a history of high resident retention of 95-98% annually with long lengths of stay in its permanent, supportive housing programs and positive exit outcomes. Regular case management includes supportive services with resident defined goals that has led to these positive retention outcomes. However, over time residents may need fewer supportive services and visits from Mercy House staff may decrease from daily to weekly to monthly. Throughout this transition, a resident's housing support plan will continue to be reviewed and updated. Mercy House staff are trained in Moving On / Moving Up strategies to continually seek to connect residents to as many mainstream and community resources as possible to provide maximal options for residents to increase their independence and to increase their housing options so that they can transition from their current housing and supportive services situation to any situation of their choosing.
- f. Other engagement and retention strategies. Upon move-in to the community, the Mercy House Housing Solutions Case Manager will begin developing trust and rapport with the Second Street Housing residents in a multi-phased approach and start to build the residents' community of support to help make the transition from homelessness to housing more successful.

During the first phase, case managers may meet more frequently with the resident helping them to get acquainted with their new surroundings and begin to learn to maintain their home. Together the resident and the case manager conduct a needs assessment and will begin to create a Housing Stabilization Plan. The plans and timelines for each resident are resident centered and are tailored to each individual's circumstances, needs, strengths, level of engagement, and wishes. Housing Solutions Case managers aid each resident in achieving the goals of their plan by helping

residents identify and obtain services and resources, on and off site that they need to maintain housing stability, increase their well-being and more fully integrate into the broader community. This includes residents making decisions for themselves and sharing responsibilities. The plan may identify a number of areas in which the resident needs additional support including housing stabilization, financial, employment, life skills, sobriety, physical and mental health and others. Coordination between the Mercy House case manager, CMCC and other service partners will begin to connect residents to the additional supportive services they may need or benefits they are entitled to. At move-in, the case manager will go through the different transportation options available to the resident. Overview of transportation options include on foot, by bicycle, shuttle transportation services available to them or via Riverside Transit Agency (RTA) bus routes.

During Phase 2, the case manager will begin to monitor and strengthen the support network and resident's skills. Staff will be encouraged to engage residents in community building activities and events to help residents create a local support group which increases their self-worth and pride in their home. Residents will also be encouraged to participate in an onsite Resident Advisory Council, as well as events and volunteer opportunities in the nearby area. Mercy House staff will schedule group life skills classes that may include partner agencies providing services on or off-site.

During Phase 3, case managers will develop long-term goals with the resident aimed at continuing housing stabilization. Staff will work closely with residents to prevent eviction and will learn to identify the early signs of lease violations through case management, casual interaction and observation, and close coordination with property management staff. When residents become delinquent in rent, have multiple housekeeping notices, or other lease violations, staff will work with the resident in case management to identify any difficulties they are facing in maintaining their housing. Staff will work with both the resident to prevent eviction and help get the resident back on track and in compliance with their lease agreement and/or rental payments. Staff will continuously monitor residents' progress and well-being by establishing at least weekly contacts with all residents, including welfare checks for those not participating in case management.

- g. Regular Resident Advisory meetings will facilitate resident participation in decision-making with regards to service delivery. Resident satisfaction surveys offer the opportunity for residents to share, comment and rate their experience with onsite resident services and the community at-large. Resident surveys also provide clarity regarding the service gaps and needs for each unique resident community.

## **II. Cultural Competency**

The Project is committed to providing supportive services that are culturally and linguistically competent for persons of different races, ethnicities, sexual

orientations, gender identities, and gender expressions. Services will be provided to Second Street Housing residents who do not speak English, or have other communication barriers, including sensory disabilities. Mercy House, as lead services provider, is committed to facilitating appropriate communication among partner agencies and residents.

Mercy House has developed agency-wide policies and procedures for ensuring non-discrimination and equal access to provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs, which will be applied in the provision of services to residents at this Project.

The following specific practices, in alignment with the Mercy House best practices, will be in practice at the Project:

- a. Recruit, promote, and support culturally and linguistically appropriate services staff that is responsive to the Project population.
- b. Educate and train staff in culturally and linguistically appropriate policies and practices on an ongoing basis.
- c. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services. Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area; Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
- d. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
- e. Work with residents to provide support that is culturally and linguistically appropriate, particularly when used to identify, prevent and resolve conflicts or complaints.

### **III. Services Provided**

The supportive services provision will be based on Housing First principles coupled with ongoing education and supportive services that focus on homeless individuals' assessed needs. Trauma informed care and motivational interviewing strategies allow staff to address the individual's identified needs, allowing trust and rapport to develop. Regular availability and visibility on-site will reduce the barrier of connecting to a service provider as needed and reduce lengthy time lapses to connecting to services.

Supportive services will be designed to focus on intensive case management, with emphasis on behavioral health and primary health issues, independent living skills, and employment and/or educational goals. Intensive case management includes individualized service planning and goal setting,

coordination of services, counseling and support, crisis intervention, intensive assistance with accessing mainstream services and other community-based resources.

- a. **Services Provided.** The following supportive services shall be made available to Second Street Housing residents based on resident need, and shall be provided directly by Mercy House, CMCC, or other off-site service provider linkages:
  - i. Development of Housing Stabilization Plan
  - ii. Case management services
  - iii. Mental health care
  - iv. Substance use services, such as treatment, relapse prevention, and peer support groups
  - v. Support in linking to physical health care, including access to routine and preventive health and dental care, medication management, and wellness services
  - vi. Benefits counseling and advocacy, including assistance in accessing SSI/SSP, enrolling in Medi-Cal
  - vii. Basic housing retention skills (such as Unit maintenance and upkeep, cooking, laundry, and money management)
  - viii. Eviction Prevention Services
  - ix. Services for persons with co-occurring mental and physical disabilities or co- occurring mental and substance use disorders not listed above
  - x. Recreational and social activities;
  - xi. Educational services, including assessment, GED, school enrollment, assistance accessing higher education benefits and grants, and assistance in obtaining reasonable accommodations in the education process
  - xii. Employment services, such as supported employment, job readiness, job skills training, job placement, and retention services, or programs promoting volunteer opportunities for those unable to work
  - xiii. Personal Finance Education
  - xiv. Obtaining access to other needed services, such as civil legal services, or access to food and clothing
  - xv. Resident Advisory Council: Residents will be encouraged to participate in the Resident Advisory Council to contribute to larger discussions regarding services, planning, and operations. Facilitated by staff, the Resident Advisory Council will meet on a quarterly or as needed basis to voice their concerns or improvements to the property and/or services
  - xvi. Crisis Intervention

#### **IV. Services Location**

All required services will be provided onsite at the Project or offsite at CMCC community clinics or the CMCC Corona Navigation Center health center accessible to Second Street Housing residents. As part of the system of services

that Mercy House and CMCC operates in Corona, transportation will be made available to take clients to CMCC at the shelter/navigation center to access a wide variety of services. The Project is located near bus routes with regular service. Case managers will assist residents to access a limited supply of bus passes, maps and route timetables to assist with travel planning. The provision of transportation assistance will be provided with a focus on allowing for the greatest independence possible for residents, providing support while encouraging self-sufficiency.

## **V. Case Manager**

Mercy House will provide a full-time case manager. The Housing Solutions Case Manager under the direction of the Housing Solutions Program Manager is responsible for ongoing needs assessment, personal housing/ emergency plans, implementation, support, information, referral, and advocacy for individuals who are in the Mercy House Permanent Supportive Housing Program. This position requires successful working relationships with residents that support their ability to increase their self-reliance. This position will influence and recognize positive behavior changes and will identify problems and obstacles that threaten to undermine residents' self-reliance and housing stability. Keeping clear and accurate files and records is essential to this position. *This position will ensure that the team is practicing trauma informed and client focused strategies.* Below is a description of the Case Manager role:

### **a. Client/Service Delivery:**

- i. Maintain a minimum caseload of 17-25 individuals. Meet at least twice a month with residents to develop emergency plans and individual housing supporting plans based upon the housing assessment that identified barriers, including short and long-term measurable goals. Meet with clients in the shelters, out in community and in their home.
- ii. Utilize harm reduction interventions and methodologies to provide client centered services to keep them in housing.
- iii. Utilize skills regarding crisis prevention and intervention.
- iv. Practice Trauma Informed Care and Motivational Interviewing techniques
- v. Assist residents to build upon their strengths and recognize their needs in a respectful manner.
- vi. Conduct health, safety visits and inspect resident apartments to ensure that they are properly maintained by completing habitability inspections with Leasing Agents.
- vii. Be knowledgeable of community resources and refer clients as needed.
- viii. Organize and facilitate social and recreational activities designed to promote community involvement and peer support.
- ix. Work with volunteers and community resources to assure that residents are linked with services such as employment, education, tutoring and/or mentoring as appropriate.
- x. Attend trainings that increase knowledge of effectively meeting clients' needs (including co-occurring disorders, harm reduction, and cultural competence).
- xi. Facilitate relationship building between landlords/caretakers and clients.

- xii. To participate in the emergency on call schedule to ensure clients' needs are met and must be available.
- xiii. Work collaboratively with other community support providers, outreach teams, Housing Authorities (Housing Specialists), Social Workers, Leasing Team, Landlords.

**b. Team/Staff Relations:**

- i. Work as a Mercy House team member with all staff and volunteers in order to implement the mission and core values of the agency. Attend regular internal and external agency meetings.
- ii. Work as part of a team to plan and develop resident programs.
- iii. Work in a team environment, fast passed environment, be flexible, be able to adapt to sudden changes, be trustworthy, be reliable, be empathetic.
- iv. Communicate effectively with diverse population.

**c. Administrative:**

- i. Keep accurate, up to date documentation on all clients, including but not limited to individual housing plans, emergency plans, case notes, case file, assessments, call logs, Housing Authority (application and recertifications)
- ii. Complete all paperwork in a timely and accurate manner that ensures payment to the agency from various sources.
- iii. Assist with all data collection systems.
- iv. Assure deadlines are met.
- v. Willingness to gain knowledge and understanding of Adult Rehabilitative Mental Health Services and Substance Abuse Treatments.
- vi. Utilize computers and appropriate software (eg. Microsoft: Word, Outlook, Excel, Power Point) and/ or specific systems applicable to position.
- vii. Responding to calls and emails in a timely manner.
- viii. Perform tasks independently and prioritize workload.
- ix. Occasional lifting of items up to 25lbs. (i.e., accepting donated items)
- x. Prolonged periods sitting at a desk and working on a computer.

**Services Experience**

<u>PROPERTY NAME</u>	<u>CITY</u>	<u>NO. UNITS</u>	<u>PROJECT TYPE</u>	<u>YEAR</u>	<u>TARGET POPULATION</u>	<u>Supportive Service Provider</u>	<u>Service Types</u>
<u>The Orchard</u>	<u>Santa Ana</u>	<u>72</u>	<u>PSH</u>	<u>2016</u>	<u>CH</u>	<u>Mercy House</u>	<u>ICM, HR, C, F, B, HP, S, L, HW</u>
<u>Louis Martin</u>	<u>Anaheim</u>	<u>4</u>	<u>PSH</u>	<u>2015</u>	<u>CH, D</u>	<u>Mercy House</u>	<u>ICM, HR, C, F, B, HP, S, L, HW</u>
<u>Multi-Sites</u>	<u>Orange County</u>	<u>272</u>	<u>PSH</u>	<u>2013</u>	<u>CH</u>	<u>Mercy House</u>	<u>ICM, HR, C, F, B, HP, S, L, HW</u>
<u>The Cove</u>	<u>Newport Beach</u>	<u>12</u>	<u>PSH</u>	<u>2018</u>	<u>A, FH</u>	<u>Mercy House</u>	<u>C, F, B, HP, S, L, HW</u>
<u>San Miguel</u>	<u>Santa Ana</u>	<u>9</u>	<u>PSH</u>	<u>2005</u>	<u>FH</u>	<u>Mercy House</u>	<u>C, F, B, HP, S, L, HW</u>
<u>Joseph</u>	<u>Santa Ana</u>	<u>15</u>	<u>PSH</u>	<u>2017</u>	<u>A, FH</u>	<u>Mercy House</u>	<u>C, F, B, HP, S, L, HW</u>
<u>Regina</u>	<u>Santa Ana</u>	<u>3</u>	<u>PSH</u>	<u>2018</u>	<u>A, FH</u>	<u>Mercy House</u>	<u>C, F, B, HP, S, L, HW</u>

<u>Bethany</u>	<u>Santa Ana</u>	<u>3</u>	<u>PSH</u>	<u>2018</u>	<u>A, FH</u>	<u>Mercy House</u>	<u>HR, C, F, B, HP, S, L, HW</u>
<u>Emmanuel</u>	<u>Santa Ana</u>	<u>21</u>	<u>PSH</u>	<u>2015</u>	<u>FH, HIV</u>	<u>Mercy House</u>	<u>C, F, B, HP, S, L, HW</u>
<u>Drexel I, II, III</u>	<u>Orange</u>	<u>3</u>	<u>PSH</u>	<u>2012</u>	<u>FH, A</u>	<u>Mercy House</u>	<u>C, F, B, HP, S, L, HW</u>
<u>Frederic Ozanam</u>	<u>Santa Ana</u>	<u>2</u>	<u>PSH</u>	<u>2017</u>	<u>FH, A</u>	<u>Mercy House</u>	<u>C, F, B, HP, S, L, HW</u>
<u>Guadalupe</u>	<u>Ontario</u>	<u>15</u>	<u>PSH</u>	<u>2015</u>	<u>LMI, FH</u>	<u>Mercy House</u>	<u>C, F, B, HP, S, L, HW</u>
<u>Francis</u>	<u>Ontario</u>	<u>15</u>	<u>PSH</u>	<u>2009</u>	<u>LMI</u>	<u>Mercy House</u>	<u>C, F, B, HP, S, L, HW</u>
<u>Begonia</u>	<u>Ontario</u>	<u>4</u>	<u>PSH</u>	<u>2012</u>	<u>LMI</u>	<u>Mercy House</u>	<u>C, F, B, HP, S, L, HW</u>

**LEGEND**

**Population Type**

- D: Disabled**
- CH: Chronically Homeless**
- V: Veterans**
- H: Homeless**
- FH: Formerly Homeless**
- HIV: HIV/AIDS**
- A: Affordable**
- LMI: Low-Moderate Income**

**Services Provided**

- ICM: Intensive Case Management**
- HR: Harm Reduction**
- C: Career Support**
- F: Financial Literacy**
- B: Benefits Advocacy**
- HP: Homeless Prevention**
- S: Social Activities**
- L: Life Skills**
- HW: Health and Wellness**
- E: Education Services**

**Ownership Experience**

**C&C Development Co., LLC** (C&C) is a full-service real estate development company established in 2003. C&C specializes in the construction, acquisition, rehabilitation and management of affordable housing for seniors, large families and the special needs populations. This experience has taught us to approach every project with the long-term in mind. Through quality design and construction, we're not only developing projects to be successful today, we're developing projects that will remain successful 10, 20 and 30 years into the future.

C&C has worked on a variety of projects since its inception, with a focus on family, senior and special needs affordable rental housing developments in Southern California. However, most importantly, C&C strives to construct and/or rehabilitate properties with the residents' health and well-being in mind. A place to call "home," with amenities that create an environment where families and seniors can progress, thrive and be healthy. Amenities often include active playgrounds with child-tested equipment, a community learning center with computers, after-school programs and adult education. The community learning centers serve the youth with programs that help create a foundation for achieving educational goals and to stimulate young minds. Community space is also provided for adult programs that foster healthier and productive lifestyles for families and seniors.

C&C has experience financing suburban, urban infill, inclusionary, new construction, redevelopment and acquisition-rehabilitation projects. As C&C has developed, managed, and maintained ownership of more than 2,200 units, we have achieved a level of experience necessary

to develop and manage affordable rental housing in today's complex and challenging entitlement and financing environment.

Our mission is to develop safe, healthy and aesthetically pleasing affordable housing communities in order to strengthen individuals, families, seniors, neighborhoods and cities. Through our business acumen, strong sense of social advocacy, and interest in innovation, we are able to sustain strong relationships with public and private partners and to develop award-winning properties.

**Mercy House Living Centers** was founded in 1988 as a non-profit service provider whose mission is to be a leader in ending homelessness by providing a unique system of dignified housing alternatives, programs and supportive services. In 2005, Mercy House CHDO, Inc. was formed as an affiliate agency to support its mission by developing and operating quality housing to include special needs housing serving homeless populations. Combined, the two agencies bring decades of experience providing services that include advocacy and education, homeless prevention, outreach and rapid rehousing programs, walk-in access centers, emergency shelters, interim housing and single/scattered site permanent housing which includes permanent support housing serving chronically homeless populations.

In over its 30 years of operation, Mercy House has served more than 105,000 individuals.

Mercy House has extensive experience working with collaborative teams in the housing development design phase and with a variety of stakeholders including respected nonprofit affordable housing developers, city governments, church partners and community members alike. These partnerships have operated in an environment of high trust and transparency where knowledge, ideas and best practices for design and construction have been generously shared among collaborative members. Additionally, as a service provider involved in the design process, Mercy House is able to provide valuable input to projects to ensure that the design meets the needs of the populations it intends to serve and maximizes the social impact of the project. They have a dedicated team which includes Chief Executive Officer, Larry Haynes, and Chief Housing Officer, Linda Wilson, who have been with the agency a combined 55 years and oversee the design and implementation of new housing development.

### **Property Management Experience**

**Advanced Property Services Management, Inc. (APS)** is a wholly owned subsidiary of C&C and has been in the property management business since 1974. APS is a full-service property management company specializing in the day-to-day management of multifamily residential apartments with an expertise in affordable housing. APS' experience and expertise in property management qualifies them to personally serve the unique needs of property owners and residents. APS handles the property management, tenant screening, qualification and annual income verification of all tenants. APS is committed to providing high quality affordable living environments and is a fair but strict management company that manages properties to the highest standards possible. APS' staff is tax credit certified and experienced in handling all aspects associated with the lease-up and management of tax credit units. A complete system of checks and balances is used to maintain financial control. Adherence to tenant qualifications, eligibility and rent collection procedures are strictly enforced and maintained. APS employs a full-time maintenance staff equipped to handle all aspects of property maintenance.

APS understands the importance associated with proper tenant qualification and the ongoing compliance at each of their affordable communities. APS takes a direct, hands-on approach to tenant qualification, leasing and compliance.

Within the tenant qualification process, APS have a number of goals that are achieved through its leasing activities:

- ❖ Ensure that the household is income qualified for the project.
- ❖ Ensure that the household is occupancy qualified.
- ❖ Ensure that the household will be a positive impact on the community.
- ❖ Ensure that the household's annual income is sufficient to cover its monthly housing costs.

APS employs tax credit certified leasing personnel. Leasing personnel qualify potential residents as they apply for residences and perform annual re-certifications of income and occupancy. APS maintains the following procedures for initial qualification and annual recertification:

- ❖ Thorough review of prospective tenant's income and occupancy.
- ❖ Third party income verifications.
- ❖ References from previous two landlords/management companies.
- ❖ Criminal Background checks.
- ❖ Credit checks
- ❖ Certain tenants may be required to complete budgets to demonstrate ability to cover monthly housing costs.

APS currently manages C&C's entire portfolio. Please see the attached list of developments C&C has completed.

PROPERTY NAME	CITY	NO. UNITS	RESIDENT TYPE	YEAR	PROJECT TYPE
Altrudy	Yorba Linda	48	Seniors	Construction	New Construction
Pacific Wind	Carlsbad	58	Families	Financing	New Construction
El Dorado II	San Marcos	84	Families	Construction	New Construction
The Groves	San Juan Capistrano	75	Seniors	Construction	New Construction
Villa Pacifica II	Rancho Cucamonga	60	Seniors	2019	New Construction
Mission Trail	Lake Elsinore	85	Families	2020	New Construction
Meridian	Corona	85	Families	2020	New Construction
Villa Paseo	Paso Robles	110	Seniors	2019	Rehab
Parc Derian	Irvine	80	Families	2018	New Construction
Depot@Santiago	Santa Ana	70	Families	2018	New Construction
Lemon Grove	Orange	82	Families	2017	New Construction
Andalucia	Santa Ana	70	Families	2017	New Construction
Adagio	Camarillo	60	Families	2016	New Construction
940 Minnie	Santa Ana	8	Families	2015	New Construction
Citrus Circle Apartments	Corona	61	Families	2015	New Construction
Parkview	San Marcos	84	Families	2014	New Construction
Serrano Woods	Orange	63	Families	2013	New Construction
Santa Ana Infill	Santa Ana	51	Families	2013	New Construction
Garnsey	Santa Ana	26	Families	2012	Rehabilitation
Roberta	Fullerton	16	Families	2012	Rehabilitation
Buena Vista	County of Orange	17	Families	2012	New Construction
Richman Court	Fullerton	16	Families	2011	Rehabilitation
Lacy & Raitt	Santa Ana	35	Families	2010	Rehabilitation
1410 Durant	Santa Ana	14	Families	2010	Rehabilitation
Citrus Grove	Orange	57	Families	2010	New Construction
Pacific Court	Huntington Beach	48	Families	2010	Rehabilitation
Townsend & Raitt	Santa Ana	51	Families	2010	Rehabilitation

PROPERTY NAME	CITY	NO. UNITS	RESIDENT TYPE	YEAR	PROJECT TYPE
Sixth Street	Santa Ana	24	Families	2009	Rehabilitation
Yorba Linda Condos	Yorba Linda	57	Seniors	2009	Rehabilitation
Wilshire & Minnie	Santa Ana	144	Families	2009	Rehabilitation
Hoover & Wilson	Orange	40	Families	2007	Rehabilitation
Ross & Durant	Santa Ana	49	Families	2007	Rehabilitation
Minnie Street	Santa Ana	182	Families	2005	Rehabilitation
Orange Rotary	Orange	6	Seniors	2004	New Construction
Santiago Villas	Santa Ana	89	Seniors	2004	Adaptive Reuse
Stonegate Seniors	Orange	20	Seniors	2003	New Construction
Wilson Street	Orange	40	Families	2003	Rehabilitation
Bowen Court	Huntington Beach	20	Seniors	2000	New Construction
Mesa Family Villas	San Diego	42	Families	2000	New Construction
Villa Modena	Orange	5	Families	2000	New Construction
Wildomar Assisted Living	Wildomar	108	Seniors	2000	New Construction
Auburn Court	Auburn	60	Families	1999	New Construction
Lemon Street	Orange	6	Families	1999	Rehabilitation
Bermuda Park	Indio	90	Families	1998	New Construction
Casa Ramon	Orange	75	Families	1998	Rehabilitation
Esplanade Apartments	Orange	27	Families	1998	Rehabilitation
Villa Paseo	Paso Robles	110	Seniors	1998	Rehabilitation
Wildomar Seniors	Wildomar	176	Seniors	1998	New Construction
Adams Ave. Apartments	Orange	9	Families	1997	Rehabilitation
Cottonwood Park	Placerville	78	Families	1997	New Construction
Cottonwood Senior	Placerville	81	Seniors	1997	New Construction
Fairfield Vista	Fairfield	60	Families	1997	New Construction
Summit Rose	Escondido	91	Families	1997	Rehabilitation

PROPERTY NAME	CITY	NO. UNITS	RESIDENT TYPE	YEAR	PROJECT TYPE
The Knolls	San Marcos	62	Families	1997	New Construction
Shingle Terrace	Shingle Springs	72	Families	1997	New Construction
Windsor Park	Windsor	80	Families	1997	New Construction
Brentwood Gardens	Brentwood	80	Families	1996	New Construction
Brentwood Park	Brentwood	80	Families	1996	New Construction
Gilroy Gardens	Gilroy	74	Families	1996	New Construction
Rose Apartments	Orange	6	Families	1996	Rehabilitation
Villa Pacifica	Rancho Cucamonga	159	Seniors	1996	New Construction
Harmony Creek	Orange	83	Seniors	1995	New Construction
Paseo Village	Anaheim	176	Families	1995	Rehabilitation
Courtyard Apartments	Orange	256	Families	1994	Rehabilitation
Alice Clark	Orange	4	Seniors	1994	New Construction
Chestnut Place	Orange	50	Seniors	1994	New Construction
El Dorado Apartments	San Marcos	17	Families	1994	Rehabilitation
Placer Village	Placerville	76	Families	1994	New Construction
Garden Court Apartments	Santa Ana	84	Families	1993	Rehabilitation
Parker Apartments	Orange	3	Families	1993	Rehabilitation
Walnut Pixley	Orange	22	Families	1992	Rehabilitation

## **Property Management Plan Sample**

PROJECT NAME: Second Street Housing

PROJECT LOCATION: TBD

OWNER NAME: Second Street Housing, LP

MANAGER: Advanced Property Services Management, Inc

### **Development Description**

25-unit permanent supportive housing units with 1 residential buildings.

### **Statement of Management Policy**

The goal of Advanced Property Services Management, Inc is to ensure Resident satisfaction, and the long-term financial and physical well-being of Second Street Housing through the provision of high-quality resident relationships and management services. Toward this end, this plan has been developed to set forth the relationship between the Owner and the Manager and to describe in detail the policies, procedures and regulatory requirements to be observed in the management of the project.

Specifically, the plan intends to outline a definite program of action to assure:

1. A well-managed and properly maintained project.
2. A pleasant, healthy, and secure living environment for the Residents.
3. A pleasant relationship among the Residents, the Manager's employees, and members of the surrounding community.

Unless otherwise stated in the plan, the term "Owner" will refer to C&C. The term "Manager" will refer to Advanced Property Services Management, Inc and the term "Project" will refer to the Second Street Housing. On at least an annual basis, Manager will review this Management Plan with Owner and the on-site manager to determine whether any changes are required as a result of either procedural changes or new laws or regulations affecting Project management operations. Any proposed changes will be incorporated in an updated management plan and be forwarded to the Owner and limited partner for review and approval.

#### **I. MANAGEMENT**

- A. The Manager, based on previous experience with effective management practice, shall provide advice and recommendations to Owner to establish general policies for the operation of the Project in this regard to owner. Such policies shall include but are not limited to: resident selection criteria and property guidelines; eviction policies; house rules; security and emergency services; social services; allocation of parking spaces; and cash handling procedures (no cash shall be allowed).

Once the policies have been established by the Owner, the Owner shall delegate authority to the Manager to implement the policies. The Manager will, by means of periodic budgets, financial statements, and status reports, advise the Owner on the operation of the Project. In addition, the following procedures shall be followed to ensure effective day-to-day operations and cooperation between the Owner and Manager:

1. Day-to-day operation of the Project will be under the direct supervision of the Resident Manager who will report to the Project Supervisor of the Manager.
2. A senior management person shall be the Manager's representative in reporting to the Owner.
3. The Owner shall appoint a key contact person or liaison to represent the Owner in regular communications with the Manager.
4. There will be regular meetings between the Owner and the Manager for the purpose of reviewing policies, management procedures, resident relations, and budget control. Owner and Manager will work jointly to establish any changes in the policies and procedures. Should it become necessary to alter these policies, the Manager will not do so without the prior approval of the Owner.
5. To the extent practicable, Owner's concerns and suggestions shall generally be communicated to the Manager's senior management representative or Project Supervisor who shall issue instructions to the Resident Manager.
6. As described in the Management Agreement, the Annual Operating Budget for the Project will be prepared by the Manager and approved by the Owner. In the event that items need to be purchased that either were not budgeted, or that would bring the Project over budget, the Manager will promptly inform the Owner, who will review and approve such additional purchases.

In the event that the Manager must arrange for emergency repairs involving manifest danger to persons or property, or make payments required to avoid suspension of any necessary service to the Project, the Manager will inform the Owner of the facts as promptly as possible.

7. The Manager and Owner shall enter into a Management Agreement that will provide detailed responsibilities that the Manager and Owner will assume. These responsibilities shall be clearly assigned, described, and shall not overlap.

In the event that the Owner or Manager shall terminate the Management Agreement the Manager will transfer all files and records related to the Project to the Owner. These files shall include marketing and rent-up materials, prospective tenant applications and documents relating to the management of the Project.

Upon termination of the Management Agreement after occupancy occurs, the Owner and Manager shall agree to the procedures outlined for this event in the Management Agreement.

8. Personnel policy and staffing arrangements.

Once the personnel and staffing requirements have been established by the Owner and Manager, the Manager shall hire, train, pay, and supervise all personnel, including independent contractors and other service providers.

a. The anticipated staffing pattern will be as follows:

<u>Title/ Position</u>	<u>Compensation</u>	<u>Hours</u>
Administrator/Resident Manager Time (live on site)	Per approved operating budget	Full

\* A rental unit is part of the Resident Manager's compensation and is counted as income and expense.

The Resident Manager's unit is subject to local, state and federal tax regulations.

The on-site manager will report to a Property Supervisor.

Support staff in the main office, also involved in project management, include clerical and accounting personnel whose responsibilities are to assist in administrative functions and in the preparation of financial reports.

Specific responsibilities for all project personnel are detailed in the job descriptions.

9. Hiring Policies.

a. All hiring of the Project employees shall conform to Equal Employment Opportunity requirements. The Manager shall not discriminate against any applicant for employment because of race, religion, color, ancestry, national origin, or age, sex, pregnancy, marital status, disability, sexual orientation.

b. Special efforts will be made to provide information regarding job openings to minority candidates and contractors through outreach to community organizations, bulletin boards, newspapers and other communication media. All hiring materials will indicate that Manger is an "Equal Opportunity Employer."

10. The Manager believes in hiring personnel with previous experience in their particular field. Nevertheless all personnel will receive training specific to The Owner's & Manager's policies and procedures. This training will include specialized training regarding TCAC and policies and will consist of the following:

- a. One-to-one counseling and supervision on the part of the Project Supervisor of the Project.
  - b. Periodic attendance at special training workshops sponsored by various property management associations for the purpose of updating and renewing work-related skills.
11. As indicated in the Management Agreement, all on-site personnel shall be employees of the Manager. However, compensation payable to on-site staff and service providers, and for all taxes and assessments incident to the employment of such personnel, will be treated as a Project expense and paid out of the Project's General Operating Account.
  12. Employment grievances, termination of employment, and promotions shall be conducted according to the Manager's personnel policies and procedures, which conform to equal opportunity and affirmative action goals and requirements.
- B. Plan for maintaining adequate accounting records and handling necessary forms and vouchers.
1. Financial accounting, reports and records shall be in conformance with modified accrual basis accounting procedures, and responsible to the guidelines provided by the regulatory agencies connected with the Project.

Accordingly, the Manager will maintain accurate files of all Resident transactions, revenue, and expenditures and prepare for the following monthly reports for the Owner's review and send it to Owner within 30 days after end of month.

- a. Cash status report and financial summary
  - b. List of disbursements
  - c. List of accounts payable
  - d. Vacancy report
  - e. Bank statements with reconciliation's
  - f. Certified Rent roll
  - g. Balance sheet
  - h. Income statement
2. Bills will be paid and accounts will be funded pursuant to the requirements of the Project's Regulatory Agreement. Specifically:
    - a. A purchase order system will be utilized to document all project expenses with the exception of items and services provided on a regular contractual basis (utilities, trash removal, service contracts, etc.)
    - b. All purchases shall be pre-approved by the Manager's Property Supervisor.
    - c. Invoices will be matched with outstanding purchase orders reviewed for accuracy by the Property Supervisor, and then vouchered for payment by

the Manager's central office. Checks will be processed monthly for payment of any payables on hand.

d. The following separate accounts shall be established:

- 1) General Operating Account into which rental and other miscellaneous income will be deposited and from which the Project's operating expenses will be paid.
- 2) Replacement Reserve Account to be funded through regular contributions from the operating budget, based on a capital improvements schedule of anticipated useful life; and replacement needs for major items all in accordance with the Regulatory Agreement, mortgages and Partnership Agreement as defined in the Management Agreement;
- 3) Operating Reserve Account to be funded through regular contributions from the operating account in accordance with Limited Partnership Agreement, the Regulatory Agreement and mortgages.
- 4) Security Deposit Account to be funded by the Resident's security deposits. Policies and procedures for administering this account are noted in Section I(B)(6) below;
- 5) All project financial records will be audited annually by an independent CPA firm.

3. The Manager maintains a computerized General Ledger program, which shall be continually updated to meet the accounting and reporting needs of the Project and to produce a quality audit trail

- a. Careful monthly monitoring shall allow for cost control, prompt identification of potential problems and sufficient lead-time to develop plans to meet project needs.
- b. Major budget variances shall be reviewed by the Manager with the Owner and appropriate actions shall be taken to ensure that monthly cash flow is sufficient to meet the Project's operating expenses and deposits to the reserve accounts noted above.

4. In order to ensure strict compliance with all regulatory restrictions herein, the Manager will systematically review all pertinent Regulatory Agreements and establish a manual of instructions, schedules and tickler files indicating relevant deadlines, reporting formats, etc. This manual will be distributed to all bookkeeping and accounting personnel on the Manger's staff, and to any accounting firms hired to provide audits or other reports for the Project.

5. Vacancies and rent losses will be noted and recorded on the profit and loss statement summarizing monthly financial activities for the Project. Such losses can also be inferred from the monthly variance reports indicating budgeted versus actual rental income.
6. Security Deposits.
  - a. Residents shall be required to make a refundable security deposit in accordance with the terms of their leases and applicable state and local laws. The security deposits shall be held in a separate account with a depository insured by an agency of the federal government or a comparable federal deposit insurance program. The balance of this account shall at all times equal or exceed the aggregate of all outstanding deposits.
  - b. When a unit has been vacated, the manager will perform a move-out inspection to determine any damages to be corrected or cleaning necessary over and above normal wear and tear, which shall be charged against the security deposit. A Resident may, but will not be required to, participate in this inspection. The move-out inspection form will be compared to the move-in inspection form to determine the extent of Resident- caused damages.
  - c. Within 21 days from the day of the move-out, a security deposit refund will be completed in accordance with applicable state and federal laws, indicating:
    - 1) Security deposit on hand
    - 2) Amount of rent or unpaid charges owing as of the date of the move-out.
    - 3) Amount of damage or cleaning charges to be assessed. An itemized list of work and actual costs will be attached to the forms for repair, cleaning, or replacement of items above actual normal wear and tear.

The balance of the security deposit after deductions for outstanding rent, charges, cleaning and damages will be refunded to the Resident with the move-out inspection form and itemization of costs.
  - d. As part of the Resident orientation interviews, Residents shall receive an explanation of the use of security deposits.
7. Other Reports.

The Manager shall comply with the annual requirements defined in the Regulatory Agreement. These reports will certify that the rent and occupancy levels changed at the property are consistent with the terms of the Regulatory Agreement. The Manager shall also provide reports required by any other regulatory agencies and investors as outlined in the Regulatory and Partnership Agreement.

If applicable, the Manager shall comply with the requirements of the California Tax Credit Allocation Committee for annual and other reporting as required for compliance under Section 42 of the Internal Revenue Code.

If applicable, the Manager shall comply with the Tax Exempt Bond requirements of the California Debt Limit Allocation Committee.

8. Year-End Audited Financial Statement

Manager shall work with the Owner's independent third party auditor to insure that the audited financial statement and tax returns are prepared in an accurate and timely fashion. The draft audited financial statement and the tax return are due February 15<sup>th</sup> and the final audited financial statement, and the tax return are due March 15<sup>th</sup>.

9. Manager shall submit to owner an annual operating budget 60 days prior to the close of each fiscal year.

C. Insurance.

The Manager, with the Owner's approval shall arrange for the Project to be insured against, and both the coverage and the carrier(s) will be reviewed regularly. All insurance policies and renewals thereof shall be issued by a carrier and in an industry acceptable form. Property insurance policies shall name the Owner as a named insured for general liability insurance and a loss payee for the property insurance. The following entities shall be listed as additional loss payee:

City of Corona  
Tax Credit Investor (if applicable)  
Lender

Per the Management Agreement, the Manager will also report, investigate and pursue the resolution of all accidents or claims in connection with the operation of the Project.

**II. OCCUPANCY**

A. Plan for Sustaining Occupancy.

Units shall be marketed in accordance with Affirmative Fair Housing marketing guidelines, and the following resident selection criteria:

1. Application Process: The units at the complex will be rented in accordance with the property's Regulatory Agreements. Screening shall be performed by the Resident Manager.
2. Both public and private community agencies will be used as referral sources for notifying a representative number of the area's general population of the availability

of the assisted housing at the Project. In addition, classified advertising will be used as necessary, all in accordance with the Project's Regulatory Agreement.

3. Resident Orientation Shall Include

- a. Personal interviews with every Resident in order to acquaint them with the physical layout of the Project and the location of fire extinguishers and fire exits, as well as a review of fire precautions and evacuation procedures.
- b. A thorough review of the House Rules & Regulations with each and every Resident. In addition, at the time the rental agreement is signed, all provisions of the rental agreement will be thoroughly explained, and each Resident will be provided with a copy of the agreement.
- c. Inspection of each dwelling unit by the Resident Manager and new Resident(s). At this time both parties will sign a checklist of the unit's condition. Written instructions will be provided to all Residents explaining the use and care of all appliances, maintenance and service request procedures.

B. Procedures for Determining Tenant Eligibility and for Certifying and Annually Recertifying Household Income and Size

1. The Manager shall apply all City, State, and Federal requirements in determining tenant eligibility at initial rent-up and during subsequent recertification of tenant income. When filling a vacancy, initial eligibility of prospective Residents shall be determined by the following procedures:
  - a. A brief conversation by phone to determine if the applicant household meets minimum eligibility criteria.
  - b. Personal interview.
  - c. Prospective Residents who have been determined to be ineligible will be so notified so that they will have an opportunity to provide further information if they feel an error has been made on assessing their eligibility.
  - d. Actual eligibility will be determined as follows:
    - 1.) Each prospective Resident shall complete an application form and return it to the Resident Manager with signed permission for third party verification of income.
    - 2.) When an applicant's name nears the top of the waiting list, pertinent information will be confirmed as current and third-party information is verified.

- 3.) The Resident Manager shall conduct a personal interview with applicant, and if necessary, conduct a home visit.
    - 4.) Third party verification forms will be used to compute income eligibility and a determination will be made concerning applicant household's ability to live harmoniously within the Project.
    - 5.) Notice will be given to applicants of their final eligibility status.
  2. The annual tenant recertification procedures will be as follows:
    - a. A File will be kept on the move-in dates of all Residents. All residents will be recertified on an annual basis.
    - b. Ninety (90) days or sooner, prior to their recertification date, Resident will receive a letter advising them of their impending recertification date and asking them to sign the release portion of the third party verification forms and complete an application for recertification. These will be forwarded to the appropriate third parties.
    - c. Sixty (60) days or sooner, prior to the recertification date, the Resident Manager will review the income information and determine the continued eligibility and income status of each Resident due to be recertified, and schedule appointments with those Residents.
    - d. Thirty (30) or sooner, days prior to the recertification date the Resident Manager will interview the Residents due to be recertified in the following month. At this interview the Residents will be advised of any changes in their eligibility and income status and/or rental obligation.
  3. If a household exceeds their units income level and are eligible to move up to next income level available at the property, then every effort will be made to transfer the tenant eligibility of their unit to another one if one is available. If one is not available then they will be given a notice stating that they are over qualified and that they will need to move out within 60 days, subject to applicable law and the Regulatory Agreements.
  4. Tenant occupancy standards shall be established and implemented in accordance with State and Federal regulations, and other policies established by the Owner. These standards are outlined in the Project House Rules. Special occupancy procedures include:
    - a. Permissible Absences: Occupants must live in the unit as their primary place of residence and should not leave the unit unoccupied for extended periods of time. Absences for more than one month at a time by more than half of the household members is considered an extended period of time.

- b. Tenant Death/ Incapacity: Occupants may be required to name a conservator in the event a Resident dies or becomes disabled while an occupant of the Project. Procedures will be included in the rent-up process to obtain the name and telephone numbers of an organization or individual to notify in an emergency. Depending on the situation these could include: law enforcement authorities; social service/ welfare agencies, including legal guardians and/or conservators; attorneys; the Social Security Office; or local or state agencies on aging.
- c. Live-In Personal Care Attendants: A household may require attendant on a temporary or permanent basis to assist in the care of a household member. In such circumstances management will indicate the attendant's occupancy in the unit, the limits of the attendants' obligations, and the exclusion of the attendant's earning from the household's income for rent calculation purposes.
- e. Changes in Household Size: If there is an increase or decrease in the number of household members or adults, this must be noted on an amendment. The size of the unit occupied, and the eligibility income is based on the number of persons in the household.

C. Rent Collection Policies and Procedures

The Resident orientation information for Project shall address rent collection policies and procedures. Such policies and procedures shall be strict, consistent, easily understood, and firmly enforced. This information will be provided to all the Residents at move-in as well as to all management staff and its Owner.

1. Rent payments are mailed or delivered to the on-site manager of the Project.
 

All rent will be due and payable on the first day of the month but in no event later than five (5) working days after due date. Method, time and place will be made clear to the Residents and will specify that payment is to be made on-site either by check or money order. Cash will not be accepted.

  - a. Rent collections will be deposited in the property's operating account on a regular basis.
2. Rents not received by the fifth (5<sup>th</sup>) of the month are considered late and will be dealt with through personal contact by a representative of the Manager, and a written notice of delinquency will be sent. If the rent is not received by the tenth (10<sup>th</sup>), The Manager will pursue unlawful detainer actions, with the consent of Owner.
3. Partial rent payments (except for pro-rated rents involving a mid month move-in date) will not be accepted. However where the Resident is receiving a Welfare or Social Security check, the Resident's payment schedule may be arranged accordingly.

4. Rent increases shall be anticipated and implemented as the needs of the Project dictate, in conjunction with the preparation of the Annual Operating Budget. The Project's Project Supervisor shall prepare and submit to Owners Annual Operating Budget for the approval of the Owner.
5. Should Resident cause damage to the Premises in the course of his/her tenancy, the Resident will be billed for the repair of such damages when they occur, in order to avoid using the Resident's security deposit for payment. These damage charges will appear on the Resident's file and will show a tenant invoice as a balance due until paid in full. However, should these charges still be owed when the Resident vacates the unit, such charges will be deducted from the security deposit refund. Remaining charges for damages in excess of the security deposit may be recovered by referring the case to a lawyer or collection service to the extent it is cost effective to do so.
6. Residents having financial problems that affect payment of their rent may be referred to an appropriate social agency for assistance with remedying their problems.
7. A fee of \$25.00 will be charged in connection with any rent payment not received by the fifth (5<sup>th</sup>) day of the month.
8. A service fee of \$25.00 will be charged for returned checks. Following the occasion of two (2) checks being returned by the bank, rent payment by cashier's check or money order can be required.
9. Legal costs incurred in pursuing collections of rents and/or eviction procedures shall be borne by the Project and shall be paid for out of the Project's General Operating Account and then billed to the tenant as described in the Lease.
10. A master "rent-roll" shall be maintained and regularly update, indicating number, name of occupant(s), rental amount, any subsidy payment(s), and current payment status for each of the units in the Project.

D. Procedures for Appeal and Grievance

1. The Manager shall enforce the terms of the Residential Lease as they apply to the eviction policies and procedures. All such eviction policies and procedures shall be consistent with any applicable TCAC & CDLAC regulations and the Regulatory Agreements.
  - a. Cases involving nonpayment of rent shall be handled as follows:
    - 1.) As stated above, Residents having financial problems that affect payment of their rent may be referred to an appropriate social agency for assistance with remedying their problems. A list of social service agencies shall be maintained in the Resident Manager's

office and will be made available to all persons seeking assistance in financing services. Any rent payment workouts resulting from the above will be in writing and signed by the Resident household. Such documentation will become part of the household's permanent file.

- 2.) Notwithstanding the above, Residents who do not pay their rents by the fifth (5<sup>th</sup>) day of the month shall receive a Three (3) Day Notice to Pay or Quit. Such notice shall be in accordance with the California Code of Civil Procedures. If the Notice is not complied with and management is unable to work out a suitable rent payment program with the Resident, an Unlawful Detainer action will be filed (with Owner's approval) and the matter will be referred to a professional eviction service or attorney specializing in this area of the law. Once such procedures are initiated, the eviction process should take between 45 and 60 days.
- 3.) If the rent is paid in full during the eviction process, the resident's tenancy will not necessarily be reinstated, and eviction procedures may be carried out to completion.

b. Cases involving a violation of the Residential Lease or House Rules shall be handled as follows:

- 1.) Management will keep Residents advised through memos, reminders or written warning notices, of policies in place at the Project. Management will work with Residents and enlist the support of service agencies as required to prevent recurrent violations. Thirty (30) day and/or sixty (60) day notice of intent to terminate tenancy will take place as a last resort.
- 2.) Residents shall receive written notice of minor infractions of the Lease and House Rules. The initial notice shall advise Residents that such infractions are violations of the Lease and/or House Rules and that upon issuance of further warnings notices for the same violation, management will issue a thirty (30) day and/or sixty (60) day notice of Intent to Terminate Tenancy.

Any notice of termination or eviction shall contain a statement of the facts constituting the cause for the termination or eviction and a statement of the Resident's rights under the grievance and appeal procedure.

2. Processing Tenant Complaints. The Manager's Project Supervisor is responsible to understand the terms/conditions of the lease and take the following steps.
  - a. Timely and appropriate action to address the problem.
  - b. Document all violations and notify the Resident in writing.
  - c. Follow up promptly as needed to resolve the problem.

3. Residents in violation of the lease, house rules will be subject to the eviction procedures as described above.
4. Appeals and Grievances- all appeals and grievances will be handled in accordance with the Project's appeal procedures.

### **III. MAINTENANCE/SECURITY:**

- A. The On-Going Maintenance Program shall include the following:
  1. Scheduled preventive maintenance and repair of installed equipment in accordance with\ manufacturers' recommendations and the requirements of equipment operating manuals. Skilled maintenance contractors will perform this work.
  2. Routine repairs to kitchen appliances, electrical, plumbing, and heating equipment. On-site staff-or independent contractors will perform this work.
  3. Preventive annual apartment inspections to regularly and consistently ascertain the condition of each unit. Maintenance problems discovered during these inspections shall be handled according to the work order procedures.
  4. Preventive regular inspections and inspections of common areas and equipment, as well as regular schedules (daily, weekly, monthly, quarterly, annually) for maintaining same. Maintenance of exterior and common areas shall include keeping grounds free of litter, trash and paper. Parking areas will be maintained in good repair and free from dirt and litter.
  5. Garbage removal will be provided by the local collection services. The trash areas will be swept regularly and scrubbed with disinfectant when necessary.
  6. Pest control/extermination services will be contracted for, so as to provide a high level of sanitation and cleanliness.
  7. The maintenance of the grounds shall be on a contract basis with a landscape firm or grounds maintenance person personnel.
- B. Preventive Maintenance Schedule  
Interior painting and redecoration of individual units shall occur every 3 to 5 years based on need substantiated by the annual physical inspection, or as occupancy changes, or as the Manager and Owner may otherwise deem necessary. Any painting needed to be done sooner than three (3) years shall be charged to the tenant on a pro rata basis.
- C. All items needing repair or replacement, whether reported by the Residents or discovered by management staff, shall be recorded by the manager on a maintenance work order form.
  1. The form shall be completed in triplicate; one copy each shall be given to the Resident and service provider, and one copy shall be retained in a suitable ledger for follow-up as the work proceeds.
  2. The work order form shall indicate the costs of labor and materials and the Resident Manager shall determine any charges to Residents for damages beyond normal wear and tear. Residents will be billed promptly for damages they cause, and per the lease agreement, be required to reimburse the Project within 30 days or other reasonable time agreed upon by the Manager and Resident.
  3. Once the work is completed the ledger copy shall be placed in the permanent file assigned to the Resident's unit.

- D. Routine maintenance requests will be completed within 72 hours.

All emergency repairs or replacements, regardless of the time of day they occur, shall be handled promptly. Emergency needs shall be defined as those situations posing immediate threat to the health and safety of Residents and/or the integrity of the grounds, buildings, and equipment, including: the interruption of services, hot or cold running water, electricity, gas, adequate heat and plumbing; glass breakage which deprives Residents of security or heat; or repairs that if not performed would expose Residents to injury. Graffiti shall be removed within 24 hours. In case of an emergency after business hours, a 24-hour answering service will be maintained to notify the Manager.

- E. Major interior redecorating of common areas, exterior painting and projected replacements to building infrastructure, heating and ventilation systems shall be integrated into a capital improvements schedule which shall serve as a basis for computing and establishing the Replacement Reserve Fund and adequate contributions from the annual operating budget. This schedule shall project the anticipated useful life and replacement costs for such major items.

#### **IV. COMPLIANCE WITH CITY/AGENCY REGULATORY AGREEMENT:**

- A. In the management of the Project, Manager will strictly comply with all requirements and conditions imposed upon Owner by the Regulatory Agreement and Declaration of Covenants and Restrictions by and between Owner and the City of Corona and recorded in the Land Records of Riverside County, California (the “City Regulatory Agreement”). Solely with regard to Owner’s obligations under the City Regulatory Agreement and Manager’s obligations thereunder as the agent of Owner, in the event of a conflict between the terms and conditions of this Management Plan or the Management Agreement to which it is attached as an exhibit, on the one hand, and the City Regulatory Agreement, on the other hand, the terms of the City Regulatory Agreement shall control.

#### **V. HOUSING FIRST FOR SET-ASIDE PERMANENT SUPPORTIVE HOUSING UNITS**

- A. The Manager shall apply a low-barrier tenant selection process, implement Housing First practices that are consistent with the core components set forth in Welfare and Institutions Code Section 8255(b), and utilize policies and practices to prevent evictions and to facilitate the implementation of reasonable accommodation policies.
  - 1. Few to no programmatic prerequisites to permanent housing entry. Applicants experiencing homelessness will be eligible to permanent housing with no programmatic preconditions such as demonstration of sobriety, completion of alcohol or drug treatment, or agreeing to comply with a treatment regimen upon entry into the program. Applicants are also not required to first enter a transitional housing program in order to enter permanent housing.
  - 2. Low barrier admission policies. Permanent supportive housing’s admissions policies are to “screen-in” rather than screen-out applicants with the greatest barriers to housing, such as having no or very low income, poor rental history and past evictions, or criminal histories.

- a. Tenant screening and selection practices that promote accepting applicants regardless of their sobriety or use of substances, completion of treatment, or participation in services.
  - b. Applicants are not rejected on the basis of poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of “housing readiness.”
3. Rapid and streamlined entry into housing. The Manager will make efforts to help Applicants experiencing homelessness move into permanent housing as quickly as possible, streamlining the application and approval processes, and reducing wait times.
  - a. Acceptance of referrals directly from shelters, street outreach, drop-in centers, and other parts of crisis response systems frequented by vulnerable people experiencing homelessness.
4. Supportive services will be offered through the County of Riverside to help tenants achieve and maintain housing stability, but tenants are not required to participate in services as a condition of tenancy. Techniques such as harm reduction and motivational interviewing may be useful. Harm reduction techniques can confront and mitigate the harms of drug and alcohol use through non-judgmental communication while motivational interviewing may be useful in helping households acquire and utilize new skills and information.
  - a. Participation in services or program compliance is not a condition of permanent housing tenancy.
  - b. Case Managers and Service Coordinators who are trained in and actively employ evidence-based practices for client engagement, including, but not limited to, motivational interviewing and client-centered counseling.
  - c. Services are informed by a harm-reduction philosophy that recognizes drug and alcohol use and addiction as a part of tenants’ lives, where tenants are engaged in nonjudgmental communication regarding drug and alcohol use, and where tenants are offered education regarding how to avoid risky behaviors and engage in safer practices, as well as connected to evidence-based treatment if the tenant so chooses.
5. Tenants have full rights, responsibilities, and legal protections. Tenants have leases that confer the full rights, responsibilities, and legal protections under Federal, state, and local housing laws. Tenants are educated about their lease terms, given access to legal assistance, and encouraged to exercise their full legal rights and responsibilities.
  - a. Tenants have a lease and all the rights and responsibilities of tenancy, as outlined in California’s Civil, Health and Safety, and Government codes.
6. Practices and policies to prevent lease violations and evictions. The Manager will incorporate practices and policies that prevent lease violations and evictions among tenants. For instance, Management will not consider alcohol or drug use in and of itself to be lease violations, unless such use results in disturbances to neighbors or is associated with illegal activity (e.g. selling illegal substances.)

- a. The use of alcohol or drugs in and of itself, without other lease violations, is not a reason for eviction.

### **AFFIRMATIVE MARKETING PLAN**

The Affirmative Marketing Plan is designed to attract tenants from all racial, ethnic and gender groups in the housing market area, including those who would be least likely to reside in the development without affirmative outreach efforts. The Plan promotes equal housing choices for all prospective tenants regardless of race, color, religion, sex, sexual preference, creed, disability or national origin.

Advertising and notices should be in English, Spanish and one or more Asian languages. The plan is designed to reach the greatest possible number of non-English speaking persons.

All advertising (including letters, information sheets & media advertising must include the "Equal Housing Opportunity" Logotype or slogan and the "Handicapped-accessible" logotype.

Contact community groups which reach a significant number of ethnic and minority communities represented in the County of Orange. To the extent feasible, notices should be sent to minority community organizations, places of worship, employment centers, fair housing groups and housing counseling centers throughout the County, to ensure that a wide segment of the County's diverse population is solicited.

Application period is open to ensure that various ethnic and racial groups have sufficient time to learn about availability of the project and to complete the required preliminary application process. Subject to the availability of space in the project, all persons who respond have an equal opportunity to be selected for occupancy.

Applications are accepted by mail, in addition to personally delivering the application.

The Plan is designed to promote outreach in the application process and not intended to preclude reasonable screening of applicants on the basis of clearly established and legal selection criteria. Once an applicant's priority is established through the screening procedures, a person-to-person interview at the site or some other location designated by the owner or manager is permissible, provided that sufficient scheduling flexibility is provided to meet the legitimate needs of the applicant.

### **House Rules Example**

1. **Conduct:** All activities and conduct of Residents and guests, in and around the premises and common areas must be reasonable so as not to interfere with the peace, comfort and quiet enjoyment of other Residents in the complex and the surrounding neighborhood as well. Drug use and criminal activity will not be tolerated. Obscene language is strongly discouraged. Residents shall be responsible for their guests and families.
2. **Quiet Hours:** Residents and guests will respect the peace, comfort and quiet enjoyment of other Residents in the complex and the surrounding neighborhood as well. Musical instruments, radios, televisions, stereos, etc., should be used at a reasonable volume at all times and should not be audible outside one's apartment. Special care should be taken before 8:00 a.m. and after 10:00 p.m., which is considered the "Quiet Time". Management's discretion shall be final. Violations of above items constitute grounds for

eviction.

3. **Waste & Nuisance:** Residents and their guests may not commit or allow waste or nuisance in or around their apartment or the Property. Residents and their guests may not create or permit any condition that results in a risk to the health, safety, property, or quiet enjoyment of other Residents, or of the Community as a whole.
4. **Adjacent Uses/Noise:** No representations are made as to the impact of current or existing noise levels on you or your apartment. Potential sources of noise affecting you may arise from, but are not limited to: automobile traffic, entry gates, private roadways within the community, public roadways and highways, trains, railroad tracks, emergency facilities, construction activity, water pump stations, church bells or chimes, special events, adjacent uses, outdoor entertainment venues, aircraft over flights, bicycle or pedestrian walkways. **There may be noise and/or vibration in your apartment if your apartment is located over, adjacent to, or near an elevator, a garage, garage door, garage door opener, pedestrian or vehicle gates.**

**Parking Rules:** Parking spaces are not a part of your lease agreement; its use is a privilege which can be taken away separately from your apartment. Parking is for licensed, operational vehicles only. A copy of current registration and proof of insurance is required to be on file with management at all times. Permissible vehicles are automobiles, sport utility vehicles, pickup trucks, mopeds and motorcycles. All vehicles must be parked in an open parking spot or carport, not on landscape, walkways, patios, or courtyards. Do not park in reverse. In compliance with insurance guidelines and management rules, no car repairs of any kind are allowed on the premises or on the street. If your car is leaking oil or fluids on the parking lot, your car will need to be repaired or removed. Failure to repair such leak or remove your car may result in termination of your Rental Agreement and charge to your own expense. Unauthorized vehicles will be towed away at the car owner's expense, including but not limited to all vehicles in an unacceptable condition, improperly parked, abandoned, non-operational or not registered at the main office. Management is not responsible for any loss or damage of any items, which are kept inside the parking area, or for any stolen or damaged vehicles. Loitering and drinking in the parking structure or parking area is prohibited. No car washing is allowed on premises.

5. **Traffic & Driveways:** Cars may not exceed 5 miles per hour. For your safety, Residents are prohibited from engaging in any horseplay or activities in or around driveways. Loitering is prohibited in garage and parking areas, stairs, hallways, and all common areas.
6. **Parking:** Due to both city health ordinances and the property rules, you may not allow anyone to live or sleep in your vehicle. **IMPORTANT: Anyone found living in your vehicle will result in your eviction and any additional applicable city violations.** No

storage of any kind is allowed in or near your parking space.

PARKING AREAS WILL BE INSPECTED FOR COMPLIANCE ON A REGULAR BASIS, ANY ITEMS FOUND IN DEFAULT WILL BE GROUNDS FOR TERMINATION OF THE RIGHT TO USE YOUR PARKING SPACE AND SUBJECT TO A MINIMUM FEE OF \$200.00 IF IT IS NECESSARY FOR MANAGEMENT TO CLEAN UP AND/OR DISPOSE OF ANY UNAUTHORIZED ITEMS OR OIL SPILLS.

7. **Guest Parking:** It is Resident's responsibility to have Guests park on the street or in visitor-designated areas to avoid towing. Guest spaces (if any) are for visitors only and not for Resident vehicle use. If you have an overnight visitor, you must get an overnight parking pass from the Landlord/ Management one business day prior to your guest's arrival. A car parked in these spaces overnight may be towed at vehicle owner's expense.
8. **Garbage:** Trash containers have been provided for refuse and garbage. All garbage must be discarded in these containers. Boxes must be broken down and flattened before being disposed of. Garbage should be bagged and tied securely, especially in cases where there are trash chutes on the property. Only Residents' "normal household garbage" is to be disposed of in dumpsters/ trash chutes. Resident shall be responsible, at Resident's expense, for hauling to the dump those items too large to fit in the trash containers/trash chutes. Any Resident found disposing of large items will be charged costs incurred by management to dispose of said items. When Residents move out, any items left on the premises shall be considered abandoned. Landlord reserves the right to throw away abandoned items and charge the Resident for incurred expenses in removing those items, including but not limited to large furniture from the dumpsters.
9. **Recycling:** Management requires Residents to recycle in order to reduce garbage waste where ever recycle bins/chutes are provided. See manager for instructions and information about recycling. Dumping trash in recycling bins/chutes is strictly prohibited.
10. **Signs:** No signs, advertisements, posters, etc., are to be affixed to any part of the premises that can be viewed by the general public.
11. **Windows:** Blinds will be provided to cover all windows and glassed doors. Window tinting is not allowed. Residents desiring to attach drapes over the blinds on the interior sides of the wall and visible to the general public must receive prior approval by the manager. Exterior window coverings cannot be installed. During potentially damaging weather, Residents must close all windows to prevent damage from rain, wind, etc., and will be responsible for all damages resulting from failure to do so.

Window ingress/egress may not be blocked under any circumstances. This includes proper arrangement of household furniture so as to leave window clear of any obstructions.

Resident acknowledges that though window screens have been installed, they will not stop a person from falling out of window. It is the sole responsibility of Resident to ensure that all persons use proper safety precautions when near/around windows to avoid injury.

**12. Storage:** Furniture, clothing, storage boxes, produce, etc., are not to be stored on the front entryway, patio, balcony or water heater closet. Second story balconies shall not have plants or other items positioned on a ledge. No gasoline, paint or other flammable materials will be stored on the premises. Please be sure all plants have saucers and are securely placed so they will not fall and injure someone. Balcony railings are not acceptable areas to place pots. Management reserves the right to limit the number of plants to two (2) or may allow or not allow any plants on an individual basis. Take care when watering plants and cleaning patios so the water will not flow down to the patio below.

**13. Common Areas:**

In order to keep our apartment community looking nice, all clothes, towels, bikes, toys, furniture, shoes, BBQs, brooms, refrigerators, etc. are **not** to be left or stored on the balconies, outside your apartment, or on the roof of any building. Resident shall refrain from shaking or hanging clothing, curtains, rugs and other coverings and clothes outside of any window, ledge, or balcony. Caution, care, and cleanliness in the use of common areas and facilities are the responsibility of each Resident and guest. Residents are responsible for keeping entryways, balconies patios and surrounding areas free of clutter. Personal effects left in any common areas shall be deemed abandoned and subject to disposal by Agent.

The use of recreation, sports and hobby equipment, including but not limited to, big wheels, bicycles, skateboards, scooters and roller skates is prohibited except in areas designated by Landlord, if any.

Landlord/ Manager will not be responsible for any injuries attributed to the irresponsibility of its Residents and/or guests. Each Resident understands and acknowledge that running up and down the stairs may be dangerous and should refrain from such activity and that each Resident **MUST** use the rails when ascending or descending any stairway.

If your property has a community room, please see manager for use and rules. Garage sales are not permitted.

No open containers of any alcoholic beverages are allowed in common areas. Drinking alcoholic beverages outside of your apartment, on the stairway, in the courtyard, or in your garage, is not allowed at any time.

**Outdoor Areas:** Outdoor activities which may pose a risk to the health and safety of the person engaging in the activity, or to any other person, or which may cause damage to Property, are prohibited in any area not specifically designated by Management for

such activities.

**14. Addition of Other Persons to Your Lease:** You must inform management in writing if you want another person to reside in your apartment. That person must complete an application just as you did originally and be approved as a Resident before you may add him/her to your lease and they can occupy the unit. Additional qualification criteria apply. No changes to occupancy are allowed in the first year.

**15. Pets:** The property will follow applicable State law.

**16. No Open Flames:** The Resident agrees that they will not have any open fire, including but not limited to the burning of candles and incense, in or around the property. Any property damage will be the responsibility of Resident, including but not limited to, discoloring of ceiling and/or walls due to Resident's failure to comply with House Rules.

**17. Drug-Free Community:** Under California Landlord/Resident Law, the use of your apartment for the illegal sale of drugs and other controlled substances as defined by the Penal Code and the Health and Safety Codes of the State of California is considered an incurable violation of terms of the rental agreement and this section of the House Rules and will result in an immediate legal action for your eviction.

The possession, use, sale or distribution of illegal drugs by you or any of your guests, visitors, friends or relatives in or about the premises of the apartment complex will not be tolerated and will result in eviction.

Any arrest made in your apartment for the use, sale, distribution or delivery of illegal drugs will be considered grounds for an immediate eviction action against you.

**18. Harassment:** Residents and their guests shall not harass, or threaten other Residents, Guests, visitors, Management employees, workers, vendors, or any other persons on the Property. Harassment includes: verbal, physical, or visual conduct that creates an intimidating, offensive, or hostile environment for any person on the Property or which interferes with the work performance of Management employees, workers, or vendors. Some examples include but are not limited to: racial slurs, ethnic jokes, posting of offensive statements or posters, or other similar conduct. Sexual harassment includes but is not limited to: solicitation of sexual favors, unwelcome sexual advances, or any other verbal or physical conduct of a sexual nature. Any incident of harassment should be properly reported in writing to the Property Manager who is responsible for investigating the matter.

**19. Interference with Job Responsibilities:** Residents and Covered Persons are prohibited from interfering with the job responsibilities of, or in any way threatening, employees of Advanced Property Services Management, Inc, and of its authorized vendors or its service providers.

**20. Barbecues:** No barbecues, hibachis or smokers are to be used on patio or balcony. If your property provides a common use barbecue area, you may make use of the barbecue there on a first-come, first-served basis. To have access to common use

barbecue areas, you must clean after each use or you may be billed for the charges to clean the area. In addition, please be courteous to your surrounding neighbors and abide by property rules and hours of use. No alcoholic beverages allowed.

- 21. Supervision by Resident.** Adult Residents shall be responsible for the supervision of all of their Resident minors and minors of their Guests, making sure that they obey all Rules and Regulations in the Rental Agreement. For safety reasons, all minors requiring supervision must have supervision and immediate access to assistance at all times.
- 22. No Extra Appliances:** No portable or stationary dishwashers, washing machines, clothes dryer, refrigerator or major appliances shall be permitted on the Premises.
- 23. Do Not Waste Utilities:** Resident agrees not to use in a wasteful, unreasonable or hazardous manner any utilities (water, gas, electricity, etc.). Resident agrees to immediately notify Landlord of any leaky faucets or running toilets. Resident agrees to call Gas Company and notify Landlord immediately upon the detection of the smell of gas.
- 24. Satellite Dishes:** If your apartment comes with a private patio or balcony you will be permitted to install one satellite dish for personal and private use on the premises under the following conditions: The satellite dish may only be installed on the inside balcony, patio or terrace that is under the exclusive control of Resident. Said satellite dish, or any part thereof, shall not extend beyond the balcony, patio or terrace railing. Only one dish is permitted per unit. Resident is specifically prohibited from making physical modifications to the premises and is prohibited from installing said satellite dish in the common areas of the premises, including but not limited to, outside walls, roofs, window sills, common balconies, or stairways. Resident shall not install satellite dish in a manner which causes physical or structural damage to the premises, including but not limited to: holes drilled through exterior walls. Resident shall install, maintain, and remove satellite dish in a manner which is consistent with industry standards and shall be liable for any damages or injury sustained as a result of the negligent installation, maintenance, or removal of the satellite dish. Resident shall indemnify, defend, and hold Owner and Manager harmless for any damages or injury resulting from installation use including but not limited to negligence, including paying Owner's and manager's reasonable attorney fees and costs.
- 25. Fire Sprinklers, Horns, Fire Alarm Latches:** Residents must not tamper with any of these items. **Any tempering with such items are grounds for eviction.**

### **Security**

The property will have an onsite manager and the property will have security cameras.