Residence Inn Homekey FAQ

November 17, 2021

Thank you for your interest in the Residence Inn Homekey Project!
Please note that we are in the planning phase of our program and some details have yet to be confirmed. Some responses below note our intentions, goals and plans as they are currently. We expect these plans to become more concrete as we finalize our efforts. In the spirit of open communication and community outreach, we will continue to release FAQs as our plans finalize.



Where is the proposed site?
The site is located at 611 San Ignacio Avenue, San Jose, CA 95119. The site is the home of the Residence Inn which sits on 3.88 acres of land and was built in 1998. The motel consists of 150 studios, one- and two-bedroom units which range in size from 471 to 713 square feet. It's important to note that the Housing Authority and Jamboree are hoping to merge some of the units to create larger bedroom configurations (i.e., more twos and three bedrooms) so the ultimate unit count is likely to be lower.

Is the project providing emergency or interim housing, like a Bridge Community?
No, it is not. The plan for the Residence Inn Homekey site is for the housing to be permanent and every household will have a lease. It will function as an apartment building with affordable rents and supportive services.

What is the project's goal?
The goal of the project is to respond to the lack of affordable housing for families, specifically families who are experiencing homelessness or who are at-risk of homelessness. We will create a space where residents can receive intensive case management services to help them maintain permanent housing. Onsite services will be specific to each family's needs, but is expected to include recreation & educational programs, children/family social activities, holiday events, on-site management and services personnel to assist with services including life skills development, parenting education, behavioral health services and connections to external services and resources.

Why was this site chosen?
This side was identified by the City when it released a call for interested hotel owners, brokers and developers to put forward sites for Homekey development. Once the City had its list of hotels, it reviewed each site for appropriateness for the Homekey program, ease of conversion to residential units, land use and surrounding neighborhood. Particularly for the Residence Inn, it was identified as an ideal location for families as each unit included a kitchen or kitchenette, the site included parking, and it was near several community amenities like schools, grocery, healthcare, and public transportation. For more information on how the City identified this site, please see their report to City Council:
https://www.sanjoseca.gov/home/showpublisheddocument/77815/637689311565230000

Who will have access to the housing?
This development is planned to serve low-income families, families at-risk of homelessness and families experiencing homelessness. Referrals are planned to be received via the County's coordinated assessment and housing match system referred to as the Community Queue or the Coordinated Entry System (CES). These families will be those in need of permanent supportive housing. Referrals also may come from the Housing Authority's interest list.

How long will people stay?
The Residence Inn will be providing permanent housing. As residents meet the terms of their leases and pay their rent, they will be able to stay indefinitely.

Does Jamboree have expertise serving low-income families, those at-risk of homelessness and those that are homeless?
Jamboree has 30 years of experience with low-income families as well as supportive housing developments and services in a variety of forms. Jamboree has developed, manages and serves approximately 9,000 apartment homes in California and approximately 1,000 units of supportive housing. Please learn more about us at our website: https://jamboreehousing.com/

Will the program be unsightly and a magnet for large vehicles, shopping carts and garbage?
This is a permanent housing community and will be maintained in a manner that reflects the respect for individual and community well-being. Property management and services

personnel will be primarily responsible to identify issues regarding violations of community rules which include inappropriate vehicles associated with the site and refuse in public space.

Will there be parking onsite? Will this make a parking problem in our neighborhood?
Yes, there will be parking on site for residents and visitors. The final number of spaces is to be determined.

What type of rehabilitation of the current building is planned?
The footprint of the buildings will remain the same. Rehabilitation plans for the building exterior and interior are still being considered. In general, interior improvements will consist of inclusion of accessible units, upgrades to current building code and the inclusion of common area amenities that will provide offices for on site management staff, service providers, laundry facilities, and multipurpose rooms for resident activities and service programs. Because of the addition of these common area facilities, some current units may be taken offline and repurposed for these amenities, reducing the number of residential units. Exterior improvements are likely to include new outdoor gathering areas for residents, including safe play areas for children, and new signage.

How will the site manage COVID?
This site is designed to be safe, secure, and provide for easy social distancing. Each household will have their own apartment, which will include a kitchen and bathroom. The facility will implement and abide by all necessary COVID policies and protocols established by the City, County and Jamboree.

If residents are allowed to bring their pets, how will they be cared for?
Participants will be responsible for the care and supervision of their pets. Pets must be always under the control of their owner, always. Pets will have an exterior location where they may be exercised consistent with regulations and requirements as stipulated by the Housing Authority and other government agency requirements and codes.

Will there be rules governing behavior?
Each resident household will be required to sign a lease. House Rules are a standard part of all leases that Jamboree uses at each apartment community. House Rules are specific to each apartment community and meet the criteria of stakeholders involved in the development of the apartment community. Property Management at Jamboree will be responsible for enforcing the lease to ensure each household is compliant with the House Rules.

What support will residents receive?
Jamboree offers substantial supportive services designed to implement evidence-based practices designed to support a family's well-being and remain housed. These practices embrace a wide range of supportive strategies including working as a partner with property management to address behavioral concerns or challenges and to intervene to address them. This partnership is designed to address the concerns of the community at large should that

become a concern as well as to preserve the safe and health community environment within the housing development generally.

What if residents use drugs and alcohol?
Jamboree is committed to a "Housing First" approach which has been demonstrated to be extremely successful. The Housing First model essentially is grounded in the practice of providing stable housing with very supportive services, which have been shown to be more effective in helping any households who might be struggling with substance use issues. Jamboree also employs a harm reduction model to actively engage with residents in reducing harmful behaviors. It's very important to note that residents can be evicted for substance abuse that is disruptive to the health and well-being of the community, other residents, or staff.

What if residents have mental health issues?
Mental health challenges affect large numbers of people in the general population. Persons struggling with significant stress such as loss of job, family dissolution, social and physical isolation due to COVID protocols, etc. are understandably more vulnerable and affected by mental health issues. Some households struggling with mental health challenges will be part of this community. Effective supportive services are an essential part of this housing development. These will be provided to help all participants seeking appropriate health and mental health care as well as to make connections to community resources to reduce stress and the sense of isolation.

How will the neighborhood be kept safe?
Staff will be on-site to handle site management and resident services on a structured schedule and property management staff will be residing on the property. Staffing will be provided consistent with the security needs of the community and our intention is to install security cameras and ensure adequate lighting throughout the site. Jamboree is a caring, responsive and respected partner in the communities where our developments have added great value over the years.

What is Project Homekey and Homekey 2.0?
Building on the success of both Project Roomkey and Round 1 of Homekey, Homekey Round 2 continues a statewide effort to sustain and rapidly expand housing for persons experiencing homelessness or at risk of homelessness, and who are, thereby, inherently impacted by COVID-19 and other communicable diseases. Administered by the California Department of Housing and Community Development (HCD), approximately $1.4 billion (FY 2021-22) in grant funding will be made available to local public entities, including cities, counties, or other local public entities, such as housing authorities or Tribal Entities within California. More information can be found on the State's website: https://homekey.hcd.ca.gov/.

Who will rehab the site?
Jamboree has its own in-house construction company, Quality Development & Construction Inc., that will be engaged to either perform construction management or the actual rehabilitation of the facilities.

I would like to get a tour of existing Housing Authority sites. How do I do that?
Please email ResidenceInn@scchousingauthority.org and request to be added to one of our tours. Please note that Homekey (specifically converting hotels into housing) is a new program, however the Housing Authority will provide tours of communities that most closely align with the population and program planned for the Residence Inn.

I don't feel that my voice was heard at the large format community meeting. Is there another way to discuss the project?
Yes! The large format community meetings are a great way to get a lot of information out to a lot of people, and we understand that this limits the time we can spend with individuals. We encourage anyone who wants to have a small group meeting or to meet individually to reach out via our email address below and we can set up a time to discuss.

How can I get more information?
We intend to set-up a webpage for the project. Until then, please send an email to ResidenceInn@scchousingauthority.org. We will add you to our interest list, and we'll be emailing out meeting and action announcements, as well as FAQs.

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The Santa Clara County Housing Authority's mission is to provide and inspire affordable housing solutions to enable low-income people in Santa Clara County to achieve financial stability and self-reliance.
www.scchousingauthority.org