

Housing Search Packet



Updated June 2023



Dear Ottawa County Resident,

We understand that finding affordable housing in this area is very difficult. Searching for housing, facing eviction, living in a car, in a shelter, or on the streets makes life even more complicated. The Good Samaritan housing team created this Housing Search Packet to give you some tangible leads toward finding solutions to your housing crisis. We believe that you can!

Please understand that we do not have programs that fit everyone's needs, but we assess the needs of those who contact us and refer them to appropriate housing resources. Good Samaritan is not an emergency shelter, and emergency shelters are the only places in Ottawa County where you can find emergency housing services. As the Housing Assessment and Resource Agency (HARA) for Ottawa County, we connect people who are, by definition, homeless or at imminent risk of homelessness to the most appropriate housing resource in the community. We also complete assessments, provide case management services, and offer rental assistance programs.

Thank you for contacting us. We wish you well in your housing search.

Sincerely,

Good Samaritan's Housing Team

In need of immediate community resources?

Call 2-1-1 to access an up-to-date list or visit the website at: www.call-211.org

Contents

<u>Ottawa County Housing Services</u>	<u>4</u>
Housing Choice Voucher (HCV) Program	
Short-term Housing Assistance and Resource Programs	
<u>Emergency Shelters</u>	<u>5</u>
<u>Transitional Housing</u>	<u>7</u>
<u>Rent and Utility Assistance</u>	<u>9</u>
<u>Other Assistance Resources</u>	<u>9</u>
<u>Housing Search Tips</u>	<u>11</u>
What to Consider	
Questions to Ask Landlords	
<u>Where to Look for Housing</u>	<u>13</u>
Online	
Property Management Companies	
Subsidized and Reduced Rent Apartments	
<u>Housing Search</u>	<u>18</u>
Worksheet	
Applications	
Security Deposits	
<u>Know Your Rights</u>	<u>20</u>
<u>Other Ottawa County Social Services</u>	<u>22</u>

Ottawa County Housing Services

Housing Choice Voucher Program (HCV) – *formerly known as Section 8*

Good Samaritan can complete the assessment for you; qualified individuals and families will be placed onto the HCV waitlist. **Please note:** Good Samaritan does not run the HCV program.

The HCV program provides long-term financial rental assistance to qualified participants. If you receive a voucher, you pay 30% of your income toward rent and the rest is subsidized. To be eligible for the HCV waiting list you must:

- Be an Ottawa County resident.
- Meet the federal definition of homelessness (living on the streets, in shelter, or in place not meant for human habitation).

Waitlist times to receive a voucher are typically one-year or longer.

Short-term Housing Assistance and Resource Programs

These programs are only available for Ottawa County residents and for those who are not currently receiving another rental subsidy. All rental units must pass an inspection and fit fair market rent guidelines.

Rapid Re-Housing

A program where homeless individuals and families may receive security deposit, short term rental assistance, and case management services to help them towards the goal of housing stability.

Eviction Prevention

A rental-assistance and case management service to help individuals and families who have received a court summons, and who are at-risk of homelessness due to eviction. Rental arrangements cannot exceed 3 months, and landlord must be willing to participate in program.

Emergency Shelters

Shelters are the only emergency housing services in this area. They may be full.

Gateway Mission - *formerly Holland Rescue Mission*

Gateway Mission provides immediate shelter. Call to set an appointment. Some requirements such as sobriety and medical restrictions may apply. The shelter may provide other programs.

Gateway Mission Men's Center

for single males, age 18 and older

Address: 166 South River Ave., Holland, MI 49423

Phone: 616-928-3413 or 616-396-2200

Gateway Mission Women & Children's Center

for women, single mothers, and married couples with children

Address: 356 Fairbanks Ave., Holland, MI 49423

Phone: 616-928-3469 or 616-396-2200

Resilience: Advocates for Ending Violence - *formerly Center for Women in Transition*

Resilience manages a high-security emergency shelter for victims of abuse and domestic violence who are facing an imminent threat.

Address: 411 Butternut Drive Holland MI 49424

Phone: 616-392-2829

24 Hour Helpline numbers

616-392-1970 or 1-800-848-5991

Salvation Army Grand Haven Emergency Housing

This shelter is intended for low-income families that have children attending school in the tri-cities area (Grand Haven/Spring Lake/Ferrysburg). Shelter is for a maximum of 90 days.

Address: 310 N. Despelder St., Grand Haven, MI 49417

Phone: 616-842- 3380

Transitional Housing

Transitional Housing are structured supportive housing programs that are generally 6-18 months in length. Unlike shelters, residents are usually expected to pay a fee for their housing.

The Gateway Program — Holland

One-year program, run by Gateway Mission, consisting of spiritual development, work requirements, and case management.

Phone: 616-928-3464

Email: aorta@hopefoundhere.org

My House Ministry — Holland

Private, transitional housing for single women and single mothers with young children. Charges a weekly residency fee.

Phone: 616-953-0772

Email: info@myhouseministry.org

Website: www.myhouseministry.org

Building Men for Life — Holland

Transitional housing for men who are overcoming addiction and looking for a safe and sober place to stay while they are in recovery.

Phone: 616-393-2188

People Center — Grand Haven

By Referral Only — program is for residents, employees, and students of the tri-cities area (Grand Haven/Spring Lake/Ferrysburg). Must be working a minimum of 35 hours a week; the program is intended to help households become financially stable.

Phone: 616-844-6710

Love In Action — Grand Haven

All potential residents must be homeless or be at immediate risk of homelessness and be a resident of the tri-cities community (Grand Haven/Spring Lake/Ferrysburg). Residents must be able to sustain full-time employment and be ready to make life changes in pursuit of becoming self-sustaining.

Phone: 616-846-2701

Hope House (Women/Children's Program)

will accept mothers with female children of any age, and male children up to age 8.

Harbor Hall (Men's Program)

does not permit children to reside with their father while in residence.

Providence Place (Includes disability accessible units)

has eight affordable units, call to check for availability.

Family Life Center — Allendale

Faith-based shared housing and independent living skills education. Must be a single pregnant adult without any other children. Housing is provided in a group setting.

Phone: 616-895-8336

Email: info@familylifecenterhome.org

Rent and Utility Assistance

Rental Assistance

Department of Health and Human Services: 616-394-7200

Salvation Army: 616-392-4461 (Holland) or 616-842-3380 (Grand Haven)

Good Samaritan: 616-392-7159

Utilities Assistance

Community Action Agency: 616-393-4433

Goodwill Moneyworks Program: 231-722-7871 Carl Luis

True North: 231-355-5880

Department of Health and Human Services: 616-394-7200

Salvation Army: 616-392-4461 (Holland) or 616-842-3380 (Grand Haven)

Other Assistance Resources

Department of Health and Human Services (DHHS)

Apply for DHHS general services, food stamps, childcare, and health insurance. State Emergency Relief Fund (SER) is a specific program that may be used for assistance with deposit costs, etc.

Phone: 616-394-7200

Website: www.michigan.gov/mibridges

Community Mental Health (CMH)

Call for eligibility requirements for mental health services. Housing services are available only to persons enrolled in other CMH services.

Phone: 616-393-5681

Email: cmhcustomerservices@miottawa.org

Bethany's Safe Families for Children

This is a volunteer ministry that connects overwhelmed families who are facing a crisis with volunteers who can care for their children for short periods of time. This is not foster care, and parents remain involved with children.

Phone: 800-238-4269

Looking for housing services outside of Ottawa County?

The team at Good Samaritan can connect you with the Housing Assessment and Resource Agency for your area, or you can find an updated list here:

<http://www.michigan.gov/mshda>

Housing Search Tips

What to Consider

What can you afford?

Generally, you do not want to be spending more than 40% of your income on rent. To afford a unit that rents for \$800 a month, you would need to have \$2000 in monthly income.

Here's how to calculate your affordable rent target:

Total Monthly Income x 0.4 = Affordable Rent Target

My monthly income: \$_____ x 0.4 = _____ (max. rent)

Where do you need to live?

Consider the places you frequently go. Will you need access to a bus stop? How far away is work, childcare, the grocery store, and school? You may have to make trade-offs but it's helpful to think about these things ahead of time.

Activate your personal network!

It doesn't hurt to tell everyone that you are looking for housing. You may be surprised by connections that other people have!

Staying safe while searching for housing online.

Use the internet with caution. It's a great way to find available housing, but some listings may be scams. Beware of listings that do not provide contact information.

Never give out personal information or exchange money before you've seen the inside of a unit and meet the landlord.

Never give financial information over the internet. Always be sure to meet potential landlords in person.

Questions to Ask Landlords

How much is the rent?

When and how often is rent due?

How much is the security deposit?

Do you have any move-in specials?

What is required to move into the unit?

Are utilities included in the rent?

If utilities are not included, how much do they run each month (winter and summer)?

Is there access to laundry facilities (washer/dryer)?

How is trash removal handled?

What lawn care activities are the tenant's responsibility (snow shoveling, mowing, etc.)?

What is the smoking policy?

What is the pet policy?

Is the unit on the first floor or second?

What other things would you want to ask?

Where to Look for Housing

Online

You may find private landlords on the Internet that have more flexible requirements for approval. Some good places to look for housing online are listed below.

Holland.craigslist.com

Zillow.com

Rent.com

Facebook Marketplace

Apartments.com

AffordableHousing.com

MichiganHousingLocator.com

Property Management Companies

These companies are not apartment complexes; they manage houses and complexes that may have rentals available. Some may have strict requirements for approval. Some property management companies in Holland and Zeeland are listed below.

Lakeshore Property Management

419 E. 8th St Suite 30
Holland, MI 49423
616-392-8883

Key Stone Properties, Inc.

491 Chicago Dr.
Holland, MI 49423
616-396-3518

Cornerstone, LLC

9 E. Main Street
Zeeland, MI 49464
616-741-9600

Waveland Property Management

42 E. Lakewood Blvd.
Holland, MI 49424
616-796-1203

Winter Sun

1500 Ottawa Beach Rd., #6
Holland, MI 49424
616-392-8561

Macatawa Property Management

60 E. Lakewood Blvd., Suite 60
Holland, MI 49424
616-594-0022

BVW Property Management

P.O. Box 2397
Holland, MI 49423
616-594-0797

HoM Flats

12181 Felch St.
Holland, MI 49424
616-612-4466

Sunshine Properties

292 Douglas Ave.
Holland, MI 49424
616-392-6915

Crown Pointe Apartments

(1-2 bedrooms)
1180 Matt Urban Dr.
Holland, MI 49423
616-499-7997
Allegan County

Ridgeland Heights

(1-2 bedrooms)
985 E. 16th St.
Holland, MI 49423
616-392-1723

Windemuller Property Management

168 James St., Suite C.
Holland, MI 49424
616-848-7160

PFS Property Management

42 James St., Suite B.
Holland, MI 49424
616-928-4528

PTJ Property Management

724 32nd St. SE
Grand Rapids, MI 49548
616-723-8800

Lighthouse Property Management, LLC

202 44th St. SW
Grand Rapids, MI 49548
616-257-9577

Compass Property Management

724 32nd St. SE
Grand Rapids, MI 494548
616-452-7080

West Michigan Property Management

729 Lincoln Ave.
Holland, MI 49423
616-260-0705

Pine Forest

475 W Maerose Ave.
Holland, MI 49423
616-298-8840

Subsidized and Reduced Rent Apartments

Subsidized

These complexes offer rental units for low-income households, and the amount you pay for rent depends on income. Waitlists can be lengthy, so apply and get on the waitlist as soon as possible. Application fees may apply.

Bay Pointe Apts.

(1-2 bedrooms)
791 E. 16th St.
Holland, MI 49423
616-396-2400

HHI Management

(1-3 bedrooms)
400 136th Ave., Bldg. 200, Ste. #207
Holland, MI 49424
616-395-9311

Greenbriar Apts.

(1-3 bedrooms)
121 Waverly Rd.
Holland, MI 49423
616-392-1784

Harbor Village

(1-3 bedrooms)
287 West 40th St.
Holland, MI 49423
616-396-7621

Pinewood Place

(1-2 bedrooms)
1500 S. Ferry
Grand Haven, MI 49417
616-846-6461

Meadow Lane Townhouses

(1-3 bedrooms)
287 Meadow Lane Dr.
Holland, MI 49423
616-396-2555

Reduced Rent

These complexes offer units with affordable rent that do not change based on income. Waitlists can be lengthy. It's best to apply and get on the waitlist as soon as possible.

The Meadows

325 Meadow Ln.
Coopersville, MI 49404
616-837-0699

Hancock Apts.

529 Randall
Coopersville, MI 49404
616-837-9342

Falcon Woods

12049 Falcon Ln.
Holland, MI 49424
616-738-8724

Setter's Pointe

501 Setter's Run
Coopersville, MI 49404
616-997-9020

Evergreen Village

217 DeWitt Ln.
Spring Lake, MI 49456
616-842-3820

Traditions of Holland

13828 N Traditions
Holland, MI 49424
616-786-4400

Subsidized | Senior Citizen Specific

These complexes offer units for senior citizens (age 62 and over) and the rent depends on your income. Age requirements may vary by complex. These complexes do not charge application fees.

Evergreen Village

217 DeWitt Ln.
Spring Lake, MI 49456
616-842-3820

Haven Huis

100 Madison Ct.
Zeeland, MI 49464
616-772-9562

McIntosh Manor

777 Butternut Dr.
Holland, MI 49424
616-399-7224

Riverbend Apts.

7663 Riverbend Ave.
Jenison, MI 49428
616-457-1920

River Village

162 River Rd.
Coopersville, MI 49404
616-895-4663

Wildwood Creek

431 Diekema Ave.
Holland, MI 49423
616-396-8185

Reduced Rent | Senior Citizen Specific

These complexes offer units for senior citizens (ages 55 and over) with affordable rent. Age requirements may vary by complex.

The Depot

301 Ottawa St
Coopersville, MI 49404
616-997-9180

Village at Appledorn

630 Hasting
Holland, MI 49423
616-392-1700

Stonebridge

11265 Washington Ave.
Allendale, MI 49401
616-895-4663

Midtown Village Dwelling Place

372 S. River Ave.
Holland, MI 49423
616-546-2600

Lloyd's Bayou

Lloyd's Bayou Dr.
Spring Lake, MI 49456
616-298-3482

Wildwood Creek

755 E 16th St.
Holland, MI 49423
616-396-8185

Housing Search

Worksheet

Unit Address	Contact Info.	Rent/Utilities	Contact Date	Comments

Applications

Most housing providers require a non-refundable application fee, generally ranging from \$25-\$50. (Subsidized complexes do not charge an application fee.) If you have reasons, you may get denied (such as poor credit or criminal history), it may be important to ask the landlord if there are any restrictions or requirements before applying. If you do apply and get denied, look to the next section for information on your rights and the appeal process.

Security Deposits

The law states that a security deposit shall not exceed 1.5 times the monthly rent (MCL 554.602). <https://legislature.mi.gov/Publications/tenantlandlord.pdf>

Example: If a landlord charges \$500 per month for a rental property, the maximum the landlord may collect as a security deposit is \$750. ($\$500 \times 1.5 = \750)

Housing providers generally require payment before move-in. Utility companies may also require security deposits before they provide gas/electricity/water.

Know Your Rights

At some point during your housing search, it's possible you may encounter discrimination or exploitation. Knowing your rights can be helpful to avoid discrimination, so keep the following information in mind as you look for housing.

Housing Discrimination

The below information has been adapted from the Fair Housing Center of West Michigan, fhcwm.org

The Fair Housing Act and other laws outlaw housing discrimination based on:

- | | |
|-----------------|-------------------|
| • Race | • Marital Status |
| • Religion | • Sex |
| • Family Status | • Age |
| • Disability | • National Origin |

How do I know if I am being discriminated against? Some signs are:

- Filling out an application and not hearing back for a long time or at all.
- Only being shown properties in neighborhoods that are mainly composed of people of your race or familial status.
- Being told that the unit was just sold/rented, even though it still has a "for sale" or "available" sign.
- You are told that the neighborhood "isn't right for you," is unsafe, or that you will be unwanted there.
- Being restricted to a certain floor or area of a complex.
- Being charged extra fees or higher rent than other people there.
- The terms, conditions, or availability of a unit change between a phone call with the landlord and an in-person visit.

If you feel that you are experiencing housing discrimination, contact Fair Housing of West Michigan at 616-451-2980.

Appeals

Most people that apply for housing get denied at some point. In fact, it is common to get denied multiple times along the way to finding housing. If your application for housing is denied, be sure to keep your denial paperwork and ask the landlord/property manager if they have an appeal process for applicants that get denied. Your denial paperwork may also describe the appeal process. An appeal gives you the opportunity to explain your situation to the property owners to see if they would make an exception.

Other Ottawa County Social Services

General

- For info on all community resources (food pantries, utilities, etc.) call **2-1-1**
- Department of Health and Human Services (DHHS) 616-394-7200
- Community Kitchen: 101 E. 13th St. Holland. Free lunch @11:00-12:30pm. Breakfast on Saturdays and Sundays @ 9:00-10:30am.
- Refresh: Hygiene and Hope 616-594-0092
- Community Action House 616-392-2368
- Public Transportation (MAX) 616-355-1010
- Ottawa County Michigan Works (employment) 616-396-2154

Financial Assistance and Housing

- Gateway Holland Rescue Mission, 616-396-2200(Women) 616-928-3413(Men)
- Resilience Advocates for ending Violence (formerly Center for Women in Transition) 616-392-2829
- 24 hour hot lines 1-800-848-5991 / 616-392-1970
- Salvation Army 616-392-4461
- Community Action Agency 616-393-4433

Legal and Civil Rights

- Fair Housing Center of West MI 616-451-2980 or 866-389-FAIR
- Michigan Department of Civil Rights 800-482-3604
- Holland Human Relations Department/Commission 616-355-1328
- Legal Aid of Western Michigan 1-888-783-8190 616-394-1380
- 58th District Court Ottawa County- 616-392-6991 (Holland) 616-846-8280 (Grand Haven)
- Human/International Relations (Immigration rights) 616-355-1322

Specific Populations

- Ottawa County Veterans Affairs 616-393-8387
- Latin Americans United for Progress 616-888-7225, laup.org
- Lakeshore Ethnic Diversity Alliance 616-345-5332 info@ethnicdiversity.org
- Disability Network 616-396-5326
- Arbor Circle (Youth services ages 16-20) 616-451-3001

Health Care

- Holland Free Health Clinic 616-392-3610
- Holland Community Health Center 616-396-5266
- Ottawa Co Community Health Department 616-396-5266
- InterCare 855-869-6900
- Community Mental Health 616-393-5681
- Robert Brown Mental Health Crisis Center 616-298-8190

Pregnancy

- Lakeshore Pregnancy Center 616-396-5840
- Women Infant and Children (WIC) 616-399-0202
- Maternal Infant Health 616-393-5731; Contact Person: Devon

Addiction Recovery

- Reach for Recovery (Substance Abuse) 616-396-5284
- Chester Ray Rehab 616-396-6872
- 70x7 Recovery 616-796-0685