

## **ECS Supportive Housing FAQ**

### RESIDENT SERVICES AND PROPERTY MANAGEMENT

#### **What is Permanent Supportive Housing?**

Permanent Supportive Housing is a housing model that combines low-barrier affordable housing with supportive services. This model has been shown to not only impact housing status, but it also results in cost savings to various public service systems. It is independent living in a regular apartment property with the same standard residential lease and house rules that one would find in any other apartment complex. There are also wrap around services offered including case management, service coordination, substance abuse services, links to vocational training, and health and wellness programming.

#### **What is the onsite staffing?**

##### *Adult Building – 153 units*

For services, there are five case managers, one Support Services Manager, and one Assistant Support Services Manager. For property management, there are a front desk staff person onsite 24/7, a property manager, an assistant property manager, a janitor, and two maintenance technicians. A member of the management team lives onsite, as well.

##### *Senior Building - 103 units*

For services, there are four case managers and one Support Services Manager. For property management, there are a front desk staff person onsite 24/7, a property manager, an assistant property manager, a janitor, and two maintenance technicians. A member of the management team lives onsite, as well.

### **What is the responsibility of the property manager regarding community concerns?**

The property manager and ECS staff are responsible for responding to neighborhood residents' concerns regarding the operations of the properties. There is property management staff onsite 24/7.

### **How are residents referred to these properties for housing?**

All residents are referred to the property through the Adult Coordinated Entry system (ACE) which is a consistent, community wide intake process to match people experiencing homelessness with available housing. For more information about ACE, [click here](#).

## **LEASE INFORMATION**

### **How long can residents live in their apartments?**

Residents are allowed to stay as long as they comply with the terms of the lease agreement. It is common for residents to stay for many years. In cases of individuals who are not able to live in independent housing, the services team works with other city service providers to find a more appropriate level of care to avoid the person returning to homelessness.

### **What's the smoking policy?**

Smoking is allowed in apartments but not the common areas within the building.

### **Why are there only studio apartments and no 1- or 2-bedroom apartments?**

In keeping with the City's practice, we are providing studio apartments because these homes are designed to serve individual adults who have experienced homelessness. This makes it possible to have a robust and cost-efficient supportive services plan onsite to work with residents to improve their lives.

### **Are residents allowed to have visitors?**

Yes, residents can have visitors. The lease agreement and City & County of San

Francisco's Uniform Residential Hotel Visitor Policy outline the number of days and hours that residents are allowed to have visitors. Residents are responsible for their visitors, and visitors are obliged to the terms outlined in the residents' lease agreement.

## **PARKING**

### **Is there parking for residents and staff?**

No. There will not be parking for residents or staff. Staff and residents typically use bikes, Muni, and other public transit.

### **Where can cars load and drop off?**

There is a loading zone adjacent to the main entry on Mission Street as well as a loading zone in front of the Homeless Services Center on Stevenson Street.

## **PLANNING PROCESS**

What was the Planning Process?

We applied for entitlements in November 2018 through the Affordable Housing Streamlined Approval process, under Senate Bill 35 (SB35), which allows for a ministerial review of a Planning Application. A development qualifies for SB35 if it consists of 50% or more affordable housing, is in basic compliance with the Planning Code, and involves no demolition of housing units or a historic structure. The ministerial planning review process allows the Planning Department to approve the applications without a Planning Commission public hearing, since only developments that are essentially in compliance with the Planning Code are allowed to apply under the Affordable Housing Streamlined Approval process.

Mercy Housing also applied for and received a State Density Bonus. The State Density Bonus allows developments that exceed a certain base level of affordability to increase the allowable density of the parcel.

## Showcase questions