



# The Kelsey Ayer Station Frequently Asked Questions

## ABOUT THE KELSEY AYER STATION

### 1. Where is The Kelsey Ayer Station located?

- The Kelsey Ayer Station is located at [457 North 1st Street, San Jose, CA 95112](#) just north of Downtown San Jose.
- The building is less than a block from the [VTA](#) light rail, which is like a train that can take you around San Jose. It's about a 15-minute walk to downtown, and about a 25-minute walk to Diridon Station. You can easily get to public transportation, job opportunities, fun places, services, and healthcare.

### 2. What amenities will be at The Kelsey Ayer Station?

- Fitness Room
- Maker Space (DIY/Creative Space)
- Rooftop Resident Terrace (Second Floor)
- Sensory Garden
- Pet Yard and Pet-Friendly Units
- Community Lobby, Co-Working Space and Outdoor Patio with free wifi
- Bike Parking
- Discounted Transit Passes
- On-site Inclusion Concierge

### 3. What is the Inclusion Concierge?

- The Inclusion Concierge is a team of 2 on-site services staff members.
- The team will check in with you each month, make sure you have the support you need, and help you connect with other people and services in and outside of The Kelsey Ayer Station community.
- The Inclusion Concierge will also have special events to help everyone in the building get to know each other.

### 4. What are Inclusion Hours and what will they look like?

- Inclusion Hours are special events in our building. They are planned to help everyone living here, no matter who they are, get to know each other better. These events are meant to make everyone feel like they are part of a friendly community where everyone supports and cares for one another.
- Examples of Inclusion Hours include: community potlucks, movie nights, guest speaker events, book clubs, language exchanges, gardening club meetings,



community cleanup days, game tournaments, wellness and fitness classes, arts and crafts workshops, cooking classes, and educational seminars.

### **5. Who will the building serve?**

- The Kelsey Ayer Station is a place for people from different backgrounds, incomes, and abilities. It's made to welcome everyone, whether they have very little money or earn a bit more. We want all residents to feel like they belong here.
- 25% of the units at The Kelsey Ayer Station are reserved for people with disabilities who need help at home or in the community. This help comes from places like the [San Andreas Regional Center](#) (SARC) or [In-Home Support Services](#) (IHSS)

### **6. What type of accessibility features will exist?**

- The Kelsey Ayer Station is built to be inclusive and welcoming to everyone. We've made sure that common areas and individual apartments are designed to be as accessible as possible. We have units that are specifically ADA accessible and 12 of our units have roll-in showers. Through the reasonable accommodation process, we can make changes to the apartments if needed. This could include things like adding grab bars in a bathroom or changing the height of a closet rod. We have included dozens of features come from our [Inclusive Design Standards](#) that help everyone to live well at The Kelsey..

### **7. What are the sizes of the units?**

- The Kelsey Ayer Station will have two types of units - studios and 2 bedrooms. On average, the studio units are 400 square feet. and the 2 bedroom units are 740 square feet.

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

- Yes! Residents absolutely can have visitors. The Community Guidelines (House Rules) will specify the number of days that residents are allowed to have visitors who stay overnight. Residents are responsible for their visitors' actions when they are on the property. In line with universal design principles, all areas of the building are accessible for anyone who visits.

### **9. What is the on-site staffing?**

- There will be two Inclusion Concierge staff who connect residents to each other, the community, and desired services and support. There will also be a Property Manager, an Assistant Property manager, and a Maintenance Technician. Two staff members will have on-site units.

### **10. When people move to The Kelsey Ayer Station, how can they make the most of the help they already have, and what options are there for getting more support if they need it?**

- The Inclusion Concierge program helps individuals bring their own support services. We want to make sure residents have the help they need, whether it's



- from community services or from friends and neighbors. Some people might need things like case management, in-home support, or medical services, and we can connect them with the right providers, like SARC or IHSS.
- Our Inclusion Concierge is here to guide residents on what services are available and connect them with providers when needed. They also offer services related to housing and connecting with the community. It's important to know that while the program helps people in the community at The Kelsey Ayer Station, they don't provide support inside individual apartments or assistance with job-related matters. They can help with finding transportation and connecting residents to community resources.

### 11. Will there be parking on-site?

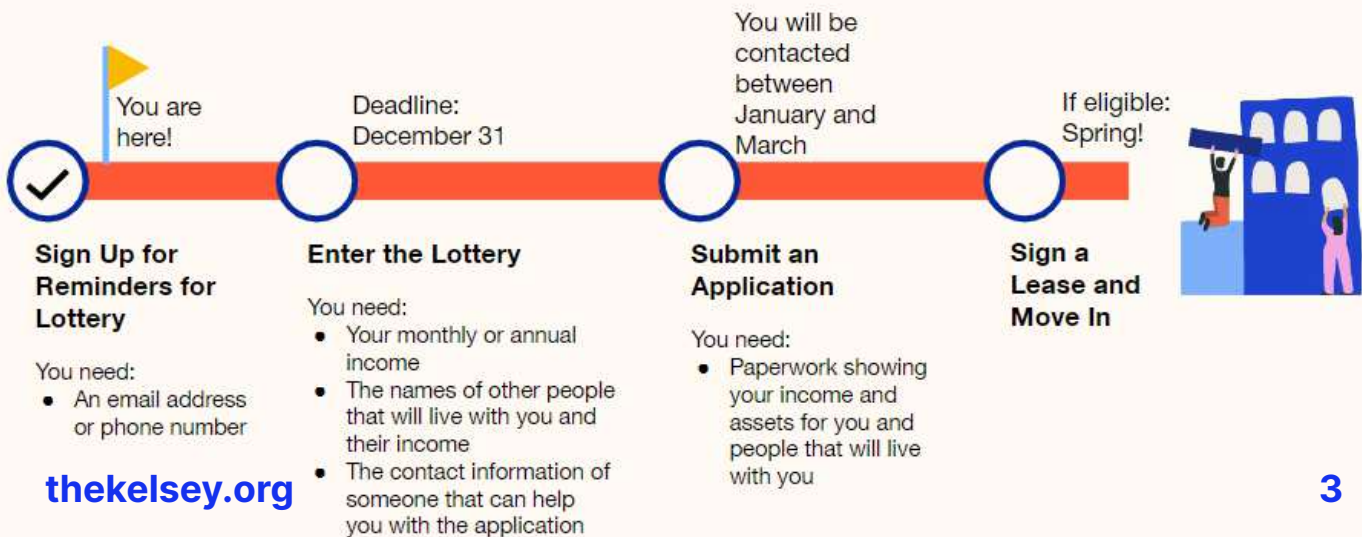
- The Kelsey Ayer Station promotes climate conscious living and encourages residents who do not rely on personal cars to live here. We recommend utilizing nearby public transit options like buses and VTA Light Rail. Residents have an option to purchase deeply discounted transit passes to get them around the city.
- For those who require accessible parking, a limited number of spots are available through a reasonable accommodation process. Please note that these spots cannot be guaranteed.

### 12. Will there be laundry facilities onsite?

- Yes, there are 2 fully accessible laundry rooms; one on the 3rd floor and one on the 5th floor. All residents are at most one floor away from a laundry room.

### 13. What is the process of getting an apartment?

- The below graphic shows that first we will do a lottery process, then there will be an application process. If there are extra apartments after everyone in the lottery has been reached out to, there will be an open waitlist and people can apply for the remaining apartments available.





## HOW TO ENTER THE LOTTERY

### 1. When will the lottery open?

- The lottery is now open and close on December 31st, 2023
- The lottery will be accessible for the [City of San Jose's housing portal](#) or at [www.livethekelsey.com](http://www.livethekelsey.com)

### 2. How can I prepare to enter the lottery?

- All applicants will need the following information:
  - Name, Date of Birth
  - Contact information for yourself: email address or phone number
  - Contact information for someone that can help you fill out an application, for instance a family member, friend, case manager, or housing counselor
  - All names of people who will live in the apartment with you including any family members or roommates. This is your household. Non-family members who provide in-home services do not need to be listed.
  - How much money you and your household makes, before taxes are taken out, on a monthly or annual basis. This should include money you make from working and money you receive from benefits
- There are several preferences within the lottery. With a preference you will have a higher chance of being selected to live at the property. If you would like to apply under a preference, have the following documents ready:
  - If you work in San Jose: one document that shows you work in San Jose including a pay stub with employer address or a letter from your employer
  - If you live in San Jose: one document showing your address like a utility bill (telephone, internet, gas/electric, garbage or water), a paystub, a public benefits record, a school record or a letter documenting homelessness
  - If you are a Regional Center client: award letters, service plans, or selecting an option allowing The Kelsey to follow up with the Regional Center to verify you are a client

### 3. What happens after I enter the lottery?

- After you enter the lottery, you will receive a confirmation email that your submission was received within the lottery



- You will hear back from leasing staff in early 2024 if your lottery entry was accepted and will be invited to apply to The Kelsey Ayer Station, which is described in the next section.
- Please make sure to check your email (including spam folders), and answer phone calls that may not come from a familiar phone number.

## PROCESS FOR APPLYING TO THE KELSEY AYER STATION

**Please Note: This section highlights how to prepare for the application process at The Kelsey Ayer Station and takes you through steps to take once your lottery application is approved.**

### 1. How can I be ready to apply to The Kelsey Ayer Station?

- Prepare your documentation and make sure **all** income verification documents have been updated in the last month. Documents include:
  - Wages and Salaries:
    - Pay Stubs
    - Or Employer Verification
    - Or Certification of No Income
  - For Self-Employment:
    - Tax Return (can be more than a month old)
    - Or Accountant Report
    - Or IRS 450GT
  - Assets:
    - Bank Statement
    - Or Other Award Letter
  - Household Information:
    - ID like driver's license, passport, state ID
    - Or Birth Certificates (if applicant has children)
    - Or Adoption Paperwork (if applicant has children)
  - Public Assistance:
    - Award Letter (can be more than a month old)
    - Check Stubs
    - Bank Statement
    - Unemployment
    - SSI or SSDI Letters
  - Other:



- Child Support or alimony you receive or pay
- Military Pay
- Proof of being a student from a school transcript

**2. Continue to check your email and phone to hear back from the leasing office!**

## APPLICATION PROCESS

### 1. Where do I apply once I am off the lottery waitlist?

- The Kelsey Ayer Station Leasing Office will reach out to you by phone or email to let you know you can fill out an application.

### 2. What if I need assistance filling out the application?

- If you need assistance, please contact [housing@thekelsey.org](mailto:housing@thekelsey.org) and The Kelsey's Inclusion Concierge can either schedule an appointment to meet with you or connect you with another service agency that can help.
- You can also contact Property Management at [thekelsey@jSCO.net](mailto:thekelsey@jSCO.net)

### 3. What if I am applying with a roommate?

- If you are applying with a roommate, you both will need to apply together as one household. You can do this if you have entered the lottery together or separately; however, your incomes will be looked at together during the application process.

### 4. What are Section 811 Units and how do I know if I am eligible?

- Section 811 is a program that reduces rent for people with disabilities who need services to live independently. It is for people who are at-risk of entering an institution or wanting to exit an institution.
- These are some eligibility criteria:
  - You are between ages 18 to 61 at move-in
  - Your income is considered to be extremely low (e.g. you only receive SSI/SSA)
  - You have a disability (physical, cognitive, mental, or multiple)
  - You have a valid Medi-Cal number and are eligible or already receiving MediCaid Waiver services from SARC or are receiving IHSS from the county
  - AND you are moving from an institution for example, a skilled nursing facility, intermediate care facilities, or developmental center
  - OR are homeless, at risk of being homeless, or living in the community and are at risk of being institutionalized



- Here is how you can learn more about this program:
  - The PRA Section 811 referral process will look different from the general lottery since applicants will be working with Tenant Referral Organizations (Tenant Referral Organizations).
  - If you are interested in connecting with our Tenant Referral Organizations, or believe you qualify for Section 811, please contact:
    - Silicon Valley Independent Living Center:
      - Call them at 408-894-9041 and let them know you are interested in learning about your eligibility for The Kelsey Ayer Station Section 811 Referral.
      - If you would prefer to submit a written request, please use [this link](#).
    - Housing Choices:
      - Call them at 408-498-5777 and let them know you are interested in learning about your eligibility for The Kelsey Ayer Station Section 811 Referral.
      - If you would prefer to submit a written request, please use [this link](#).