

About The Wilcox

The Wilcox is a new community of 62 affordable rental homes designed for seniors with chronic health conditions who have experienced homelessness. Developed by the nonprofit [Wakeland Housing and Development Corporation](#), it is an example of supportive housing, a model that combines affordable apartments with onsite health and social services that help residents live more stable and independent lives.

Supportive housing is a proven model that has helped some U.S. communities reduce chronic homelessness by as much as 90 percent. Research shows that this form of housing is the most effective way to end individuals' homelessness by providing people with safe, clean, and stable homes paired with resources such as comprehensive healthcare, behavioral health services, job training and case management.

Currently under construction in East Hollywood, The Wilcox provides an opportunity for Los Angeles seniors to improve their lives while remaining connected to the community. The Wilcox will offer residents comprehensive wraparound medical, behavioral health and supportive services to help these most vulnerable of our neighbors – frail, unhoused seniors.

The Wilcox will be modeled after Wakeland's senior supportive housing communities, which include three in operation in San Diego and four under construction in Los Angeles.

[Click here to see a video about Wakeland's senior supportive housing.](#)

OR go to www.wakelandhdc.com/senior-support

Onsite Services

Onsite case management services will be provided to all the seniors living at The Wilcox by [The People Concern](#), a trusted social service agency based in Los Angeles County with more than 58 years of work in the community. The People Concern is a leading provider of evidence-based services and fully integrated systems of care.

The Wilcox will have ample community space tailored to the needs of its residents, including private offices that will allow for the provision of onsite services. Amenities will include interior recreation areas and a large community room with features such as a computer lab, teaching kitchen, and space for workshops, classes, counseling, community events and social activities.

Residents at The Wilcox will have access to services that are voluntary and tailored to meet their needs and keep them living independently. Each resident will have a dedicated The People Concern case manager who helps them assess their needs, identify goals and work on an action plan to meet those goals. Case managers track and support residents' progress as well.

Residents also will be connected to comprehensive health and behavioral health services which may include in-home assistance with activities of daily living and transportation assistance to medical and other appointments.

Security & Design

The Wilcox is located at 1040 North Kenmore Avenue in East Hollywood. The site was previously home to a vacant, dilapidated commercial building which was demolished to make way for the new development. The location is close to transit, retail centers, education and employment opportunities that will benefit residents.



Wakeland is an experienced supportive housing owner who approaches each community we build with the goal of creating a safe, warm environment. The Wilcox is designed with security in mind, including:

- Gated access
- Single-entry with controlled entry system
- Indoor and outdoor security cameras

The Wilcox will be continuously staffed by highly trained property management staff, including:

- A live-on-site property manager
- Maintenance staff

- **Groundskeeper**
- **24/7 security monitoring (Remote Guards)**

Security and staff are there to ensure that residents are accountable to the strict building rules and are being good neighbors. Disturbances, excessive guests or illegal activities will be immediately addressed by staff on site.

Population and Resident Selection

- 100 percent of the apartments at The Wilcox will be reserved for seniors age 55+ who have experienced homelessness.

The Wilcox will have a residency preference for seniors who have chronic ongoing medical needs that require medical and other supportive services so they can live independently with support in the community.

- The resident selection process for The Wilcox will be determined by the Los Angeles Coordinated Entry System (CES).
 - Seniors who are experiencing homelessness in the City of Los Angeles Service Planning Area 4 and have medical or other needs who could benefit from the affordable housing and services offered at The Wilcox would be identified and referred to The Wilcox to determine their eligibility for services and housing through the CES.
 - If the prospective resident “matches” the requirements for the Wilcox (senior, disabled, in need of supportive services), they will go through the property’s application and admission process (background check, income verification, etc.)
 - Prospective residents passing this screening will be offered housing at the property.
- A thorough background check, including criminal background screening, will be conducted on all applicants. No sex offenders will be allowed, nor will individuals who have been convicted of manufacturing drugs. Additionally, applicants may be ineligible due to drug-related or violent criminal activity.
- Residents must be U.S. citizens or legal immigrants.
- Residents must have experienced homelessness in the City of Los Angeles.

Construction Schedule

The construction schedule is 19 months. Residents will move into The Wilcox in the Summer of 2023.

FAQ – Answering Community Questions

Q. What was the approval process for The Wilcox?

A. The City and several State Laws, including Senate Bill 35, established a streamlined application process (also known as a ministerial process) that involves a set of objective parameters. If those parameters are met, developments such as The Wilcox are automatically approved by the Department of City Planning. Similar to a by-right development where no entitlements are required, public hearings are not involved and CEQA review does not apply. Some standards include meeting specific affordability requirements and compliance with all zoning and design standards. The development is reviewed by Planning Department Staff via a standardized checklist to verify that all the objective requirements are met. After verification is complete, the Planning Department issues the approval letter. For The Wilcox, the Planning Department reviewed the application and verified that it met all the requirements to qualify for this streamlined process as evidenced by the determination letter issued on March 16, 2020.

Q. **Don't you need special approval to do this kind of development?**

A. Under California law (SB 2), supportive housing is considered a residential use of property and can't be subject to any zoning restrictions beyond what would be required of other residential dwellings of the same type. The California Constitution and federal and state fair housing laws also prohibit zoning discrimination against people with disabilities.

Q. **How many people will live at The Wilcox?**

A. Approximately 62

Q. **Will the development make traffic worse?**

A. Car ownership is low and public transit usage is high among the population served by The Wilcox. Data also indicates that low-income renters have lower car ownership rates than the general population. In California's six largest metropolitan areas, two-thirds of renters and over three-fourths of households living below the poverty line own no vehicles or only one car, compared to 54% of all households and 44% of homeowner households. The low car ownership rate of our resident population suggests that traffic impacts and parking demand will be limited.

Q. **How will noise and dust be mitigated during construction?**

A. During construction, we will take reasonable measures to keep noise, traffic and dust to a minimum, while taking precautions to protect the health and safety of local residents and our construction team. Sample measures include:

- Contractors will use noise shielding devices on equipment

- Construction areas will be dampened to control dust caused by grading and hauling

Q. Will this development lower my property values?

- A. Academic, peer-reviewed studies have found that affordable housing developments like The Wilcox have either positive or no effect on surrounding property values. One study examined 31 separate studies and found that seven studies documented positive effects on surrounding property values, 19 studies found no effect, three studies were inconclusive, and only one study found negative effects. Another study examined approximately 16 million real estate transactions from 15 states around 7,098 Low Income Housing Tax Credit sites. According to the study, for neighborhoods similar to the one surrounding The Wilcox, housing prices remain stable, with no evidence of decline in housing prices.

Further, studies emphasize that the quality of the development, design, and management of affordable housing communities determine their effect on surrounding communities. To that end, well-designed and well-managed affordable housing communities mitigate the potential for negative impacts on property values. Wakeland and its team are committed to designing an apartment building that further enhances the aesthetics of the neighborhood and to working with the community to meet its standards for a well-managed development.

Q. Who will own the property? Who will the property management company be?

- A. The development team includes Wakeland Housing and Development Corporation as the developer. To accommodate a key funding source called Low Income Housing Tax Credits, the property owner will be a limited partnership that is controlled by Wakeland.

The property management company is ConAm Management Corporation, a private firm that provides property management services statewide with expertise in affordable and supportive housing developments.

Q. How do we know that the property will be well-maintained?

- A. Wakeland is a mission-based nonprofit organization that is dedicated to positively contributing to the neighborhoods in which our properties are located. Wakeland and The People Concern are directly involved during both the building development process and the long-term operations of the apartment community. It is in our best interest to properly maintain the building in order to provide a safe and healthy living environment for our residents, maintain occupancy and help our residents to thrive. In addition, the development is financed by a variety of private and public sources who inspect the property on a regular basis as a condition of funding.

Q. What will prevent your residents from loitering around the neighborhood or local businesses?

- A. We cannot stop our residents from spending time in the neighborhood. However, much of the loitering associated with homelessness is due to the lack of a home or other place to go during the day. The Wilcox will have a full range of onsite programs and activities for our residents and will be designed with interior spaces where they can socialize and spend time – a key element for housing seniors, who often suffer from isolation.

Q. What services will be offered on site?

- A. Services are provided by professionals including social workers, psychotherapists, psychiatrists and resident managers from The People Concern and other partner agencies. The Wilcox will be staffed with no fewer than three full-time case managers. Prior to move-in, The People Concern’s supportive services staff will meet with every resident household to discuss potential service needs, set goals and create a written plan for achieving them. Based on this assessment of needs, staff will connect residents to critical off-site resources such as health care, mental health counseling, addiction treatment, education resources and job training. In addition, staff develop or coordinate onsite programs that address health and wellness such as cooking, nutrition and exercise, financial wellbeing (such as budgeting and banking) or other needs that help residents to be healthy and active community members. The onsite staff prioritize staying engaged with residents to help ensure they are on-track and have the support that they need.

Q. Could the senior restriction on the property go away?

- A. No – the property will be controlled by a regulatory agreement that will guarantee that it be restricted to seniors for at least 55 years, regardless of ownership.

Safety & Security

Q. How is security at the development provided?

- A. The safety of our residents and the surrounding community is of the highest priority to Wakeland. As a result, The Wilcox will be staffed by skilled, professional personnel, including:
- A live-on-site property manager to ensure that residents are accountable to the building rules and are being good neighbors.
 - Full-time maintenance staff that keeps the building clean and in good repair.
 - Full-time, onsite case managers who support residents in connecting with the resources that they need to be stable, healthy and productive.

- Support from partner organizations who offer physical and mental health support, treatment, job training and other services

Additionally, the building is designed with security in mind, including gated access, controlled entry system, exterior and interior security lighting, and indoor and outdoor security cameras.

Q. Will this development increase crime?

- A. The safety of our residents and the surrounding community is of the highest priority to Wakeland. Residents in our developments demand a safe and secure home which we provide through responsive property management and supportive services. The high-quality management services onsite, in turn, benefit the surrounding neighborhood.

Q. Will the development attract encampments or encourage loitering?

- A. Affordable housing does not attract encampments. In keeping with best practices, management will not permit sleeping or loitering on its private property. In addition, The Wilcox will not provide services to people other than residents who live on site, who can access those resources from directly within the building.

Q. Why is the property located near schools? Or where there are children?

- A. Close proximity to amenities (transit, job opportunities, educational opportunities, library, shopping, and social services) is important for a population that rarely drives, such as those who will live at The Wilcox. Most neighborhoods that have the amenities listed above will also have schools and children. There is no evidence showing that housing for people who have experienced homelessness, or people with mental illness, constitutes a threat to schools or to children.

Q. Will there be a hotline set up for neighbors to call if they have issues with the new development once it is opened?

- A. Yes. Wakeland will provide phone and email contacts that neighbors can use to report issues and we commit to a quick response.

Property Rules

Q. What rules do the residents need to follow?

- A. The Wilcox residents will all sign a lease requiring them to follow property rules. Key rules include:

Guests

All guests must be met at the front lobby doors by the resident they are visiting.

- Guests must be accompanied by the resident they are visiting at all times anywhere on the premises and residents are responsible for their guests' behavior while they are on the property.
- No long-term guests are allowed.

Quiet Hours

Quiet hours are typically between 10 p.m. – 8 a.m. During this time there must be no loud music, blasting televisions or other disturbances that could bother other residents or neighbors who may be trying to sleep.

Drugs and Alcohol

- No illicit drug use is allowed anywhere on the property.
- No alcohol use is allowed in the property's common areas.
- Any disorderly conduct will result in a lease violation and/or eviction.

Illegal Activity

Residents and their guests cannot engage in any illegal or criminal activity on the premises.

Inspections

Residents must agree to frequent apartment inspections.

Q. What happens if a resident is evicted? Do they end up on the streets?

- A. Prior to evicting a resident from supportive housing, property management and the social service provider meet to develop a plan for the resident. In the event of an eviction, the resident remains a client of the social service provider who will make every attempt to re-house their client in a more appropriate setting, with the primary goal of preventing a return to homelessness.

Also, it is important to note that there are very few evictions at senior supportive housing communities. Wakeland's Talmadge Gateway property has not had any evictions since opening in 2017.

Q. How will disturbances be addressed?

- A. In the event a resident or their guest is engaged in disruptive or illegal activity, property management and/or security will assess and resolve the situation themselves, or if needed they will contact the Los Angeles Police Department. Property management will establish a working relationship and regular communication with the area's community police officer to facilitate effective responses.

Other Questions

Q. Do residents pay rent? What happens if they can't pay rent?

- A. Residents pay approximately 30 percent of their income toward their rent. For a senior or a person with disability, this income is typically in the form of a social security or disability payment, which averages about \$1000/month, meaning the resident would pay \$333.

The difference between the rent the resident can pay and the actual rent for the apartment is paid to the property through a subsidy program, which helps guarantee that the property will have stable operations for the long-term.

Q. Won't there still be homeless people after this development is built?

- A. With the construction of more affordable and supportive housing resources throughout all of LA County, all of our neighbors can find a home. The Wilcox will help contribute to a long-term solution that has been proven to work: supportive housing.

Q. I still have questions. Who do I contact?

- A. The Wilcox team is available via email at thewilcox@wakelandhdc.com . Please email with all questions and the team will get back to you as soon as possible.