



CHARITIES HOUSING

March 16, 2021

Lloyd Alaban
San José Spotlight
1900 Camden Avenue, Suite 101
San Jose, CA 95124

Dear Mr. Alaban,

We are in receipt of your email and the anonymous complaint you received from someone who has "friends" who live at Renascent Place.

Per our previous letter, we noted the sampling of supportive services offered to the residents. Renascent Place was established under the "housing first" permanent supportive housing model. This means that the opportunity to be housed is offered without consideration of the very factors that prevented many from obtaining housing. Residents are housed first, and then the supportive services are provided to assist them in maintaining their housing and recovering from the trauma of the past.

Residents have a lease agreement which requires them to abide by certain standards in order to maintain their housing. The leases are legal and binding and enforced by management at the property.

As mentioned in the previous letter, the COVID restrictions have not only greatly limited the types of services that can be offered at this time but have also affected guest/visitor policies during the county shelter-in-place order. However, the team is constantly working to provide engaging opportunities within COVID limitations and looks forward to the day when the restrictions are lifted, and the types of services can be greatly expanded. Abode continues to provide case management services via telephone, virtually through tablets, and face to face when it can be done safely. Recently Abode staff has resumed some in-person workshops with safety precautions in place. Their team members also work with community partners to link clients to available resources, such as Assurance Wireless, Sacred Heart, and online AA/NA meetings. It is my understanding the Vice President of Community Relations for Abode has also provided you more detailed information of the services offered by Abode.

Lastly, I wanted to touch on a few other items mentioned in the letter you received. We take security very seriously at the property and have two security guards at the site 24 hours a day, seven days a week. There is free public Wi-Fi in the common areas that is paid for by the property that the residents can use at any time. Regarding use of the outdoor BBQ and common area patio with COVID restrictions in the county slowly loosening up, we hope to have it open to all the residents as soon as it is safe to do so.

Regards,

Lisa Caldwell
Director of Property Management

CC: The Johns Stewart Company
Abode Services