



Community First!
A Program of Mobile Loaves & Fishes

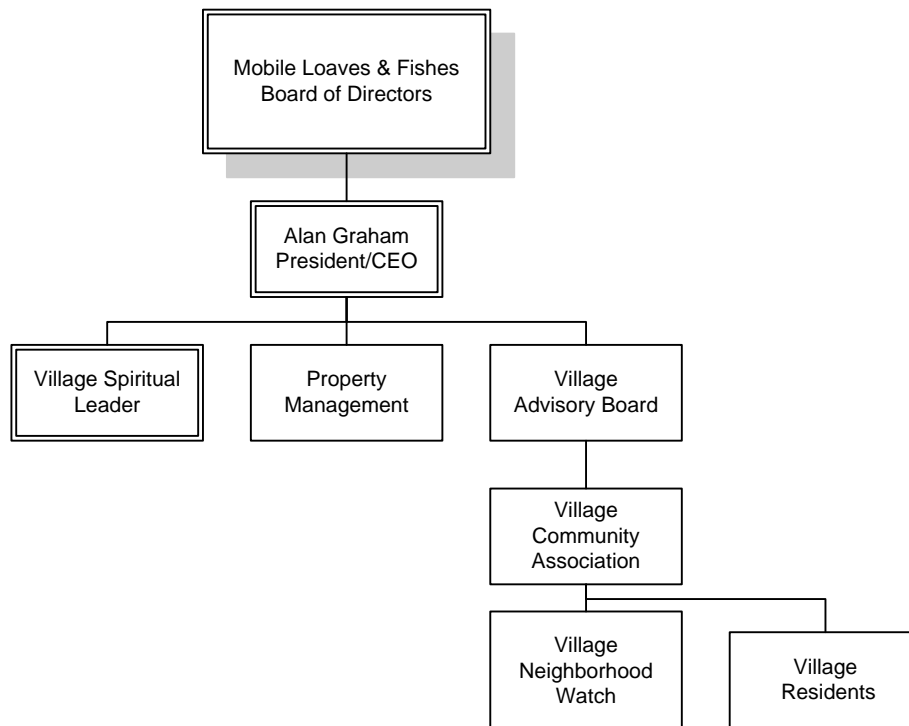
Mobile Loaves & Fishes, Inc.

Community First!

Village Property Management Plan

Governance

Mobile Loaves & Fishes, Inc. will be responsible for the governance of a Community First! Village through its Board of Directors as implemented by its President and CEO. A Village will have an advisory board composed of leaders in the field of serving our homeless brothers and sisters and this advisory board will have direct oversight of the Community Association.



On-Site Property Management

There will be at least two full-time on-site managers in each Community First! Village. One will be the overall property manager in charge of all aspects of management particularly building a sense of community with an emphasis on the spiritual life. The other will be responsible for the day to day property management aspects of the community; collecting rent, maintenance, security, etc. Additionally, there will be full time on-site maintenance personnel.

Community Association

A Community Association will be formed among the residents of a Village. Leadership will first be discerned among current Community First! residents who choose to move to and live in a Community First! Village. The Community Association will be responsible for mediating resident disputes. We will work with the local bar association to teach dispute resolution techniques to the residents. The Community Association will be empowered to develop rules and regulations for the village with Mobile Loaves & Fishes oversight. The Community Association will work to develop a community life; worship services, BBQ's, games etc.

Security

Gated Community –A Community First! Village will be a gated community with limited and controlled vehicular access points. Only residents and their registered invited guests will be allowed in the village. It will be necessary to register each guest in the lobby of the community center or management office.

Video Surveillance – Video surveillance equipment will be placed throughout the village in strategic locations such as the front gate and in community gathering areas. Laundry facilities will also be monitored. The video surveillance technology will be web based and accessible online to Village security personnel and local patrol officers from the computers inside their vehicles. All activity from all cameras will be recorded. In the event of an incident a watermarked recording will be available to the management of the village and if necessary to law enforcement.

Austin Police Department Community Policing – We will be working very closely with the Austin Chief of Police to develop a community policing model for the village. We want the neighborhood patrol officers to be known, by first names, throughout the village. We would invite them to come through with regular and visible patrols. We would invite them to community events such as barbeques and worship services.

Neighborhood Watch Program – The Village would develop a Neighborhood Watch Program. Neighborhood Watch is one of the oldest and most effective crime prevention programs in the country, bringing citizens together with law enforcement to deter crime and make communities safer.



Measured On-site Security – Mobile Loaves & Fishes has budgeted on-site security for the Village community. Initially, during the ramp up phase as described below, occupancy will be such that on-site security will not be required. As occupancy increases and the other security measures take effect we will stay actively vigilant to the need for paid on-site security during critical times of the day.

On-site Detection Dog – Mobile Loaves & Fishes has budgeted for the purchase of a highly trained, illegal substances detection dog. The dog will live on site and become the welcoming pet for all who live on site or visit on site.

Blended Community

The target market for this community is those individuals who are chronically homeless. As defined by HUD, a chronically homeless person is an unaccompanied disabled individual who has been continuously homeless for over one year. We also intend to include individuals who have not experienced homelessness into the resident population; the responsible working poor and those who choose to live here as a call to ministry, the desire to live and work among the poor.

Ramped-up Occupancy

Mobile Loaves & Fishes intends to ramp up occupancy in a very slow and deliberate manner. We estimate occupancy to be 30% within the first month with most of the occupants coming from our existing Community First! residents. A slow and deliberate ramp up will allow us to work through all of our policies and procedures, to develop community leadership and councils and implement Neighborhood Watch groups. Occupancy is expected to approach 94% by the end of the first full year.

Befrienders

Unique to a Community First! Village—the spiritual core of the program—is that each home would be supported by “Guardian Befrienders.” Guardian Befrienders are Mobile Loaves & Fishes volunteers working a couple of hours a month, regularly visiting with residents, taking them out to lunch or dinner, and even inviting them into their homes for meals. The goal is to integrate the Village residents into families and the community, providing much-needed structure and mentoring in their lives. The Befrienders will be trained by highly skilled individuals from the New Life Institute (www.mlf.org/NLI).

Village Rules

- [Click Here to see Community First! Village Rules & Regulations](#)
- [Community First! Village Parking & Vehicle Rules](#)
- [Community First! Village Pet Rules](#)

Utilities

- **Electric** – All units with the exception of the camping cottages will be sub-metered. Included in the base rent for the Village Park Homes and RV homes will be an amount as yet determined for electrical usage. If a resident exceeds the allotted amount they will be billed the difference. This is intended to promote energy conservation.
- **Water** - All units with the exception of the camping cottages will be sub-metered. Included in the base rent for the Village Park Homes and RV homes will be an amount as yet determined for water usage. If a resident exceeds the allotted amount they will be billed the difference. This is intended to promote water conservation.
- **Propane** – We plan to have an on-site propane distribution facility that will allow us to provide propane at the lowest possible cost to our residents.
- **Wireless Internet Service** – Wireless internet service will be provided to the entire village at no additional cost to the residents. The firewall will be programmed to block sites deemed inappropriate.
- **Cable TV** – Cable TV will be provided at no additional cost to the residents.
- **Garbage** – Garbage collection receptacles will be placed frequently throughout the village.

Maintenance

A full-time maintenance person is budgeted. An aggressive preventative maintenance program will be developed and implemented that includes the following:

- RV Home Maintenance
- Park Home Maintenance
- Camping Cottage Maintenance
- AC/Plumbing/Electrical Maintenance
- Preventative Pest Control Program
- Grounds Maintenance
- Common Area Buildings Maintenance

Workampers Program

The Community First! Village intends to have three RV locations dedicated to the Workamper program. Workampers are adventuresome individuals, couples and families who have chosen a lifestyle that combines any kind of part-time or full-time work with RV camping. Most Workampers are in their 50's

and 60's. More than half of all Workampers work to supplement their retirement income, while the rest work to support a full-time, or near full-time, RV lifestyle. Most Workamper jobs are in the Outdoor Hospitality Industry (resorts, campgrounds, theme parks, state/national parks, etc.) and can be Part-time or full-time, short-term or long-term. Typically Workampers exchange lot rent and utilities for 20 hours per week of labor of any kind. If one goes over the 20 hour per week they can be paid \$7.00 per hour. Workampers can be involved in such areas as maintenance, landscaping, hospitality, reception etc. www.workamper.com

Agency Collaboration

- **New Life Institute** - NLI's services include counseling, mediation, education, training, and spiritual direction, using a multidimensional approach to emotional well being and spiritual wholeness. www.mlf.org/NLI
- **House the Homeless** – Will work with prospective residents on Income Viability-Disability Benefits.
- **Catholic Charities of Central Texas** – Will work on case management and food pantry services.
- **Front Steps** – Budget includes 1.5 full time case managers dedicated to bringing the maximum amount of services to the residents of A Community First! Village. The case managers will be employed and managed by Front Steps. Office space will be provided onsite.
- **Family Eldercare** – A half time case manager has been budgeted to implement a Bill Payer/Representative Payee Service. Office space will be provided on site. Family Eldercare may also provide prospective residents.
- **Lifeworks** – Will provide prospective residents.



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Village Rules and Regulations

The Rules and Regulations were written for the resident's general welfare, safety and to assure a pleasant living environment. The term "Resident" shall include the Lessee, all legal residents and their guests.

- Dignity and respect must be afforded to all residents and all invited guests at all times. The Golden Rule applies: "Do unto others as you would have them do unto you".
- All civil laws must be observed.
- Solicitors, vendors, peddlers, etc. are not permitted in the village without the express written permission of Village management. Residents are not allowed to run a business out of their home or on Village property.
- An adult village resident must accompany any guest or minor child when using any public areas or equipment in the village.
- No loud music or noises in the village at anytime. Quiet hours are between 10 PM and 8 AM. Large parties are not allowed in the village.
- Try not to disturb your neighbors at any time.
- Residents shall not use or allow others to use the property for any unlawful act. Discharge of firearms or display of firearms is not allowed.
- Tampering with village fuses, electric service connections, or other village utility connections is not allowed. Please contact the management in case of trouble. Any person who tampers with village property will be charged for all repairs to restore the equipment back to its original condition.
- Washing your Park/RV home is only allowed if a shut off is attached to your hose.
- Approval must be obtained from the manager before installing any awnings, decking, skirting, patios, etc.
- There is a strict color palette for the village. You must have approval and permission prior to painting any exterior item including a Park/RV home, skirting or decking.
- All areas around your home site must be kept clean at all times. Outside storage around your home is not allowed; no refrigerators, ladders, work equipment, trash cans, boats, utility trailers or vehicles in which you may sleep. All outside storage must be in management approved containers either under your RV home or in an approved storage building.
- Patios may contain patio furniture, BBQ pits and plants. Patios are to be kept clean at all times. Parking on patios is not allowed.
- Only household trash is allowed in the trash receptacles throughout the village. All cardboard boxes must be flattened before putting into the trash receptacles.
- Failure to follow Village Rules & Regulations or any City, State or County laws or ordinances is grounds for Lease termination.



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Village Parking & Vehicle Rules

ANY VEHICLE NOT IN COMPLIANCE WITH ANY OF THE FOLLOWING MAY BE TOWED AT VEHICLE OWNER'S EXPENSE.

- Any resident that exceeds two vehicles per lot. A motorcycle is permitted and will not count against the two vehicle limit, as long as it is parked on the driveway and does not violate any of the following vehicle rules.
- Any vehicle wheels off the driveway (including oversized vehicles) or any vehicle wheels on the patio, grass or sidewalk.
- Any vehicle parked on a lot that is not rented and/or leased by the vehicle owner or operator.
- Any vehicle with expired license plate, registration, inspection or lack of insurance. The Community Association will attempt to reach out to help resident resolve any monetary issue related to this rule but it is the sole responsibility of vehicle owner to secure the above.
- Any vehicle blocking a dumpster or other restricted area such as marked employee or maintenance parking.
- Any vehicle hindering a driveway, taking up two or more parking spaces, or parked and blocking a vehicle from entering or leaving a parking space.
- Any vehicle parked in a handicap parking space, without a displayed handicap permit or expired handicap permit.
- Any commercial vehicle.
- Any wrecked, inoperable (including undergoing major repairs) vehicle, any vehicle with flat tires, no tires or missing other parts that would make the vehicle inoperable.
- Any vehicle deemed as a biohazard or health hazard (leaking fluid).
- Any vehicle deemed "abandoned" by management (after posting a 24-hour warning sticker on the exterior window glass).
- Any tractor-trailer or any individual tractor or trailer parked unattended or unoccupied.
- Any vehicle parking on the street for more than 4 hours (without a Visitor or Special Parking Permit issued by the office).
- Any vehicle parked on the street between 1 am and 9 am (without a Visitor or Special Parking Permit issued by the office).

MAKE SURE YOUR VISITORS & GUESTS COMPLY WITH THESE RULES TO AVOID THEIR VEHICLE BEING TOWED!



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Village Pet Rules

Community First! Village management finds pets to be a necessary and enjoyable part of village life. It is our goal to have happy pets and happy owners.

A Pet Committee will be created consisting of pet-owning residents, non-pet owning residents, representatives of local humane organizations and the animal sheltering community, animal behaviorists and veterinarians and/or their staffs, and other community volunteers knowledgeable in the field of pet ownership. The Committee should be large enough to accommodate these communities of interest insofar as is possible without being unmanageable.

This Committee will reduce the village manager's day-to-day pet-related workload by providing in-house pet management. Its responsibilities will include but not necessarily be limited to the following:

- Review pet registration applications and recommend approval or denial.
- Review compliance with pet ownership regulations.
- Serve as the first point of contact in pet-related complaints, which should be provided in writing. The Committee should be empowered to investigate a dispute, interview the relevant parties and work with them to achieve a resolution, and enforce a decision. Any party dissatisfied with the resolution may appeal to the housing management.
- Determine appropriate responses to cases where a problem related to pet ownership has been found to exist, which may include, depending upon the severity of the infraction or whether it is a first-time or repeat offense, issuing a warning, setting a deadline for correction of the problem, imposing a fine, prohibiting pet ownership in the future (while allowing the current pet to remain), requiring that the pet be relinquished, or eviction.

Residents must keep their companion animals responsibly:

- No pet will be allowed on the property without prior approval from the Pet Committee.
- All dogs and cats must wear ID tags identifying the pet's name and owner's name.
- Spaying or neutering companion animals consistent with the health and welfare of the animals.
- Providing their companion animals with all required vaccinations and inoculations, appropriate and recommended veterinary care, as well as veterinary medical attention for acute or chronic illness, accidents, or other conditions that affect an animal's health and well-being.
- Licensing their pets in accordance with state and local law and regulations.
- Appropriately training and caring for their companion animals to ensure that they are not a nuisance or danger to other residents and do not damage housing or village property.

- Not subjecting, nor allowing others to subject, their companion animals to abuse, neglect, inhumane or cruel treatment nor causing them pain, injury, or suffering, whether deliberately or through negligence.
- Ensuring that the pet is appropriately and effectively restrained and under the control of a responsible individual while in the common areas of the village. Dogs and cats should either be on a halter, leash or in a carrier.
- Not leaving companion animals unattended for more than 12 hours. If a longer absence is expected, the resident should arrange for someone to check up on his/her animal and care for it as necessary.
- Not leaving pets outside other than for play and exercise (and not leaving them unattended if a fenced area attached to the resident's property is unavailable). This would prohibit such situations as allowing cats to roam outside or keeping dogs primarily in backyards or in doghouses. This would not apply to allowing animals outside temporarily (other than for walking) as long as it is possible to confine the animal to the property without tethering or chaining.
- Incessant barking that is a disturbance to neighbors is not allowed.
- Permanent pet pens are not allowed
- You must immediately collect all excrement, securely seal in a plastic bag, and properly dispose.
- Non-furbearing pets, such as reptiles or birds must be confined or under the physical control of the owner.
- Captive wild species, whether or non-native are prohibited.
- Other animals not previously specified may also be prohibited on village property.