



Community Development & Neighborhood Connections

September 30, 2024



Community Development and
Neighborhood Connections

ASKAPEX! CALL CENTER
COMMUNITY ENGAGEMENT
HOUSING
NEIGHBORHOOD IMPROVEMENT

Community Development & Neighborhood Connections Department Overview

Our mission - We work to provide services that ensure a welcoming community with engaged residents, quality neighborhoods, and housing choice for everyone who desires to live in Apex.

Our vision - A community where everyone can enjoy the peak of good living.

Our values -



Integrity



Transparency



Professionalism



Transformation



Empathy

How We Came to Be...

- Money Magazine #1 Best Place to Live in America – 2015
- 2021 Affordable Housing Plan
 - Recommendations included:
 - Create department with explicit housing role
 - Build staff capacity
- 2022 Game Plan Apex
 - Responsible Development
 - Welcoming Community

CDNC's Functions



AskApex! Call Center



Community Engagement



Housing Production



AskApex!

Community Connections Center



The PEAK of Customer Service!

- The Community Connections Center (CCC) for the Town of Apex is the remedy that will provide residents a centralized resource to address inquiries.
- Serving as the Town's primary customer service agency via an inbound call center, the mission of the Community Connections Center is to take residents to the *peak of customer service* through clear information, direction, and/or resolution.

Project Timeline

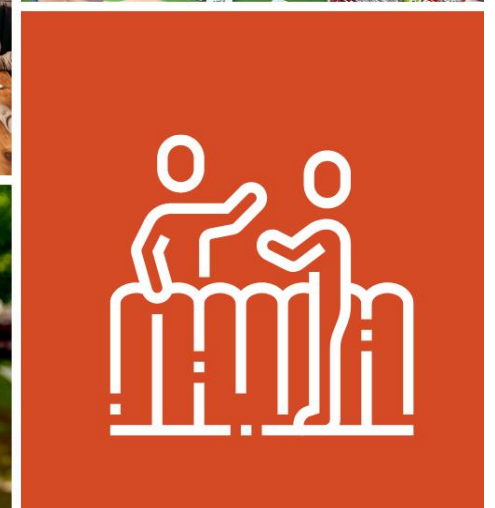


A graphic with an orange background. A large white circle is centered on the page. Inside the white circle, the words "Community Engagement" are written in a bold, black, sans-serif font. On the left side of the white circle, there is a dashed purple line that follows the curve of the circle. On the bottom right edge of the white circle, there is a solid teal circle.

Community Engagement

What we do

- Build healthy relationships with neighborhoods that create two-way dialogue
- Provide programs that promote inclusive civic engagement, leadership development, and empowerment
- Build healthy community partnerships
- Create vibrant and healthy neighborhoods





Building Blocks



Registry



Trainings



**Civic Leadership
Summit**



**Think Apex Day/
Think Apex
Awards**



**Neighborhood
Enhancement
Grant**



**Neighborhoods
Chat and Chew**



**B^4 Lunch
Series**

(Brown Bags to
Building Bridges)





Housing Production

Housing Production

Guided by the **Affordable Housing Plan** and in partnership with nonprofits, housing developers and other community partners, the Town works in areas ranging from homelessness to homeownership by providing programs such as housing rehabilitation and investments for preservation and new development of below market-rate housing.

Housing Strategy

- In 2020, the Town, with input from the community, developed an **Affordable Housing Plan** to create more affordable rental and ownership living opportunities for residents.
- The Plan established a collaborative effort among the Town of Apex and community partners for the allocation of public resources to guide the Town's affordable housing investments, policies, processes, and related decisions. It highlights two core considerations: **expanding the supply of affordable housing and preserving existing homes that are affordable.**
- A Plan update is currently underway and will again include input from the community. The updated Plan will establish a framework and strategies to guide future growth of affordable housing in Apex.

Housing Strategy

Each year, the Town allocates funding to support the preservation and development of new affordable housing. **\$1.428M is budgeted for the current fiscal year.**

Activities include:

- **Resources for low-income homeowners and homebuyers**
- **Land acquisition**
- **Investments in rental development**
- **Resources for residents experiencing housing instability**

Housing Advisory Board

The Housing Advisory Board (HAB) was established in 2021 by Town Council.

The HAB is intended to:

- Provide Town Council with policy and funding recommendations.
- Assist in the creation of an Annual Housing Report.
- Advise on Housing Advocacy efforts.

Regular meetings are held quarterly at Town Hall and are open to the public in-person and via live stream. The next meeting is 12/3/24 at 9:30 a.m.

Apex Cares Housing Programs

The Town partners with Wake County and area nonprofits to preserve and increase the supply of housing that is affordable for residents.

Resources for Homeowners and Renters	Resources for Housing Developers
Housing rehabilitation for substantial and urgent home repairs	Investments in affordable rental development
Architectural barrier removal/accessible design installation	
Weatherization	

Apex Cares - Eligible Households

Criteria	Homeowner Rehab	Urgent Repair	Architectural Barrier Removal	Weatherization
Qualifying Households	No age restriction Homeowners	No age restriction Homeowners	Elderly (62 years of age or older) and/or disabled Homeowners and Renters	No age restriction Homeowners and Renters
Household Income Limit	Up to 80% AMI	Up to 80% AMI	Up to 80% AMI	Up to 80% AMI
Ownership Tenure	3 years	3 years	n/a	n/a
Maximum Assistance	\$40,000	\$15,000	\$5,000	\$2,500
Form of Assistance	*Forgivable Loan	Grant	**Recoverable Grant	**Recoverable Grant
Loan Term	10 years	n/a	n/a	n/a

*Loans are deferred payment with 0% interest and are forgiven after ten years unless the borrower defaults. Default occurs if the property is sold or transferred, or if the borrower ceases to reside at the home prior to end of the loan term. In the event of default, the prorated balance will be due and payable to the Town.

**Recoverable Grants are forgiven after a 5-year period of affordability. If the home is sold or no longer rented to an income eligible tenant within the affordability period, the prorated balance will be due and payable to the Town.

Substantial Rehab

Repairs to 2 or more faulty systems such as heating and cooling systems, electrical, plumbing or structural problems. Structural repairs may include roofs, porches, joists, columns, beams, doors, windows, and sills. These systems, left untended, are a threat to the life, safety or health of the occupants. Addressing these issues when found, could prevent them from becoming problems that require extensive, expensive solutions.

Eligible Housing Types: Single-family detached, condominium, townhome

Urgent Repair

Repairs to one condition in the home causing immediate or near-term danger. Examples include heating and cooling systems, roof hazards, electrical, plumbing or structural problems that without immediate repairs may cause danger.

Eligible Housing Types: Single-family detached, condominium, townhome and manufactured home*

**For manufactured homes, repairs limited to heating and cooling systems, roof hazards and plumbing*

Architectural Barrier Removal

Minor repairs to increase accessibility by removing physical architectural barriers or installing elements of accessible design (grab bars, stair lifts, wheelchair ramps, etc.) which will allow elderly and disabled homeowners to age in place and remain safely in their home.

Eligible Housing Types: Single-family detached, condominium, townhome and manufactured home

Weatherization

Minor repairs to improve energy efficiency and reduce energy costs. Services include:

- Sealing air leaks
- Installing insulation in attics, walls, and floors
- Sealing and insulating ducts
- Installing a smart thermostat
- Replacing existing lighting with energy-efficient bulbs
- Performing tune-ups and repairs to heating and cooling systems

Eligible Housing Types: Single-family detached, condominium, townhome and manufactured home

Annual Program Budget - \$625,000

Homeowner Rehab	Urgent Repair	Architectural Barrier Removal	Weatherization
\$400,000	\$150,000	\$50,000	\$25,000

The annual program budget will assist up to 40 households (10 repairs/homes for each of the four programs).

Requirements for Rental Units

Property owner must rent to low-income tenants for at least five (5) years following the completion of repairs.

Staff Monitoring: Income and residency

New Program to Connect Persons to Housing Services

Annual Program Budget - \$10,000

The Town will assist persons experiencing homelessness, or at imminent risk of homelessness, with access to available supportive services to stabilize their housing insecurity.

Services will be provided through the Continuum of Care and may include:

- Housing stability case management
- Housing navigation
- Other supportive services

Project Spotlight – Stone Glen Apartments

1501 Amethyst Crest Way

SNAPSHOT

Rent Range – \$1,293 - \$1,550

Development Cost: \$48,383,202

Project Funding Sources:

Bank Loan	\$25,111,000
Wake County	\$4,800,000
Town of Apex	\$2,015,000
Federal Housing Tax Credit Equity	\$14,121,844
Other Development Income	\$1,335,121
Deferred Developer Fee	\$1,008,243
Project Total	\$48,383,208



PLACE

Stone Glen Apartments is located off the Apex Peakway, is close to downtown Apex, has access to numerous highway systems (US-1, NC-540, and US-64), and is within a mile of a GoTriangle stop. The location offers numerous opportunities for shopping and employment in the near vicinity.

PEOPLE

Serves families whose household income is \$85,610 or less for a family of 4.

PROJECT

164-unit, one, two, and three-bedroom apartment development for low-income families. The apartment units are energy efficient and professionally managed with community spaces and on-site management office and laundry facilities. Residents have access to a playground, community clubhouse with fitness area, and a covered picnic area with seating and a grill. Construction began in Summer 2022 and leasing began in May 2024.

PARTNERS

Non-profit developer, DHIC, developed the property with the assistance of \$12,286 per unit from the Town of Apex, \$29,268 per unit from Wake County and \$86,109 per unit in federal tax credit subsidy.

Path Forward...



Apex Housing Data Dashboard



New Housing Website



Affordable Housing Plan Update



Property Acquisition and Developer Solicitation

Apex Housing Data Dashboard

The Dashboard provides real-time automated housing data analysis. This web-based tool tracks key indicators that are driving housing affordability such as:

- economic
- demographic
- housing market trends

The dashboard can be found at <https://apexhousingdata.org>.

New Housing Website



**Housing
Affordability**



**Emergency
Assistance**



**Resources for
Homeowners &
Renters**

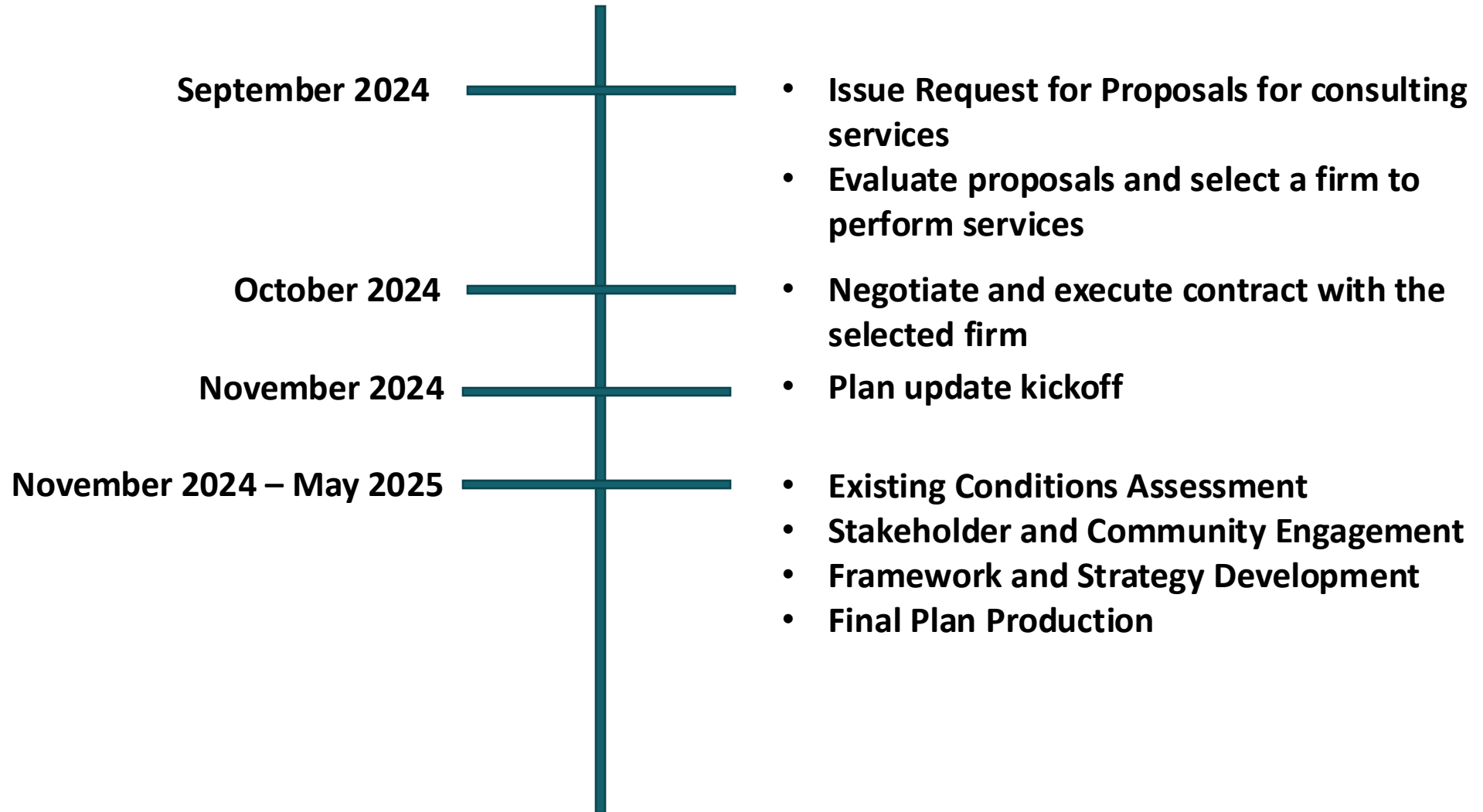


**Resources for
Housing
Developers**



**Apex Housing Data
Dashboards**

Affordable Housing Plan Update – Anticipated Timeline



Property Acquisition and Developer Solicitation

The Town is pursuing an acquisition strategy that will enable new mixed-income development as well as preservation.

Tools to support new development and promote affordability include the creation of a community land trust and use of long-term land leases.

The Town is currently negotiating the purchase of 12 undeveloped acres. Once acquired, the Town will issue a request for development proposals that will require a mix of homeownership and rental, including missing middle housing types and multifamily.

Q & A



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Marla Y. Newman, Director
Marla.Newman@apexnc.org
919-372-7458