

Appendix B – Norwalk Community Outreach Summary

Outreach Results

City of Norwalk 2020-2024 Consolidated Plan **Housing Summit Summary**

September 19, 2019

Overview

On behalf of the City of Norwalk, the Community Development Department hosted a housing summit covering several topics: homeless prevention; fair housing law and discrimination; planning for affordable housing; and workforce development in Norwalk and Los Angeles County. The housing summit was held Thursday, September 19, 2019 from 9:00 AM to 12:00 PM at Norwalk's Arts & Sports Complex, Sproul Room at 13000 Clarkdale Avenue.

A total of 57 people signed into the event, representing social service agencies, local and county government, and private sector partners with interest in housing in Norwalk. Six (6) speakers made presentations providing attendees with current, insightful information about each of the topics. After the presentations concluded, participants worked in small groups and sought consensus regarding potential solutions to current challenges. A flyer prepared to announce the housing summit is attached.



Introduction and Welcoming Remarks

Director of Community Development, Michael Garcia, welcomed attendees. As part of his opening remarks, Michael highlighted the City's efforts to develop housing, including a project located on a 32-acre property owned by the State of California.

Kristin Maithonis, Housing Manager in the City's Community Development Department, extended the welcome. Kristin oversees Community Development Block Grant (CDBG), Home Investment Partnerships (HOME), Housing Authority, and local funds for the City. She emphasized the importance of the summit and noted the purpose, which is part of the process to prepare the five-year Consolidated Plan and Analysis of Impediments to Fair Housing Choice (AI) for 2020-2025 for the City of Norwalk. Five-Year Consolidated Plans are required by HUD to determine how federal CDBG and HOME Program funding is allocated across the City. The housing summit is part of the first step, to understand barriers, needs and priorities of the public. She closed by noting that the housing summit is designed to focus on solutions.

The housing summit was facilitated by Tina Roseberry, AICP of Michael Baker International. She reviewed the agenda and then she introduced each of the speakers before their presentations.

Speaker Session

Homeless Prevention

The first speaker, Meredith Berkson, is the Director of Policy Systems at the Los Angeles Housing Services Authority. She opened by complimenting Norwalk, a City seen by others in Los Angeles County (LA County) as a model for addressing homelessness.

Meredith noted several statistics pertaining to homeless prevention:

- Homelessness prevention is a critical piece of addressing the current housing crisis.
- Measure H is an important source of funds for preventing homelessness.
- In 2019, 21,600 people in Los Angeles County moved from the street and into homes of their own. This is a significant increase over 2018.
- Economic factors, including low incomes, contribute to homelessness. Approximately 71,000 people in LA County live a single paycheck from homelessness. In other words, they are one unanticipated event, such as a medical emergency, away from becoming homeless.
- In Los Angeles County, 54,000 people fell into homelessness in the last year.

Before closing, Meredith noted ways to improve homeless prevention in Norwalk and in the region:

- Prevention is needed at the macro level with systematic changes addressing needs at earlier stages of need. Examples of early prevention include rental assistance, legal services, mediation, and help with utilities.
- Better collaboration with mainstream systems can be used to help people identify other services, beyond the immediate services being provided.
- State policies are needed to complement local policies and programs. For example, a ban on rent gouging and just cause evictions are both important.
- Production of housing to increase the number of available units should be promoted through creative zoning and “yes in my back yard” advocacy.



Fair Housing Law and Discrimination
Martha Torres is the community engagement liaison with the Fair Housing Foundation (FHF). Her organization offers multi-language services to reach out and educate. FHF provides workshops in 25 cities in LA County and Orange County. Their focus is on eliminating discrimination in housing and promoting equal access to housing choices. Beyond these jurisdictions, FHF also provides training to management companies, realtors, and property owners.



Martha claimed that when housing providers refuse a person based on discrimination, they are removing housing choices. The goal of housing providers is to find the best tenant who meets the basic criteria of needed income. While additional criteria may be used, that criteria must be required of all applicant and may not be applied discriminatorily.

Common forms of discrimination

- Refusal to sell or rent
- Representing that a unit is not available to some when it is
- Requiring different terms or conditions such as asking for an additional deposit for a family with children
- Refusal to accommodate the disabled with reasonable accommodations such as allowing a service animal

Allegations of discrimination in Norwalk

- 7 allegations of discrimination based on physical disabilities
- 3 allegations of discrimination based on mental disabilities
- 2 allegations of discrimination based on race
- 1 allegation of discrimination based on familial status
- 1 allegation of discrimination based on marital status

Questions and answers for Martha

Q: How can we refer clients to this resource? How can we provide workshops?

A: Call (800) 446-3247.

Q: Does FHF do anything with for-sale housing discrimination?

A: Yes. However, most cases pertain to rental housing.

Q: Can landlords ask for citizenship papers?

A: No.

Q: What is the most common form of discrimination?

A: It is against disabled persons, including clients with service animals

Neighborhood Housing Services of Los Angeles County

Speaker 1: Jesse Ibarra

Jesse Ibarra is Assistant Vice President of Business Development for Neighborhood Housing Services of Los Angeles County. He began with a teaser. The organization is celebrating a 35th anniversary for one woman who participated in a program the organization offered in partnership with the City of Los Angeles. They were working with public housing tenants to help them transition into home ownership. At that point, Jesse pauses and shares information about the work of his organization.



Neighborhood Housing Services of Los Angeles County (NHSLA) is a non-profit affordable housing lender and community developer. They believe that housing ownership builds generational wealth, stabilizes communities and offers additional benefits. Jesse said that these benefits can be realized through placemaking and focusing on people.

NHSLA Follows a Lifecycle Lending Model

Step 1: Classes to develop financial literacy. Subjects include credit, savings and income. Equipped with knowledge about their own circumstances, students may ask themselves what they can do to increase financial capacity. As part of this first step, NHSLA also provides landlord training for homeowners with space to build accessory dwelling units. These new landlords need to be trained as well.

Step 2: Affordable lending services. NHSLA offers down payment assistance paid back through deferred loans.

Step 3: Neighborhood revitalization and advocacy. Beyond owning homes, people must have the services needed to succeed in those homes. Therefore, NHSLA promotes neighborhood community development in the areas of transportation, health, and more.

Examples of NHSLA Projects

- Sustainable Communities Initiative in Compton: Purchased and rehabbed an abandoned Blue Chip store that sat vacant for 30 years. The repurposed building serves as a recreation center and a fire station. Organizations work in the space to build

community and capacity by promoting entrepreneurship and addressing health, trauma, and drug and alcohol abuse.

- Affordable home ownership development through employer assisted, faith-based housing.
- Hope Villas: A new small lot subdivision and housing development that includes a farm. NHSLA offers down payment assistance through Wells Fargo's Lift program.
- Manchester Villas: A new 122-unit development funded, in part, by the Affordable Housing for Sustainable Communities (AHSC) program. The Transit Oriented Development (TOD) includes new transit related infrastructure, an on-site community garden, and bicycles plus three years of free Metro passes for tenants.
- Sylmar Villas: A TOD, small lot subdivision with healthy communities programming and the opportunity for tenants to grow food through a hydroponic system.
- A partnership with Airbnb to provide low-income residents funding to build ADUs.

Speaker 2: Alexa Washburn

Alexa Washburn is Vice President of Policy and Planning for National Community Renaissance (National CORE), a non-profit affordable housing developer specializing in building and managing affordable housing with supportive services. National Core is the fourth largest affordable housing non-profit in the nation and the largest in southern California. They do everything in house including entitlements, environmental documentation, financing, general contracting, and more. As a result, they are invested long term through property managers who live on site.



Because housing is very complicated, Alexa's team has an entire division that does compliance. Resident services vary by site and are tailored for each community. National CORE wants to see units turnover by stabilizing individuals and families living in rental housing and then educating them to launch into home ownership or non-subsidized housing. Five of their residents in San Bernardino have recently become owners.

National Core's projects represent a variety of building types, including a recent project built near a train station in partnership with LA Metro. The project includes new construction, rehabilitation, preservation, and an inclusionary housing ordinance for for-profit developers.

Project definition is a complex decision-making process. The three main factors are a) having a site, b) having political support, and c) funding. National Core uses a scoring system to determine if a proposed site meets criteria. Considerations also include plausible funding sources, land costs, and zoning.

Funding is a very difficult part of the process. The State of California offers unique funding sources and they offer a new Notice of Funding Availability (NOFA) tool to help plan the pipeline of projects. Cap and Trade Funding includes AHSC and Transformative Climate Communities. Grants fund infill infrastructure construction and transit-oriented development and planning for supportive housing. Grant programs are oversubscribed meaning applications are submitted for more shovel ready projects than there is funding to cover costs.

Strategies for sites should consider school districts with excess land, regional shopping centers, and healthcare facilities.

Alexa shared a few best practices:

- To make a project feasible in South Orange County where the community was built-out and no site had been identified, National Core found a site with two old office buildings. They could subdivide the site and sell one of the office buildings. However, the cost of construction was still too high. The cost for conventional construction would be about \$590,000 dollars a unit. National Core considered integrated “cost savings” measures and are looking at modular construction. They have a built example and have determined that the most significant cost saving was due to the length of construction. With modular units buildings could be constructed in weeks rather than months. They are also looking at shipping containers.
- Parking is a huge cost to a project. Structured or below grade can be \$65,000 per parking space. To alleviate some of the cost, National Core is starting to work with cities on “car less” projects where cities control surface parking and are designing for ride share and autonomous vehicles. In addition, they are looking at adaptive reuse of parking spaces where they could become something different in the future.
- Do extensive community outreach. Outreach helps their project and helps other future developers. Communities tend to invite National CORE back because their process includes community outreach and they deliver quality projects.

Questions and answers for Alexa

Q: Would you share information about modular construction?

A: Yes. To view projects people can go to La Quinta and Riverside County.

Q: What’s the typical timeframe from concept until move in?

A: It can be 3-5 years including any necessary General Plan or Zoning Code updates.

Q: What are you hoping to see in zoning codes?

A: The first thing we look for is density. Typically, we look for a minimum of 30 units per acre, but we need to start going much higher because of the increasing cost of land. We look for a local city density bonus in addition to the density bonus from the state. National Core also looks for balanced and creative parking solutions.

Workforce Development

The two speakers from the Southeast Los Angeles County Workforce Development Board were Tammy Ferranti-Lansdown and Corina Coronel. Tammy is a Program Administrator and Corina is the Career Center Manager. Their program is part of America's Job Center of California and their mission is to connect job ready individuals to employment. They help job seekers search for jobs, build resumes, and more. They also provided resources like computers, internet, copy machines, people, labor market information, and bus schedules. Individualized services are provided by a career development specialist specifically matched to the person. The specialist assists with counseling, career planning, case management, and follow-up.



Programs offered include:

- Occupational training offered in key areas with priority in local growth sectors.
- On-the-job training can be used to help applicants fill a gap in their skills. While working trainees can earn up to 50% of wages.
- Innovative workforce training programs allow high school juniors and seniors to gain work experience while in school.
- Career academy in targeted growth sectors is offered to those between 17 and 24 to give youth a better understanding of growth sectors and career choices.
- The Los Angeles County Homeless Initiative aims to help homeless or those at-risk to generate income.

Questions for Tammy and Corina

Q: Do you work with organizations like Alexa's?
A: Yes.

To conclude the presentation, Tammy and Corina invited people to take a tour and see activities on site. They are located at 10900 E. 183rd Street in Cerritos.



Small Group Session

For the second segment of the housing summit, attendees were divided into small groups of about 10 people. Each table was given a question and asked to reflect on the question and report back to the large group. Each question appears below along with areas of consensus among small group participants.



What policy changes are needed to ensure affordable housing?

- Allow the use of big lots to build “small” housing (zoning)
- Speed up placement in housing
- Community and political support including embracing affordable housing and collaboration

What is our biggest barrier to providing affordable housing?

Barriers	Solutions
<ul style="list-style-type: none">○ Income levels○ Local government○ Zoning○ Cost to build○ How we define affordability○ Difficulty maintaining affordable housing○ NIMBYism (Not In My Back Yard)	<ul style="list-style-type: none">○ Use of innovative low-cost housing materials○ Inclusionary housing○ Government support

What are the ways we help residents increase their earning capacity?

Challenges	Solutions
<ul style="list-style-type: none"> ○ Disability ○ Legal status ○ Education and job readiness ○ Criminal and employment history ○ Housing status + expenses 	<ul style="list-style-type: none"> ○ Connecting to mental health services ○ Connecting to trade school/training ○ Job education/life skills ○ Expungement programs ○ Job coaching in high schools/mentorship ○ Rent caps/control

How can housing development companies be enticed to provide affordable housing?

Challenges	Solutions
<ul style="list-style-type: none"> ○ Land cost ○ Over regulation ○ CEQA ○ Zoning ○ Economic development ○ NIMBYism ○ Perception of residents ○ Politicians and developers 	<ul style="list-style-type: none"> ○ SB 50 ○ Density bonuses ○ AB 1486 ○ In lieu fees ○ Employer incentives

What are the ways we can make our neighborhoods more sustainable?

Challenges	Solutions
<ul style="list-style-type: none"> ○ Affordability of housing stock ○ Management ○ Food desert ○ Fixed income ○ Land availability ○ Site control ○ Employment skills gap ○ Civic resources ○ Disconnection 	<ul style="list-style-type: none"> ○ Empowerment ○ Safer roads/streets ○ Partnerships ○ Leveraging resources (transportation, child care) ○ Community-based policing ○ Awareness ○ Education (dispute resolution for landlords and tenants) ○ Engagement (early intervention, building connections) ○ Community pride (networks and advocating)

What are the barriers and solutions to reducing homelessness?

Challenges	Solutions
<ul style="list-style-type: none">○ Price of housing/cost of rent too high○ Inequality in wages○ NIMBYism○ Politics○ Discrimination against homeless neighbors○ Lack of integration among systems and coordination○ Different housing criteria○ Disconnect b/w service providers and developers○ Money – lack of availability○ Personal challenges of homeless neighbors (complexity of system navigation)○ Lack of space – land and property	<ul style="list-style-type: none">○ More subsidized housing○ Education to public at large, public officials, educators○ Creating mobility out of homelessness – prioritize the homeless populations in workforce development and other systems○ Focus on individual's needs – not all homelessness is caused by the same thing○ Streamline development opportunities with cities – incentivize developers – limit bureaucracy○ More funding for best practices – more opportunities to leveraged funding







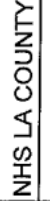
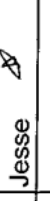



Sign-In Sheets

The Housing Summit sign-in sheets are on the following pages and include a total of 4 pages.








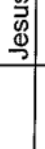



NORWALK HOUSING SUMMIT

Last Name	First Name	Organization Name	Signature
Acevedo	Valerie	SEANPT	
Arellano	Rogie	PATA	
Ashton	Matt	BRANDYWINE HOMES	
Barnette	Kimberly	LAHSA	
Barragan	Rosa	NLMUSD	
Bernal	Melissa	HYCINC	
Brillhart	Patric	LACADA	
Buchanan	Amber	LACADA	
Byram	Jennifer	HOPE	
Carrillo	Rachel	LACADA	
Casman	Lisa	HOMES FOR LIFE	
Castro	Yolanda	SELACO	
Chow	Beth	CITY OF NORWALK	
Cooper	Ashton		
Davis	Carol	SELACO	
Dimas-Espinoza	Carrie		
Figueroa	Johny	JOVENES INC	
Garcia	MaryAnn		
Garcia	Mayra	CITY OF NORWALK	
Gonzalez	Michael	CERRITOS	
Gonzalez	Brenda	LAHSA	
Graziani	Lauren	HYCINC	
Hernandez	Alex	BRANDYWINE HOMES	
Herrera	Rocio	HYCINC	
Hunter	April	SUCASADV	












NORWALK HOUSING SUMMIT

Last Name	First Name	Organization Name	Signature
Ibarra	Jesse	NHS LA COUNTY	
James	Daryl	HOPE-HOMES	
Jimenez	Julie	LAHSA	
Jimenez	Vivian	SU CASA	
Kotval	Michelle	Community Dept Addressal	
Kroshus	Adam	MERCY HOUSING	
Lane	Amber		
Lee	Jennifer	PATH	
Leon	Anna	SELACO	
Lopez	Liliana	SUCASADV	
Maithonis	Kristin	CITY OF NORWALK	
Marchetti	Andrea	JOVENES INC	
Martin	Bob		
Martinez	Elizabeth	FIELD OF DREAMS CENTER	
McKay	Ashley	KINGDOM CAUSES	
McKibben	Arthur	Church of Nat 2nd Ave	
McSkimming	Ashley	PATH - PEOPLE ASSISTING THE HOMELESS	
Medina	Rosio	CITY OF NORWALK	
Moreno	Carolina	CITY OF NORWALK	
MuVerhill	Denna	Su Casa	
Muro	Irene	WHITTIER FIRST DAY	
Nakazato	Margarita		
Pena	Petra	CITY OF NORWALK	
Reyes	Cecilia	WITTIER FIRST DAY	
Rios	Henry	HYCING	

NORWALK HOUSING SUMMIT

Last Name	First Name	Organization Name	Signature
Sanchez	Jesus	CITY OF NORWALK	
Sandoval	Beatriz	EVERYONE IN LA	
Sedano	Vanessa	THE WHOLE CHILD	
Serrano	Jessica	CITY OF NORWALK	
Simien	Darrell	HABITATLA	
Simon	Robert	Home's for Life Foundation	
Tedtaotao	Karla	LLCSD	
Thornhill	Bryan	All California Brokerage	
Torres	Martha *	Fair Housing Foundation	
Vanderzee	Becky	KINGDOM CAUSES	
Warot	Al		
Weichert	Kyle	Lewis Management Corp.	
Yarza	Ana	Little Lake City School District	

NORWALK HOUSING SUMMIT

Last Name	First Name	Organization Name	Signature
GRAPE	MILLIE	MICHAEL BAKER INT'L.	
CORONEL	CORINA	SELACO WDB	
Ferranti-Lansdown	Tammy	" "	
JERRINE CASTRO	JAMIE	LOS ANGELES HOMELESS SERVICE AUTHORITY	
SUNDANICH	PATRICIA	HARTING FOR HUMANITY	
Megan	Quelina	NORWALK CORE	
FERRER	Rachel	CITY OF NORWALK	
Meredith	Berkson	LATHSA	
Silveth	Dentaria	The whole child	
Desri	Sara	Big Box .us	
Rosa	Oceguera		
María	Bernal		
Gracia	Serra	Public consulting group	

City of Norwalk
2020-2024 Consolidated Plan
Outreach Results Councilmember Interviews

Draft

October 22, 2019

Questions & Themes

In October 2019, City and consultant staff interviewed the Mayor and members of the City Council. The purpose of the interviews was to gather input for the City's Analysis of Impediments to Fair Housing Choice and 2020-2024 Consolidated Plan. The interview included seven questions.

- **Question 1.** What are your top priorities for the City in the next 2-3 years?
- **Question 2.** What do you feel is the most common or pressing housing problem?
- **Question 3.** How do you feel we can overcome these problems?
- **Question 4.** How do you feel local organizations/service providers can better support your priorities?
- **Question 5.** In what ways are low- and moderate-income families vulnerable to natural hazards?
- **Question 6.** Do you feel there is local support for broadband access and technical literacy? If not, what support is missing?
- **Question 7.** How do you feel the City should spend their annual CDBG allocation?

Through the course of the interviews, the following themes emerged.

Economic well-being, self-sufficiency, & resiliency

The Councilmembers would like residents, particularly families, to achieve higher incomes and build wealth. Strategies for economic well-being and self-sufficiency include general education, job training and homebuying assistance. Strategies for resiliency include homeowner's insurance and programs to educate about and to facilitate home repairs, maintenance, rehabilitation, and improvement.

Economic Development

Jobs are a fundamental element of economic well-being and self-sufficiency. The Councilmembers would like to strengthen the local economy by supporting existing businesses and promoting new businesses.

Housing Production & Affordability

Lack of housing, particularly affordable housing, is one of the primary housing problems. By producing new and maintaining/enhancing the existing housing stock, developers, the City, and state and federal governments could increase the total number of available residential units and improve housing affordability.

Special Populations

Seniors needs include food, nutrition and support through life transitions such as downsizing and moving to assisted living. Veterans, youth, homeless, those at risk of becoming homeless and victims of domestic violence also need special types of programs and services.

Smart Decision-Making

One of the most common themes pertained to the decision-making process. Councilmembers offered a range of perspectives on how to achieve smart decision-making such as a) identifying and funding the highest needs, b) providing decision-makers with information about outcomes from previous years, c) continuing to fund in larger sums for greatest impact and d) involving organizations in a collaborative process driven by shared goals.

Question 1. What are your top priorities for the City?

<p>Mayor Rios</p>	<ul style="list-style-type: none"> • Help families advance economically to achieve higher incomes and homeownership • Improve public safety for tenants and businesses in partnership with law enforcement • Develop communities through education, home ownership, and preparing youth for the future • Strengthen the economy through outreach to existing businesses, including those that are locally owned, by helping them with promotions and offering “how-to” workshops • Create more diverse pathways to jobs through programs such as internships for youth in locally owned businesses
<p>Vice Mayor Vernola & Councilmember Ayala</p>	<ul style="list-style-type: none"> • Economic development • Law enforcement and public safety • Provide housing services to seniors • Assist seniors and other homeowners with maintenance of aging housing stock • Food for seniors • Develop holistic approach to helping people by equipping code enforcement staff with information about available programs and services and offering counseling or other services to help improve overall quality of life • Use Measure H funds to address homelessness • Assist seniors whose incomes exceed eligibility criteria by a small margin • Los Angeles Neighborhood Housing Services • Greater outreach to members of the community through personal and electronic communications to help those in need access staff • Improve outreach to Spanish speakers • Assist veterans
<p>Councilmember Perez</p>	<ul style="list-style-type: none"> • Continue with current successes • Fund projects with the highest need, can't fund everything • Families • Assisting seniors with downsizing and the transition from living alone to living at home with in-home care to senior housing, assisted living and higher levels of care
<p>Councilmember Shryock</p>	<ul style="list-style-type: none"> • Economic development by creating great places where people want to start businesses, big and small • Create safe places through Public Works activities • Public education

Question 2. What do you feel is the most common or pressing housing problem?

Mayor Rios	<ul style="list-style-type: none"> • Lack of housing • Lack of affordable housing • Length of time spent in Section 8 program – should be temporary • Need to educate homeowners about remodeling and home improvement projects
Vice Mayor Vernola & Councilmember Ayala	<ul style="list-style-type: none"> • Housing rehabilitation • Housing insurance • Need to increase housing stock (high-rise housing is not the solution) • Homelessness and those at risk • Need to coordinate services and help existing residents
Councilmember Perez	<ul style="list-style-type: none"> • Lack of supply and affordability
Councilmember Shryock	<ul style="list-style-type: none"> • Unsafe neighborhoods and high-density housing • Lack of incentives and subsidies for low income families to purchase homes

Question 3. How do you feel we can overcome these problems?

Mayor Rios	<ul style="list-style-type: none"> • Continue to offer programs to homeowners • Implement a “Moving to Work” program to help people advance from the Section 8 program • Think outside of the box and be innovative
Vice Mayor Vernola & Councilmember Ayala	<ul style="list-style-type: none"> • Work smart using the services that already exist in the City such as the Housing Authority and beyond • Making CDBG a fundamental component of social services, recreation, and classes
Councilmember Perez	<ul style="list-style-type: none"> • Job growth • Residential construction • Filling the gap in the cost of residential construction – state/federal agencies and developers are only able to cover 80% of the cost • Rezone/densify commercial hospital site (Bloomfield Avenue and Foster Road)
Councilmember Shryock	<ul style="list-style-type: none"> • Enhanced policing in the densest neighborhoods • Increase homeownership by providing subsidies to lower income families • Job generating economic development to increase resident earning capacity

Question 4. How do you feel local organizations/service providers can better support your priorities?

Mayor Rios	<ul style="list-style-type: none"> • School districts and local colleges can support education and job preparedness priorities and partner with homeless services providers to address the needs of our homeless population • Organizations can also help those experiencing domestic violence
Vice Mayor Vernola & Councilmember Ayala	<ul style="list-style-type: none"> • Service providers can provide decision-makers with information about the success of their programs and services, including who and how many are served
Councilmember Perez	<ul style="list-style-type: none"> • By participating in preparation of the Consolidated Plan and working toward shared goals
Councilmember Shryock	<ul style="list-style-type: none"> • Organizations and services providers should provide social services and the City should not

Question 5. In what ways are low- and moderate-income families vulnerable to natural hazards?

Mayor Rios	<ul style="list-style-type: none"> • They are hit by the cost of unexpected home repairs or medical expenses, which may lead to displacement for some
Vice Mayor Vernola & Councilmember Ayala	<ul style="list-style-type: none"> • In low lying areas, particularly in the south end of town, low- and moderate-income families are impacted by flooding • They may not have money for earthquake retrofits • Seniors and those who are disabled are most vulnerable • May not be prepared for emergencies and in need of emergency preparedness information and supplies
Councilmember Perez	<ul style="list-style-type: none"> • Earthquakes, fire and wind pose a risk for vulnerable families • Often do not have insurance coverage
Councilmember Shryock	No response

Question 6. Do you feel there is local support for broadband access and technical literacy? If not, what support is missing?

Mayor Rios	<ul style="list-style-type: none"> • Support exists, but not all people can afford phones or computers
Vice Mayor Vernola & Councilmember Ayala	<ul style="list-style-type: none"> • Support exists for broadband • Financial literacy and broadband are a must

Question 6. continued

Councilmember Perez	<ul style="list-style-type: none"> • Yes, the City is assisting with technical literacy by making digital applications available and offering facilities with broadband • No, citizens have difficulty accessing those locations where broadband exists
Councilmember Shryock	<ul style="list-style-type: none"> • Local schools provide laptops • Hotspots and facilities in the City provide free WiFi

Question 7. How do you feel the City should spend their annual CDBG allocation?

Mayor Rios	<ul style="list-style-type: none"> • First-time homebuyers/homeownership programs including down payment assistance • Partner with developers to build new units including single family homes and townhomes • Work with banks for funding
Vice Mayor Vernola & Councilmember Ayala	<ul style="list-style-type: none"> • Should make decisions based on program outcomes from providers, which will increase confidence in allocations made
Councilmember Perez	<ul style="list-style-type: none"> • Fund those that have an immediate need while focusing on long-term goals • Continue funding strategically in larger sums for greater impact • Increase certainty of funding by asking partners how funding their organization will support the City's vision • Allow organizations to collaborate in the decision-making process
Councilmember Shryock	<ul style="list-style-type: none"> • Funding Public Works projects including: <ul style="list-style-type: none"> ○ Lighting around schools and safe routes to school ○ Road improvements in low- and moderate-income areas ○ Follow through on pavement management project ○ Create a well-resourced program that funds one type of housing repair (roof, electrical, etc.)

City of Norwalk
2020-2024 Consolidated Plan
Outreach Results Stakeholder/Public Meetings

Administrative Draft

October 22, 2019

Community Meeting – Senior Center

On September 5, 2019, residents and other members of the public were invited to attend a public meeting at the Norwalk Senior Center, located at 14040 San Antonio Drive. Twenty-eight people signed in and approximately thirty-five people participated, including those who chose to not sign in. The meeting began with a presentation to provide background information about the 5-Year Consolidated Plan process. The second half of the meeting format was a listening session comprised of live polling questions and open comments. The results of the live polling and listening session are summarized below.



Listening Session Part I: Live Polling

For the live polling segment, participants were given handheld devices and they keyed in their responses. Once polling concluded, their responses appeared on the screen, projected for all to see, which enabled participants to see how their opinions compared to others.

Question 1. Who are you?

Participants included residents, people who work in Norwalk, service providers, and a few who selected the “other” category, including students.

Question 2. What community facilities are most needed?

For question 2, participants could select from the following options:

- a. Senior centers
- b. Youth centers
- c. Neighborhood community centers
- d. Parks and recreational facilities
- e. ADA accessibility improvements to public roads or facilities

Many people selected neighborhood community centers, parks and recreational facilities and senior centers. Accessibility improvements received a limited response.

Question 3. What homeless housing services are most needed?

Under the category of homeless housing services, participants were given the following responses and they could pick one.

- a. Emergency shelters
- b. Transitional housing
- c. Permanent housing
- d. One-time rent/utility payments
- e. Homeless prevention

Homeless prevention received the strongest response and one-time rent/utility payments generated a smaller response.

Question 4. What neighborhood improvement is most needed?

Participants were offered many responses for question 4. They could choose one of the following:

- a. Commercial building rehabilitation
- b. Street improvements
- c. Sidewalk/curb improvements
- d. Sewer/storm drain improvements
- e. Alley improvements
- f. Additional street lighting
- g. Small business loans
- h. Job-generating businesses
- i. Graffiti removal
- j. Safe routes to school

Participant responses were distributed across a few responses. Commercial building rehabilitation, job-generating businesses and graffiti removal were more common. Except for safe routes to school, infrastructure improvements received few to no responses.

Question 5. What type of housing is most needed in Norwalk?

For question 5, participants could choose one out of several housing types to identify the type they felt was most needed.

- a. Single-family homes
- b. Multi-family apartments
- c. Housing mixed with commercial
- d. Townhomes/condominiums
- e. Housing dedicated to those with disabilities
- f. Senior housing
- g. Supportive housing
- h. Low-barrier housing

In response to question 5, most participants selected single-family homes. In addition, townhomes/condominiums and senior housing generated a strong response. Low-barrier

housing generated some discussion and a few participants expressed an interest in changing their vote to low-barrier housing.

Listening Session Part II: Public Comments



After the live polling session, the meeting opened to comments and questions from the participants. The comments and questions fell into four overarching categories: housing, community facilities, funding and city services, and economic development.

Housing

- Local seniors experience a long-term wait for senior housing units or they are turned down
- Would like to see a preference for local seniors on wait lists
- Seniors need help understanding the process to apply for senior housing
- Locals are being priced out due to fixed incomes, which increase at a much slower pace than the increase in the cost of housing
- Want help to identify properties that have affordable units as well as properties where affordable units can be built
- State and City have properties available for development and they could work with service providers to build housing on them

Community Facilities

- Appreciate unity at the senior center
- Norwalk Senior Center has more unity than in other communities

Funding and City Services

- Question was posed regarding funding for housing and streets, which participants felt should be kept separate

- Planning review process and fees are a barrier to constructing accessory dwelling units and should be simplified because we need more affordable housing
- Consider ways to help seniors navigate the planning, permitting and building processes to promote construction of additional housing stock
- Appreciate graffiti cleanup by City

Economic Development

- Concern about number of vacant buildings and businesses, including a vacant space that was previously a grocery store
- Participants would like a new market
- Property owners can be resistant to making improvements to their properties
- Would like to see the City be more business friendly
- Would like to see old vacant buildings torn down

Stakeholder Meeting – Social Services Commission



Stakeholders, including service providers, were invited to attend a stakeholder meeting at the Social Services Center, located at 11929 Alondra Boulevard. The meeting was integrated into the regularly scheduled meeting of the Social Services Commission on the evening of September 5, 2019. Ten people signed in and approximately 25 people participated, including those who chose to not sign in, two City staff, and two consultant staff. The meeting included a presentation to provide background information about the 5-Year Consolidated Plan process and shared emergent themes in responses to the community survey.

The meeting also included small group discussions organized around live polling prompts. In response to the prompts, participants identified the following as their top priorities.

- Homeless services and employment training
- Substance abuse
- Mental health

-
- Youth services

Several themes emerged from the small group discussions. The following input is organized around those themes.

Overarching Themes

Housing and homelessness

- Visibility of homeless encampments
- High cost of housing pushes residents out of their homes because housing costs are increasing faster than incomes
- Norwalk has insufficient housing stock
- If employment services increase, then homeless services won't be as necessary
- Increasing taxes are a burden for those struggling to cover the cost of housing
- Seniors have a fixed income and the cost of living adjustments are not keeping pace with the cost of housing, which leads to more homeless issues

Mental health and substance abuse are underlying causes

- Root causes of homelessness and unemployment include mental health
- Services to address mental health are most important
- Address the underlying problems rather than the symptoms
- Substance abuse leads to domestic violence

Need to work with youth

- Address mental health challenges with youth before the problems become much more difficult to address when they are older
- Incorporate prevention into school culture and education in the classroom to more effectively address mental health
- Abused children need different services and more services as compared to other youth
- Children who are mentally and physically abused need more than after-school programs
- Youth need more focused help for mental health
- Schools do not have enough therapists to meet demand and need more therapists

Need to inform

- The Consolidated Plan should emphasize the importance of outreach and a method to inform people about available services

Sign-In Sheets

Public Meeting

2020 Consolidated Plan Community Meeting
September 5, 2019 at 10:00 a.m. (Senior Center)

Name	Organization	Email
Jeri Rodriguez	Resident	_____
Socdina Sanchez	VSC	
Mary Lion		
Dee Brown	resident	
Carl Davis	SELACO	carolr@selaco.com
Amber Rani	SELACO	amber@selaco.com
Carlos Jasso	Resident	cijo8219@yahoo.com
MAY AQUINO	RESIDENT	
Edvaldim	Resident	
RIGUEIMO MORALES	OTHER	10480 Arthurdele St Bellflower
CARLOS MAYORAL	Resident	14549 Kaiter.
Laura Gutierrez	"	9830 Dinos Belmont St #308 Bellflower 90708
Frederick Ky	Resident	

**2020 Consolidated Plan Community Meeting
September 5, 2019 at 10:00 a.m. (Senior Center)**

Name	Organization	Email
Charlie Endres	Resident	
Kupe Diaz	non-res.	
Jorge Omedo	"	
Clint Martin	NON-RES	
Kopy Martinez	President	
Veronica Rojas	Jovenes Inc.	vrojas@jovenesinc.org
April Hunter	SN Casa	
ANA MARIA CABALLOS	Resident	
Gerardo Cruz	Resident	
Becky Vanderzee	Kingdom Causes Bellflower	kvanderzee@kcbellflower.org
Charles Bishop	Resident	W/A
HARVEY CARDENAS	Resident	
AIBERTA LUNA	"	

**2020 Consolidated Plan Community Meeting
September 5, 2019 at 10:00 a.m. (Senior Center)**

Name	Organization	Email
Johnny de Leon		jgdelcon46@yahoo.com
Guadalupe Cortez		hexmexlype@gmail.com

Stakeholder Meeting

2020 Consolidated Plan Stakeholder Meeting
September 5, 2019 at 6:30 p.m. (Social Services Center)

Name	Organization	Email
Bill Sinko	COMMUNITY FAMILY GUIDANCE CTR.	bsinko@cfgcenter.com
Albert Steele		
Henry Rios	HE Helpline Youth Counseling	hrios@hycinc.org
SARAH TODD	NLM Adult School	stodd@nlmusd.org
Alexandria Huerta	Helpline Youth Counseling	ahuerta@hycinc.org
Lucas Graziani	Helpline Youth Counseling	lgraziani@hycinc.org
Melissa Bernal	HYC	mbernal@hycinc.org
Johnny Figueroa	Jovenes Inc.	jfigueroa@jovenesinc.org
Liliana Lopez	Su Casa	Liliana@sucasa.org
Myra G. Brito	Spirit Life Community Church	myragbrito@gmail.com



Public Notice of Community Workshops for the 2020-2024 Consolidated Plan



The City of Norwalk is in the process of preparing its 5-Year Consolidated Plan, required by the Department of

Housing and Urban Development for the use of Community Development Block Grant (CDBG) and HOME Investment Partnerships Program (HOME) funds. The City anticipates receiving approximately \$6.1m in CDBG funds and \$1.5m in HOME funds over the next 5 years. The Consolidated Plan provides a strategy for addressing critical housing and community development needs of City residents.

Public input is critical to understanding community needs and setting funding priorities for housing, social services, and neighborhood improvements. Activities eligible for CDBG funding for low- and moderate-income families and neighborhoods include:

- Community services
- Economic development assistance
- Improvements to public infrastructure and facilities
- Affordable housing
- Homelessness
- Housing rehabilitation



Why is this important to you?

Public participation is a dynamic and ongoing process that is essential to meeting the future needs of every

community. The City must identify the housing needs of the community to determine how to use these funds to achieve far reaching public benefit.

You are the public! When **you make your voice heard**, you are helping City leaders prioritize spending for you, your family, and your community.



How can you participate?

Community Meeting

Thursday, September 5, 2019 at 10:00 a.m.

Norwalk Senior Center, 14040 San Antonio Drive, Norwalk, CA

Residents are invited to attend this meeting to learn about the Consolidated Plan and Analysis of Impediments and the types of programs that can be funded through CDBG and HOME. Residents will be asked to identify neighborhood needs and priorities. Those who cannot attend during the day are welcome to attend the Social Services Commission meeting at 6:30 p.m.

Stakeholder Meeting/Social Services Commission

Thursday, September 5, 2019 at 6:30 p.m.

Social Services Center, 11929 Alondra Boulevard, Norwalk, CA

The Social Services Commission will host a stakeholder meeting concerning the Consolidated Plan and Analysis of Impediments. Organizations providing services to the community are encouraged to attend. The meeting is also open to residents. The meeting will focus on identifying community needs, service gaps, and solutions.



Community and Stakeholder Surveys: Live now through September 10, 2019

<http://www.norwalk.org/hip>

If you are unable to attend, but are concerned about housing, social services, and improving neighborhoods, please take the survey and share with others!



For more information, please contact the CDBG office at (562) 929-5951.

Outreach Results

City of Norwalk 2020-2024 Consolidated Plan **Web Survey**

Draft

October 22, 2019

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Background

The City of Norwalk conducted a community and stakeholder survey to gather input for the City's 2020-2025 Consolidated Plan. The survey was open from September 19 through September 29, 2019. A total of 879¹ people responded. About 78% elected to respond in English and about 22% elected to respond in Spanish.

The survey consisted of 24 questions which were used to identify key issues and concerns and gauge the public's perspective on several topics. Those topics include housing, community facilities, homeless housing, neighborhood improvements and community service needs. The survey also inquired about fair housing, the demand for a range of housing types and sizes, and the challenges of homeownership.

Themes

This report summarizes the responses to each question. While each individual question is informative, the following themes emerge from the responses overall.

Housing

- Norwalk needs **more housing stock**; new housing should include a mixture of senior housing and larger 3-bedroom units for families
- About 63% of the Spanish-language respondents and more than 50% of the English-language respondents indicated that **senior housing** is Extremely Important
- Potential buyers need assistance for entry into **homeownership**
- Existing homeowners need help with **maintenance and improvements**

Affordability

- **Affordable rental housing** received a high rate (58%) of Extremely Important responses to the housing needs question
- **Jobs and housing** make up a secondary theme throughout survey responses; opportunities for new businesses and more jobs are viewed as part of the solution to affordability

Youth and Seniors

- Under community facilities, 60% of English-language and about 55% of Spanish-speaking respondents consider **Youth Centers** to be Extremely Important
- 56% of English-language respondents and 47% of Spanish-language respondents consider **Parks and Recreational Facilities** to be Extremely Important
- 67% selected Extremely Important for **Safe Routes to School** under neighborhood improvement needs

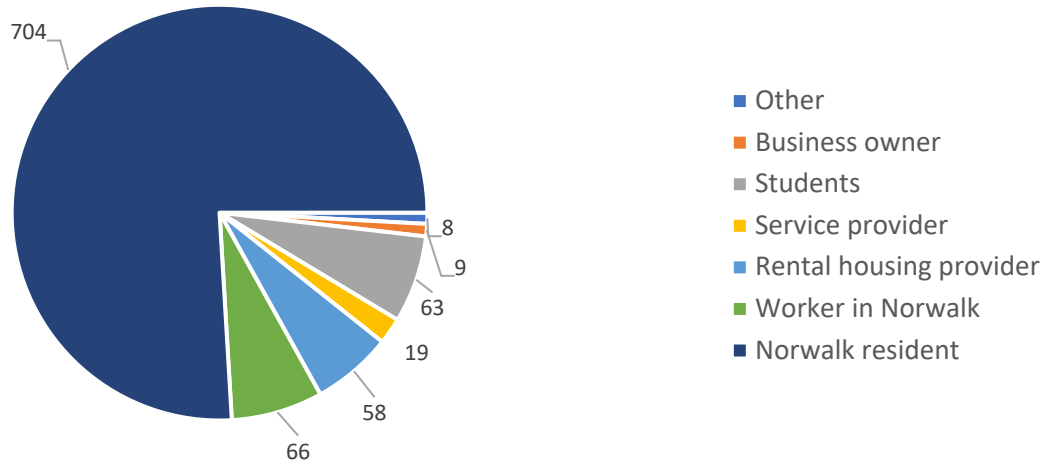
¹ 879 people took the survey. However, the total numbers from one question to another may not add up to 879. This occurs for two reasons. First, respondents could skip questions. Second, some questions allow respondents to enter multiple options. For example, in some places people could choose up to three options.

Disabled

- Among Spanish-language respondents, 63% indicated that housing for disabled persons is Extremely Important

Demographic information

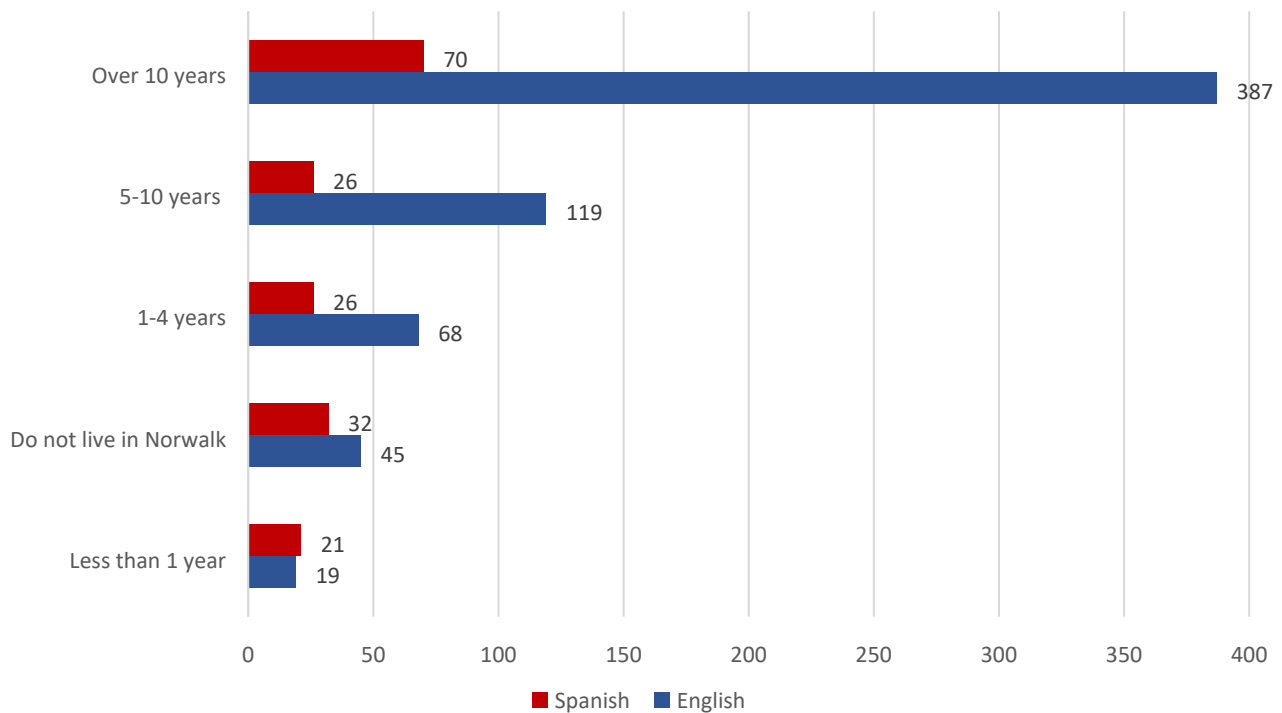
Who are the respondents?



Most respondents (704) are Norwalk residents, which includes 579 English-language respondents and 125 Spanish-language respondents. Those who selected “Other” include residents from nearby communities, an educator and a member of the Norwalk Chamber of Commerce.

How long have respondents lived in Norwalk?

Most residents have lived in Norwalk for more than 10 years.

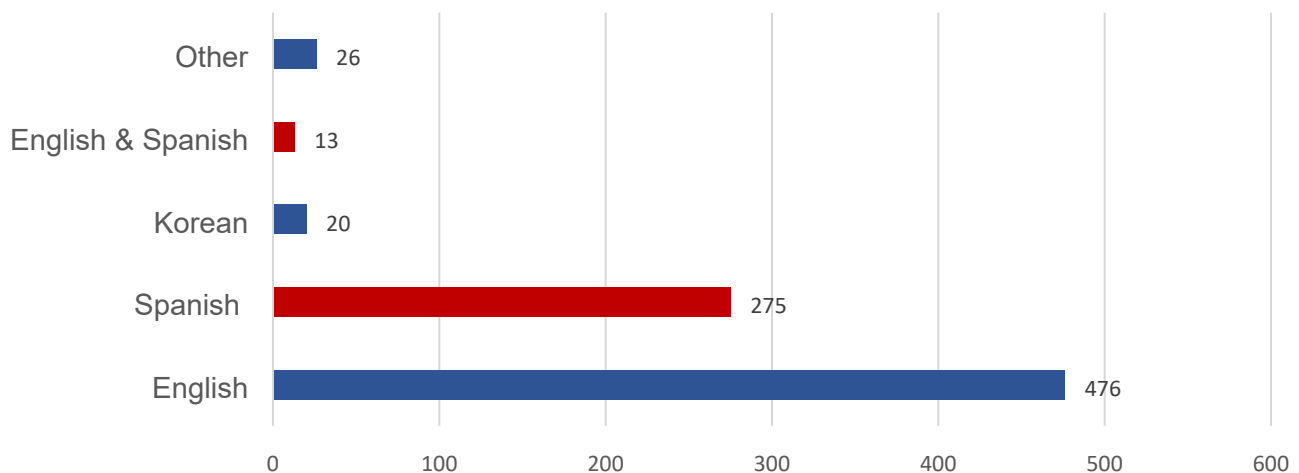


What is the primary language spoken at home?

In response to this question, respondents could choose English, Spanish or Other. Many people typed Korean and bilingual (English and Spanish) in the “Other” box and they have been pulled out as stand-alone categories.

Languages included in the “Other” category

- Vietnamese
- Chinese
- Arabic
- Cambodian
- Koremish
- Mandarin
- Peluge
- Pilipino
- Tagalog

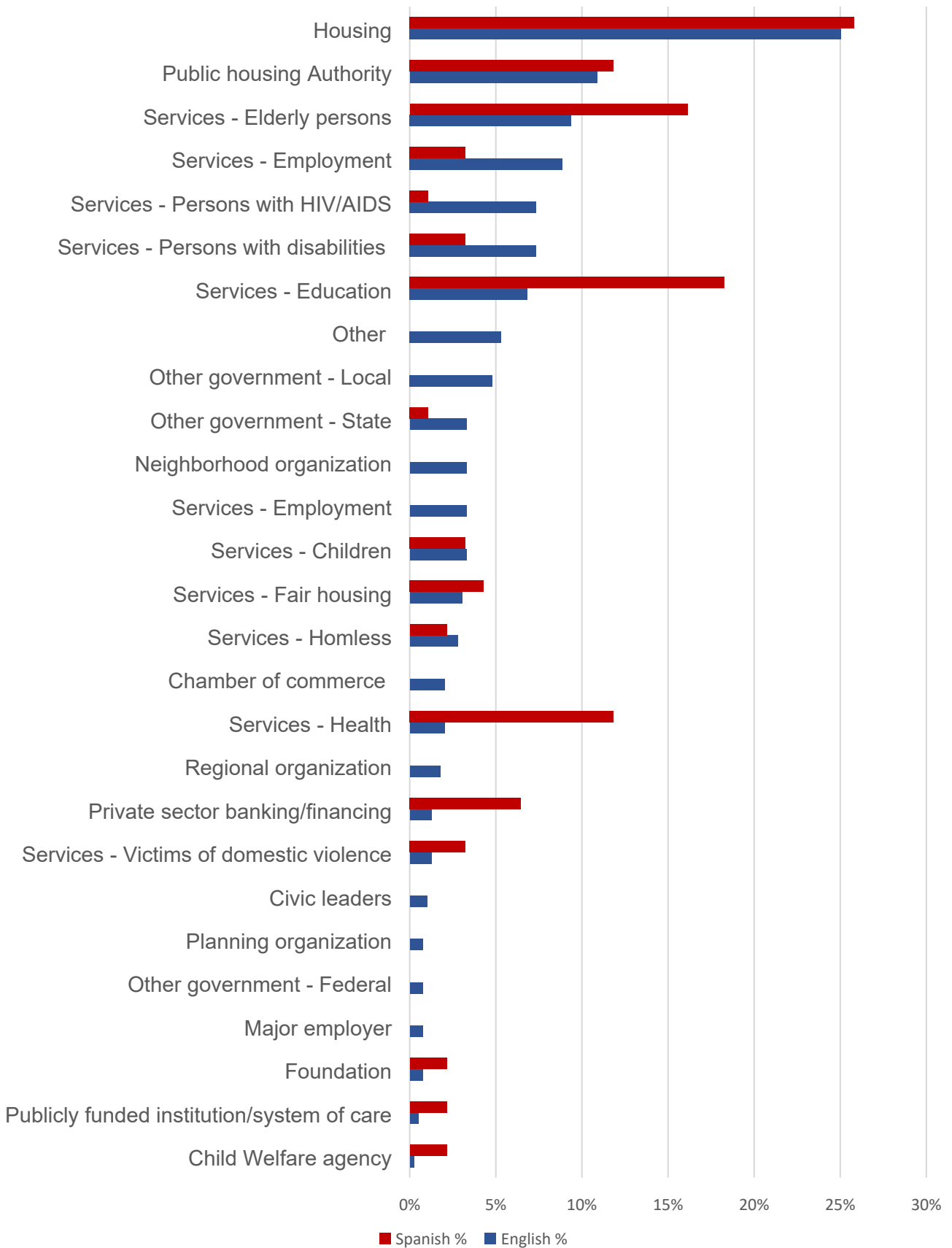


What types of organizations are represented among respondents?

When asked if they were affiliated with organizations, 572 people responded in English and 155 people responded in Spanish.

The overall profile of organizational affiliations was consistent between the English- and Spanish-language. However, there were a few notable differences between the English- and Spanish-language rates of responses that are highlighted in the table below.

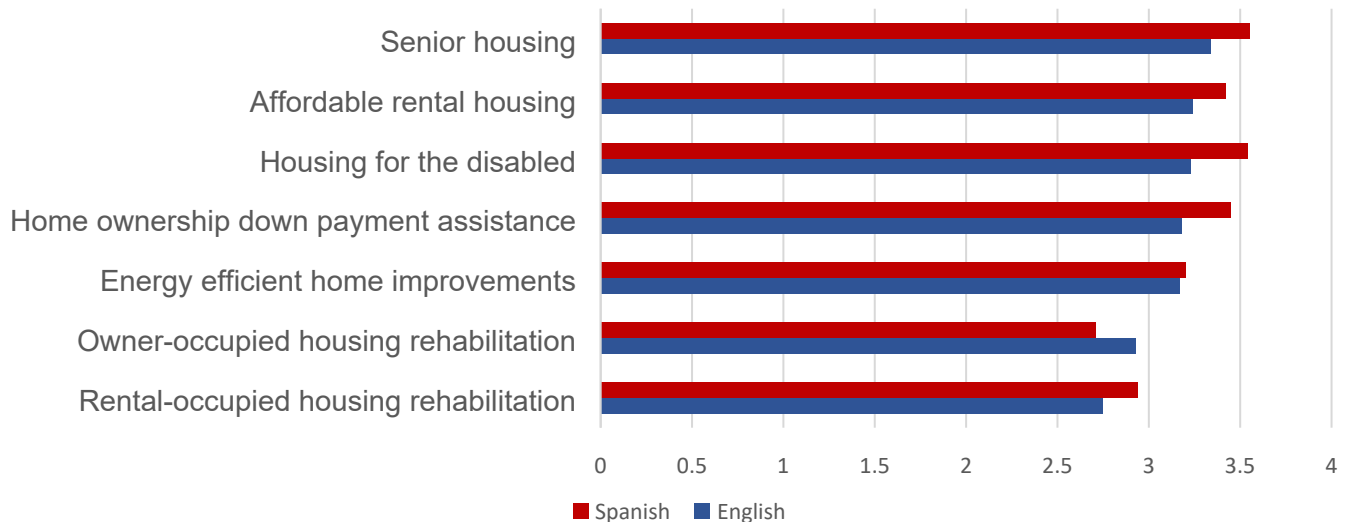
	Spanish-Language	English-Language
Respondents affiliated with educational organizations	18%	7%
Respondents affiliated with services for elderly	16%	9%
Respondents affiliated with health services	12%	2%
Respondents affiliated with private sector banking/financing	4%	1%



Housing Needs

What types of housing are most needed among respondents?

This question invited participants to identify what housing needs were important to them. The 749 respondents could select “least important,” “important” or “extremely important.” Then a weighted average was calculated with higher numbers indicating a higher level of importance. The top weighted responses are senior housing, affordable rental housing and housing for the disabled, which indicate a need to produce additional housing stock. When the Spanish-language results are viewed independently, these three priorities are also at the top, but housing for the disabled is a slightly higher priority than affordable rental housing.



In addition to the list of available responses, some respondents chose to fill in other comments pertaining to housing type. Their responses included:

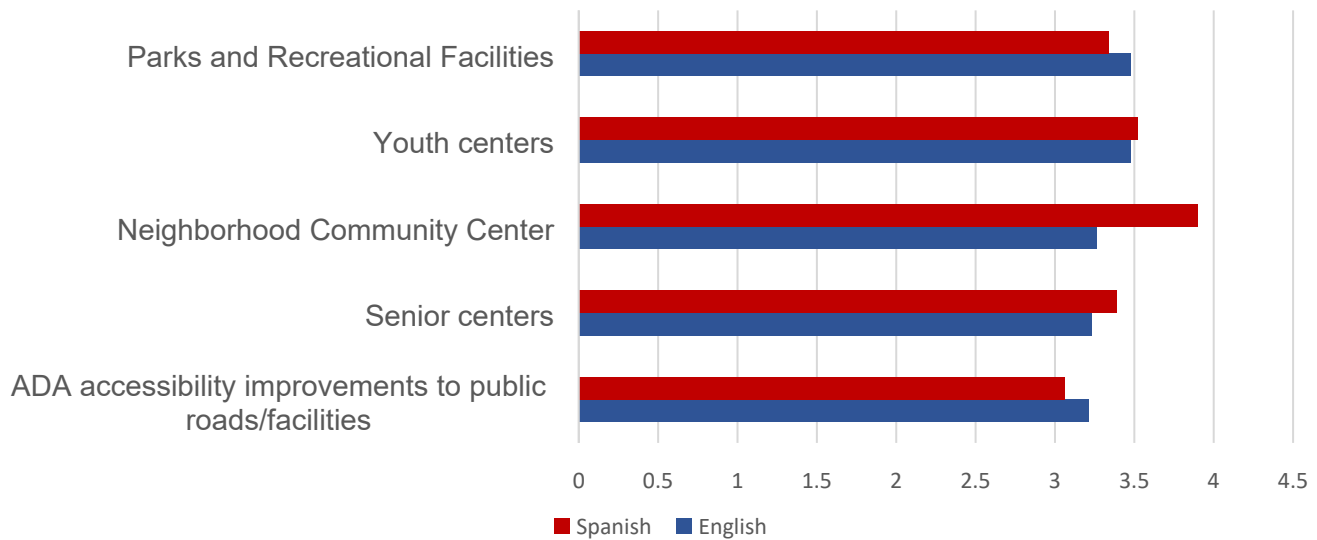
- I sleep in my car
- Safety
- Section 8 housing
- Homeless housing
- More help for the seniors
- All are important
- Homes for the homeless
- Ease on building addition permit. Allowing container homes and tiny homes. Allowing zone change from residential to multiple to add a 2nd house to rent out that will help housing issues
- Owner lives there
- Affordable housing, income based
- Veteran
- Homeless housing
- Owner builder homes
- Housing for single parent households
- Property enhancement notice is not needed
- Grants
- A plan to make residents clean up the yards
- Single mothers
- Permanent supportive housing or transitional housing
- I don't reside in Norwalk
- Stop meddling in the market
- Owner occupied housing rehabilitation for all residents regardless of income qualification, I'm middle class and need assistance, my elder parent lives with me, need help with a home improvement to ensure home is safe for her

- Rent control. Landlords are taking advantage and raising up the rent multiple times a year ever year
- Would love to have cheaper rent, but with it, it will attract people from lower income areas that bring crime, drugs and trash that was once in their communities
- Assistance in turning one car driveway to two cars
- Rental subsidies

Community Facility Needs

What community facilities are most needed among respondents?

This question invited participants to identify what community facility needs were important to them. The 762 respondents could select “least important,” “important” or “extremely important.” Then a weighted average was calculated with higher numbers indicating a higher level of importance. For both the English-language and the Spanish-language surveys, youth centers had a strong response. The English-language respondents placed parks and recreational facilities at the top with youth centers. However, the Spanish-language respondents put neighborhood community centers at the top. Senior centers also received a high response from both.



In addition to the list of available responses, some chose to fill in other comments pertaining to community facility needs. Their responses included:

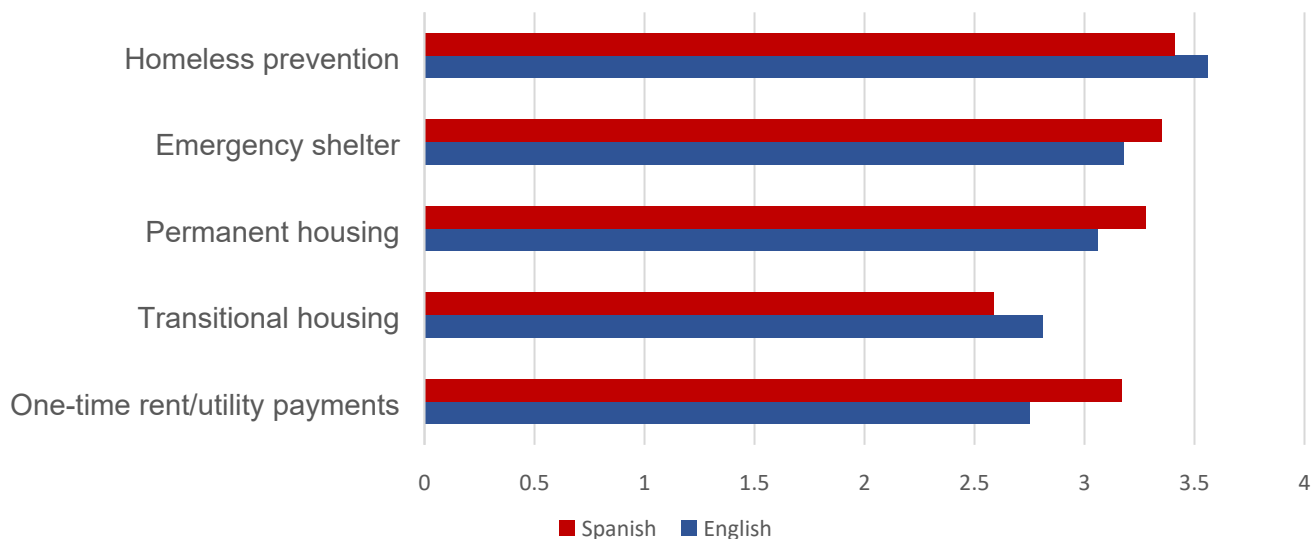
- Crime control
- Homeless
- Homeless help
- Saturday children programs
- Eliminate dogs from parks/owners are not responsible to pick up dogs drops
- Get on and off bus stop between Forester {sic} and San Antonio please
- Public exercise equipment at public parks. Security at public facilities
- Change that western dance music at senior center, why did EDD office close
- Kids summer program for middle school aged kids

- Lighting
- Police sub stations
- Walking paths nowhere to walk in this city, too much traffic
- ADA accessibility for our homes too
- Community garden

Homeless Housing Needs

What homeless needs are most important among respondents?

This question invited participants to identify what homeless housing needs were important to them. The 765 respondents could select “least important,” “important” or “extremely important” and a weighted average was calculated with higher numbers indicating a higher level of importance. Prevention is the highest priority. Emergency shelter and permanent housing also received a strong response. One notable difference in the Spanish-language results is one-time rent/utility payments were weighted more important than in the English-language results.



In addition to the list of available responses, some respondents chose to fill in other comments pertaining to homeless housing needs. Their responses included:

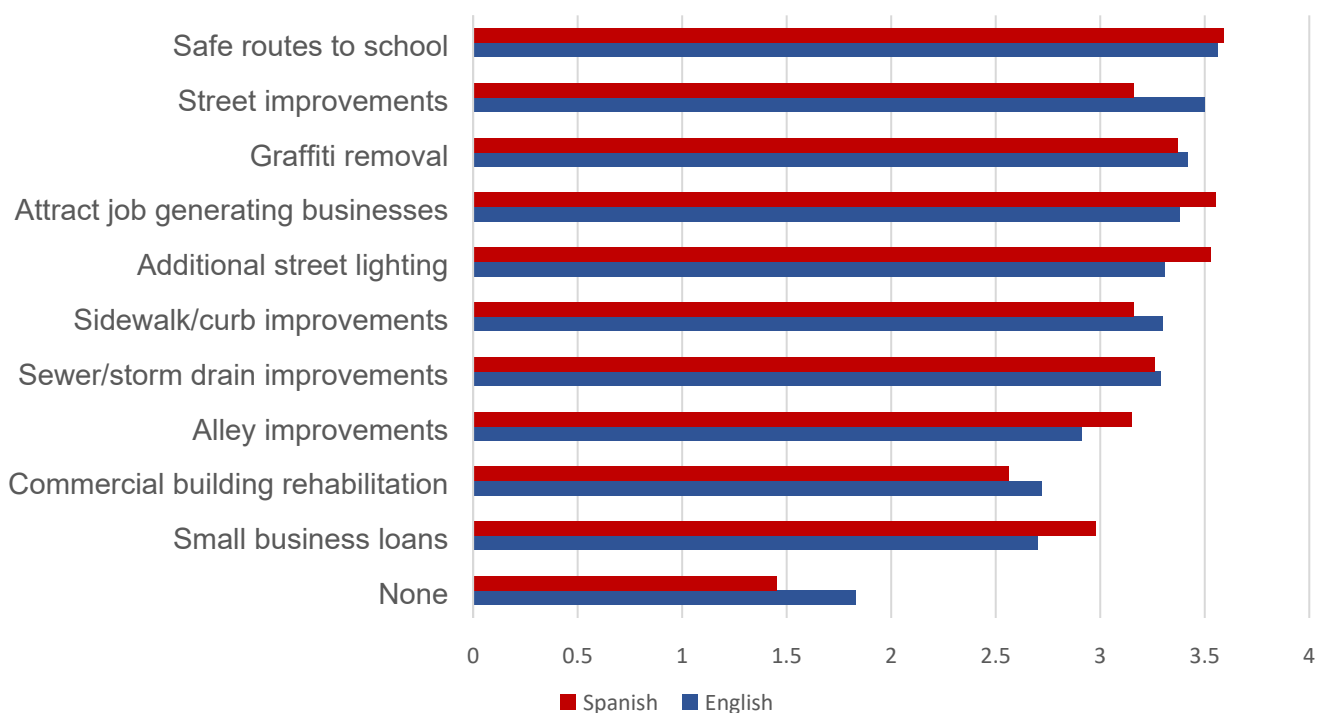
- Facility for homeless
- Increased homeless problem near freeway exit entry ways
- Drug rehab
- Food, clothing
- Enforce codes dealing with homeless. Mental illness treatment and prevention
- We need homeless to be out from neighborhood because they are violent to people and kids
- Eviction/ abatement stopping
- Jobs
- Homeless vagrancy
- No homeless shelter in Norwalk
- Drug rehab programs that provide nursing

- Emergency shelters for families including males
- Homeless encampments
- Occupational center
- Need to find a solution with homeless in our city. We need to give incentives for businesses to establish themselves in our community
- Homeless prevention is important considering high rent prices
- Need more places for homeless to go – not camping out in city places

Neighborhood Improvement Needs

What type of neighborhood improvements are most important among respondents?

This question invited participants to identify what neighborhood improvement needs were important to them. The 762 respondents could select “least important,” “important” or “extremely important.” Then a weighted average was calculated with higher numbers indicating a higher level of importance. The results indicate the highest priority needs include safe routes to school. The next highest priorities vary between surveys. Among the Spanish-language respondents, the second highest priority is job generating businesses. Among the English-language respondents, the second highest priority is street improvements. Both place a relatively high level of importance on graffiti removal and additional street lighting.



In addition to the list of available responses, some respondents chose to fill in other comments pertaining to neighborhood improvements. Their responses included:

- Police patrol
- School bus transportation
- Trash cleanup/education
- Keep alleys clean and street sweeping
- All
- Cleaning of Caltrans owned property behind the 105 freeway
- Schools parking lots, they're too small

- Prohibition of fireworks after midnight in residential areas
- Mailbox replacement and maintenance. Main post office rehabilitation
- Road pavement – there are a lot of potholes
- More police patrol of senior apartments
- Improve library
- Look city beautiful
- Need security needs on post {sic}
- Parks and recreation
- Cleaning sidewalks. For instance, Pioneer and Lindale. The store should keep it clean
- Home improvement assistance programs
- Property enhancement is not important
- People walking in the middle of the night
- Illegal dumping prevention
- Neighborhood watch programs, stop sign lighting, crosswalk lighting
- More flashing LED on stop signs
- Stop speeding on residential streets
- Better lighting on over passes like Silverbow/5wy {sic}.... More sidewalk buttons that make noise. A street/car light on Firestone Blvd. between

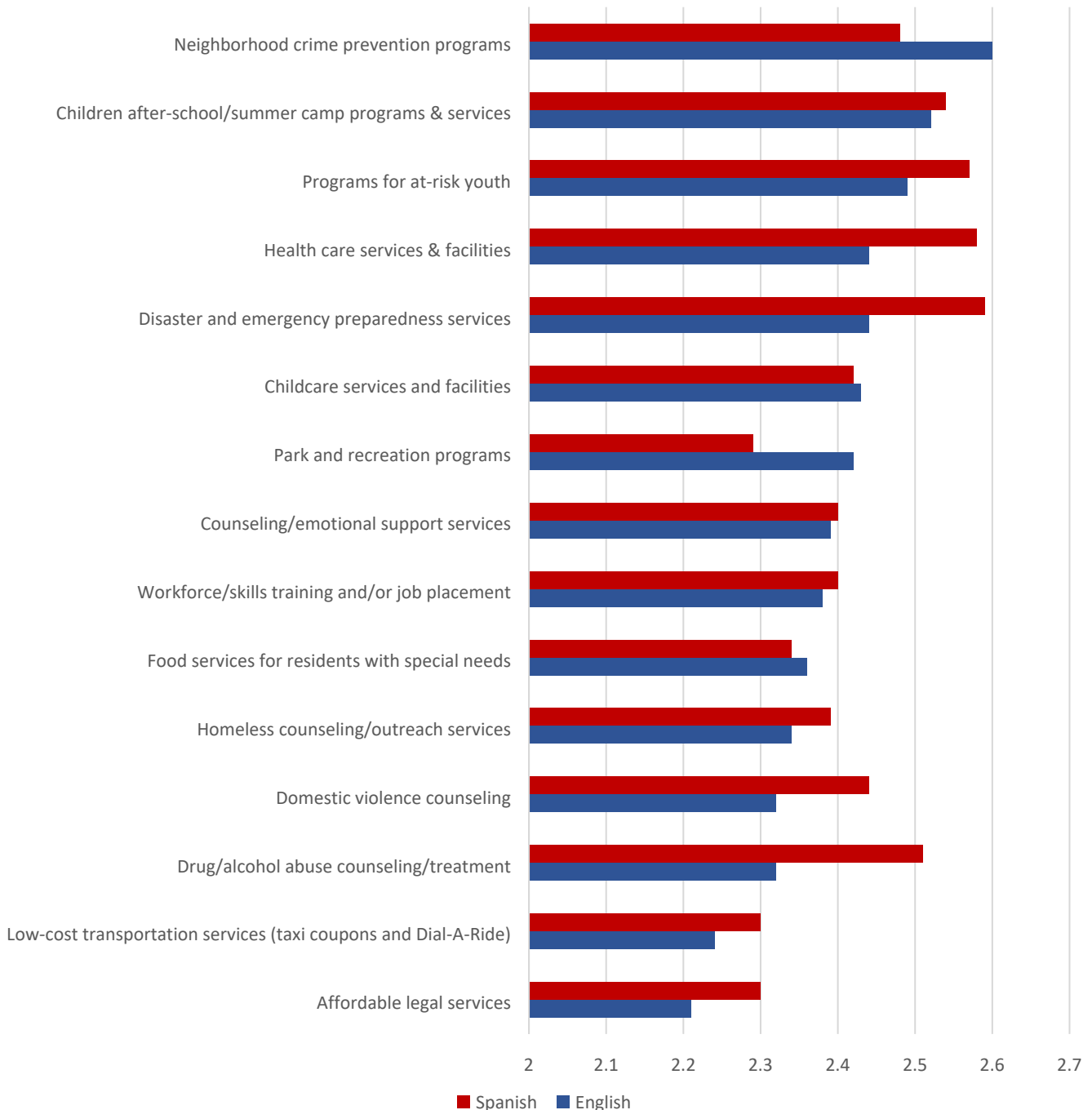
Bloomfield and San Antonio by office building with too many vehicles making illegal left or u-turns

- Something has to be done about all these empty business/shopping centers on Rosecrans Blvd.
- We need full time jobs
- More 4 way stops, too many accidents on Excelsior. We need a 4 way stop at Elaine and Excelsior. Cars speeding through here to get to/from Pioneer light
- Potholes please and draining
- Control speeding on neighborhood streets
- Bike lanes
- Emergency response team during city wide emergency/ earthquake, power outage, weather
- Some street lights aren't per say unnecessary but caused some traffic. Lights on Adoree/Norwalk to turn left on Adoree takes too long and didn't make a difference considering the wait time for the green arrow. Small business loans are important as well, there are potholes going east on Excelsior that can and have caused damage to cars.
- Speed bumps near schools

Community Services Needs

What community programs and services are most important among respondents?

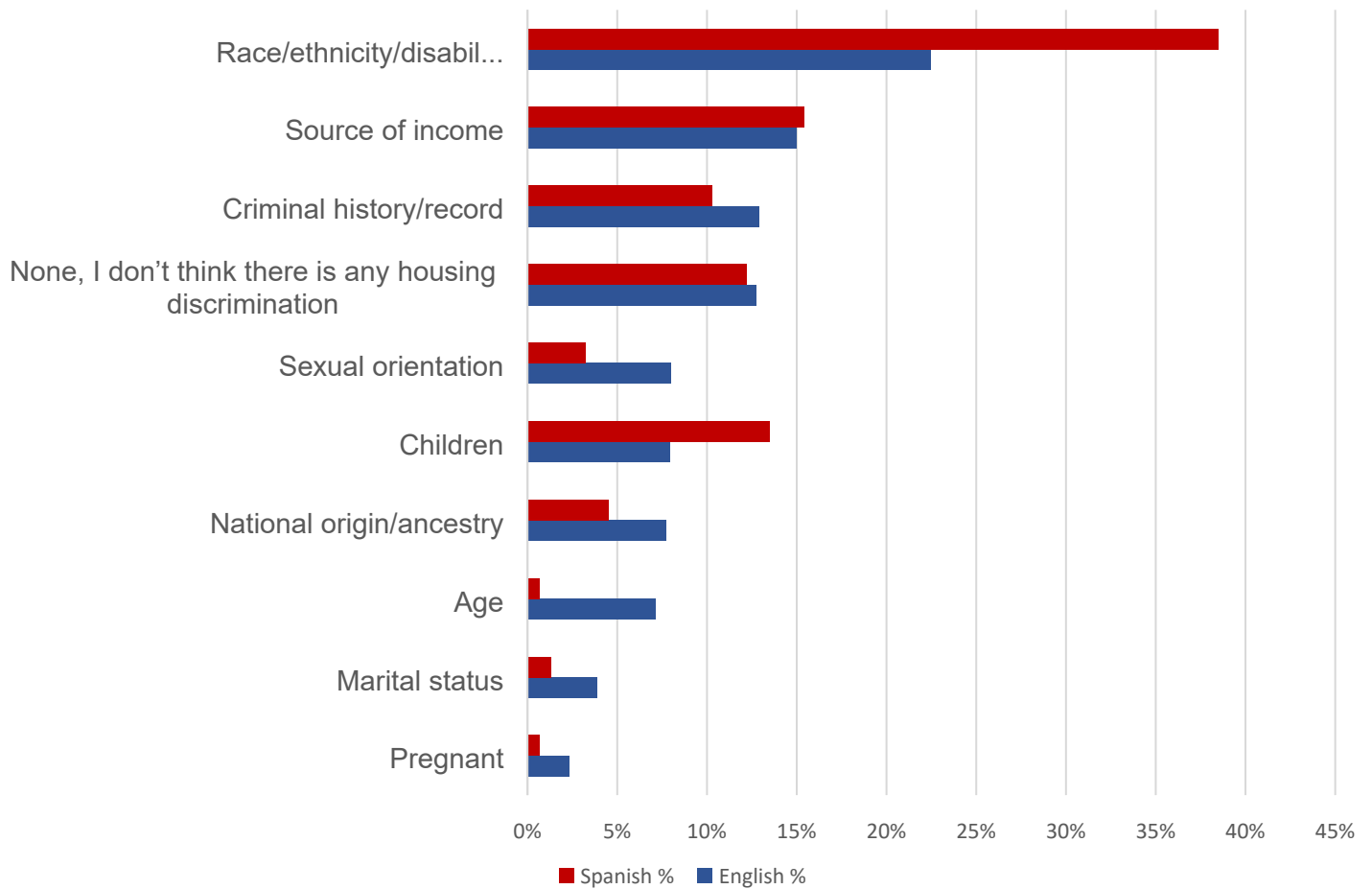
This question invited participants to identify what community services needs were important to them. The 767 respondents could select “least important,” “important” or “extremely important.” Then a weighted average was calculated with higher numbers indicating a higher level of importance. The results indicate differences between the English- and Spanish-language respondents. Disaster and emergency preparedness, health care and at-risk youth are among the top priorities for the Spanish-language respondents. For those responding in English, neighborhood crime prevention was at the top.



Fair Housing

Types of housing discrimination that respondents think are most prevalent?

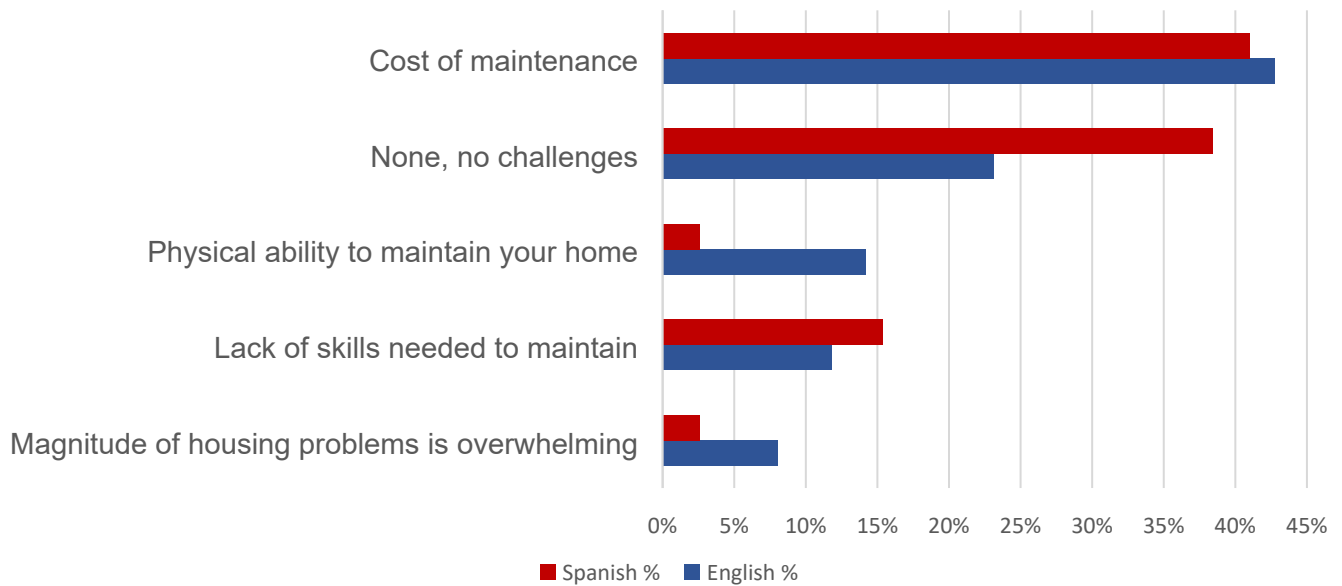
This question invited participants to identify what type of discrimination they believe is most prevalent. The 662 respondents could select any of the options listed below that they believe are most prevalent. The results indicate that respondents believe race/ethnicity/disability is believed to be the most prevalent type of housing discrimination, particularly among those responding in Spanish.



Home Maintenance Challenges

What are the most pressing challenges with maintaining homes among respondents?

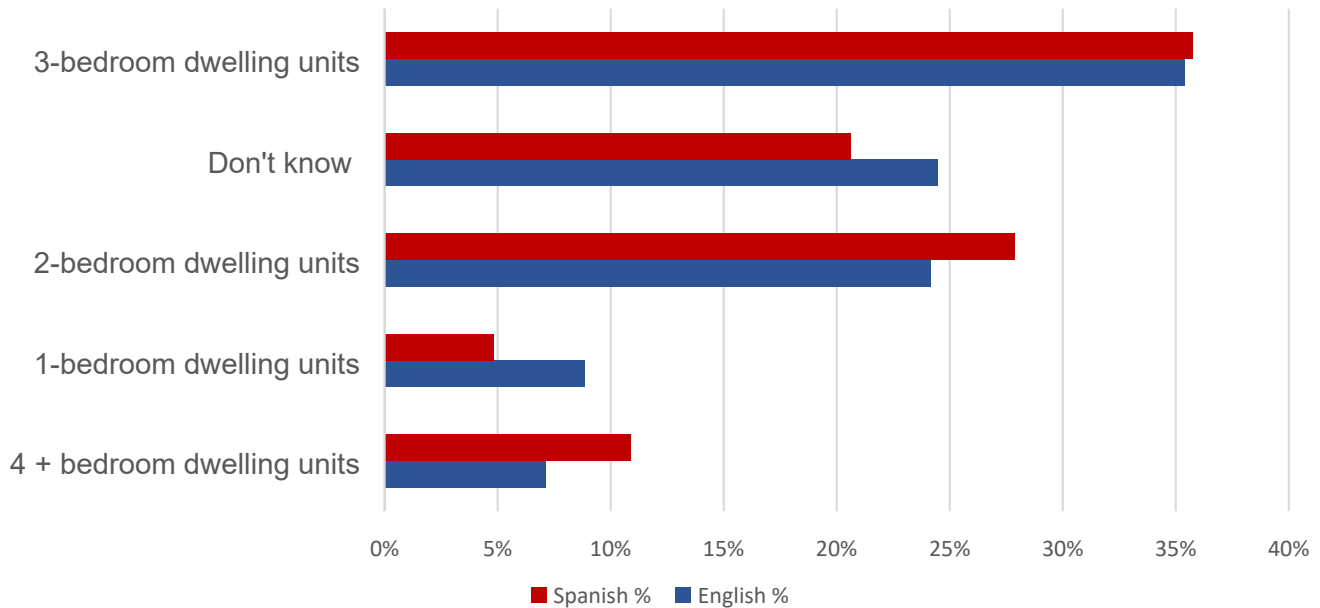
This question invited participants to identify the most pressing challenges with maintaining a home. The 703 respondents could select no more than two of the options. The results indicate that the cost of home maintenance is the most pressing and the physical ability to maintain a home the second most pressing. More than 150 people do not believe there are pressing challenges.



Size of Housing Units Needed

What size housing units are most needed in the City of Norwalk among respondents?

This question invited participants to identify the size of housing units they believe are most needed. The 728 respondents could select one of the options listed below. The results indicate that respondents believe that 3-bedroom dwelling units are the most needed of housing unit sizes.



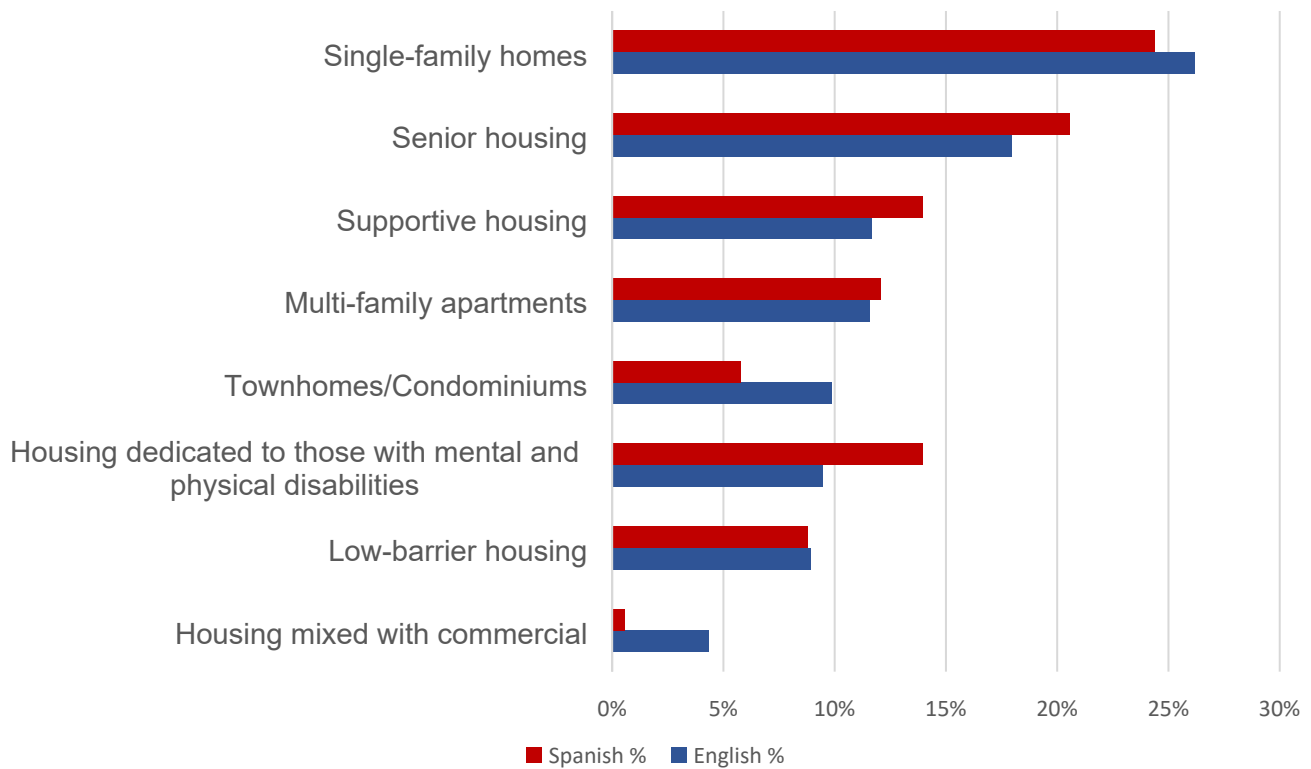
Type of Housing Needed

What types of housing is most needed in the City of Norwalk among respondents?

This question invited participants to identify the type of housing units they believe are most needed. The 710 respondents could select any of the options. The results indicate the greatest need is for single-family housing. A strong preference is also given to senior housing.

In addition to the list of available responses, some chose to fill in other comments pertaining to housing type. Their responses included:

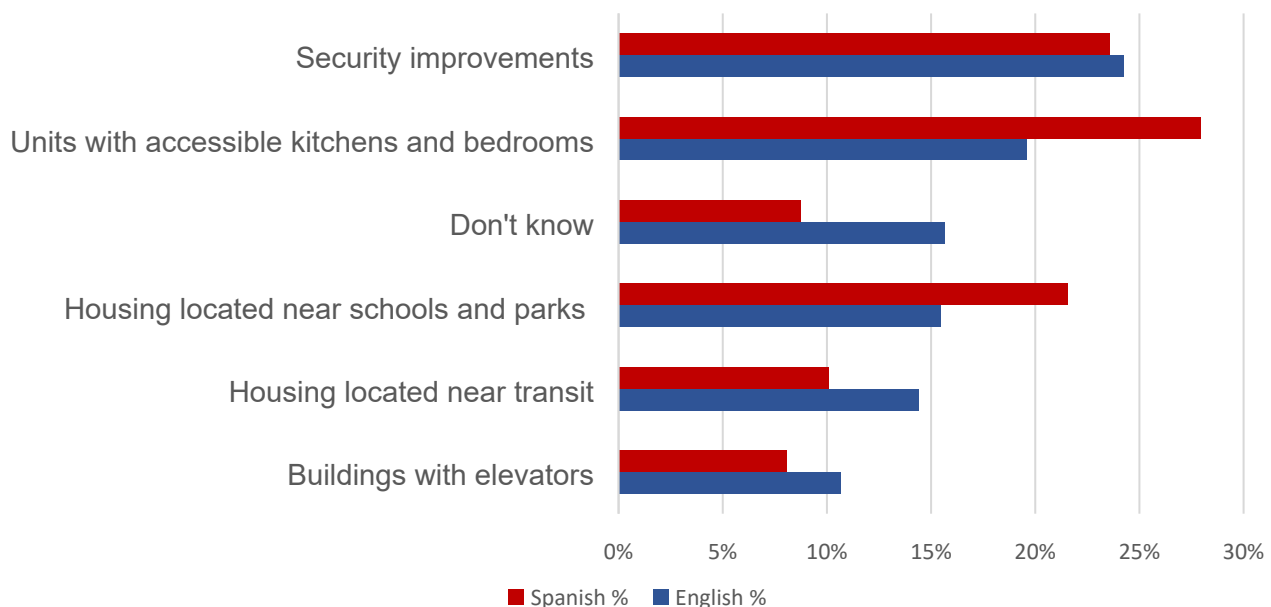
- Data would need to be looked at for supportive housing. I would like to see the success rates, otherwise it would be a waste of money and maybe creating businesses would better assist homeless people
- Studios
- Let the market decide, it isn't the government's job to dictate who builds what



Type of Housing Amenities Needed

What housing amenities are needed in Norwalk among respondents?

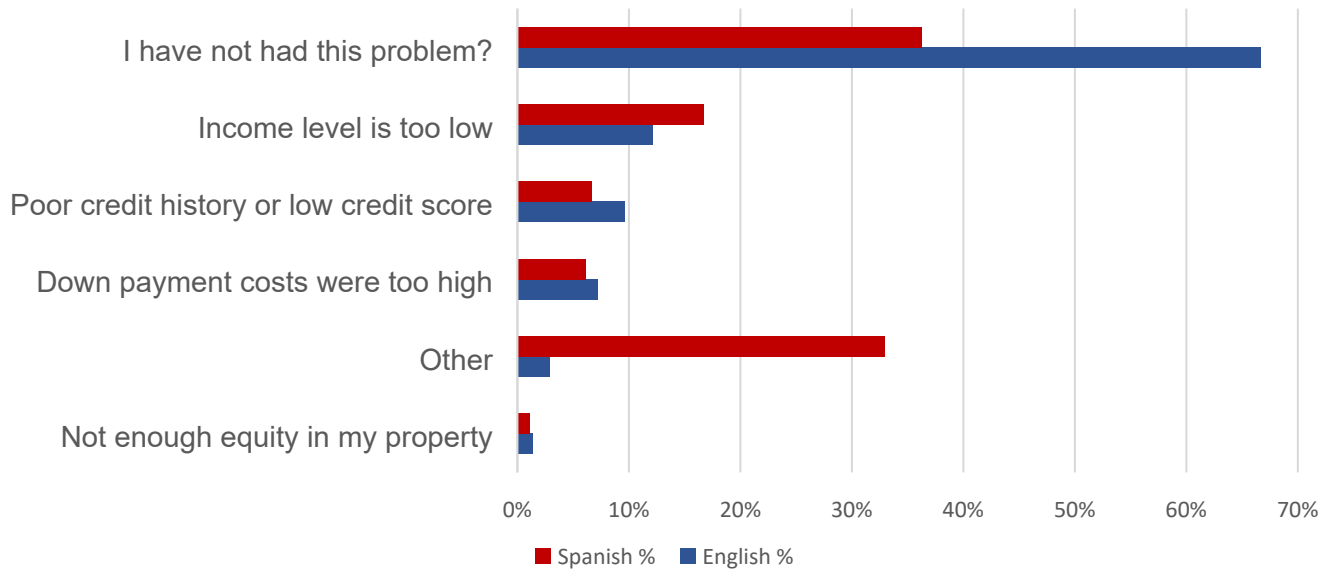
This question invited participants to identify the type of housing amenities they believe are most needed. The 720 respondents could select any of the options. The results indicate that security and accessibility and units with accessible kitchens and bedrooms are the most needed type of housing amenities.



Home Loans

Reasons given for the denial of home loans and applications among respondents

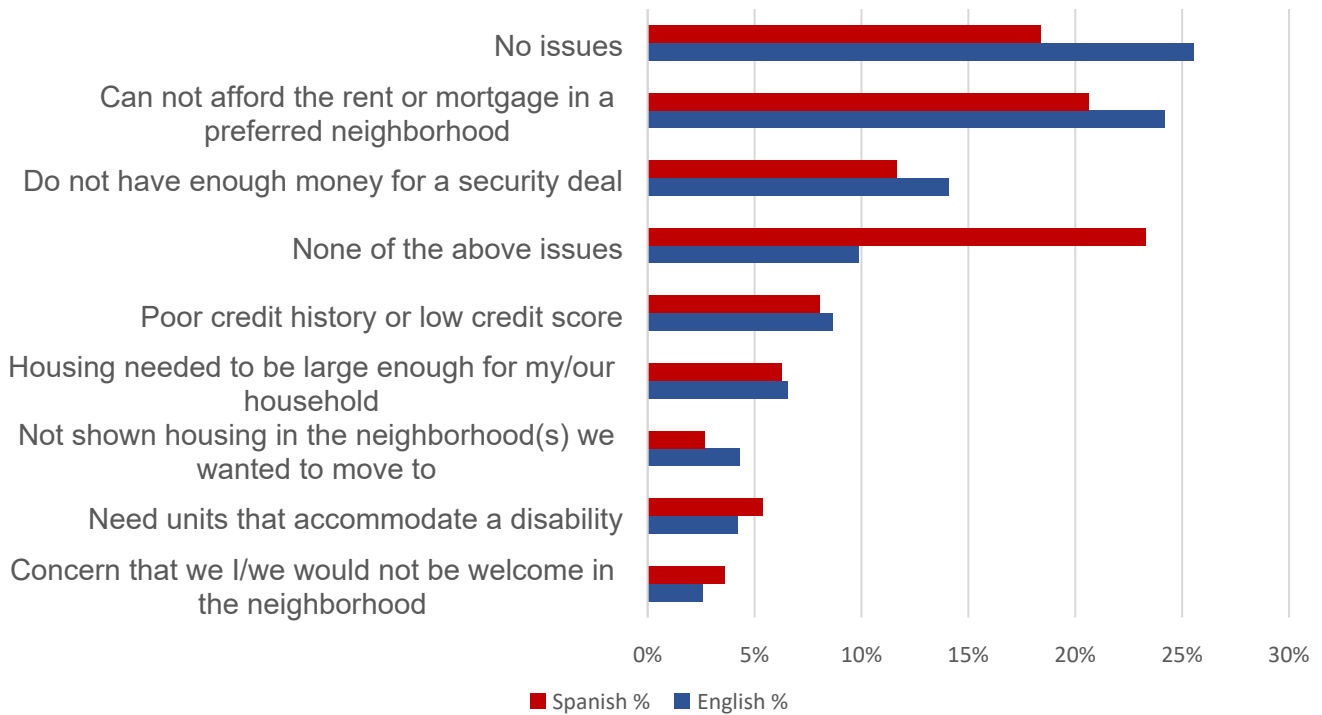
This question invited participants to identify the reasons they have been given for being denied a home loan. The 685 respondents could select any of the options. The results indicate that most respondents have not had problems securing a home. Those who have indicated income level and poor credit as the top reasons.



Issues Limiting Housing Options

Issues that have limited housing options in preferred neighborhoods or areas in Norwalk

This question invited participants to identify issues that have limited their housing options. The 702 respondents could select up to three options. For those who have had issues, affordability in their preferred neighborhood and money for security deposits are at the top of the list. Among the Spanish-language respondents, about 33% have had issues, but none of the optional responses fit their experience.



Land Use Regulations and Affordable Housing

Do respondents feel local land use regulations support the development of affordable housing? This question invited participants to indicate whether they feel that local land use regulations support the development of affordable housing. The 711 respondents could select one of the options. Most respondents have no opinion. Among those who shared an opinion, about 60% indicated that local land use regulations do not support the development of affordable housing.

