

Specific Zoning Regulations for Homeless Resource Centers (HRC)

21A.62.040 - Homeless Resource Center - Definition

HOMELESS RESOURCE CENTER: A building or portion thereof in which co-located supportive services such as sleeping, bathing, eating, laundry facilities, and housing case management is provided on an emergency basis for individuals experiencing homelessness. Additional services may include preparation and distribution of food; medical care and treatment; behavioral and mental health counseling; employment counseling; educational instruction, and vocational training.

Additional Zoning Standards and Regulations for Homeless Resource Centers

In addition to the Conditional Use Standards found in Chapter 21A.54.080 of the Salt Lake City Zoning Ordinance, the following Zoning Ordinance regulations will also be considered by the Planning Commission or Administrative Hearing Officer in relation to a proposed Homeless Resource Center or Homeless Shelter:

21A.36.350: Qualifying Provisions for Homeless Resource Center or Homeless Shelter:

- A. A Homeless resource center or homeless shelter may be allowed as a conditional use, as identified in Chapter 21A.33 Land Use Tables, pursuant to the provisions of Chapter 21A.54 Conditional Uses of this title and the requirements of this section.*
 - 1. Limit the number of homeless persons who may occupy a homeless resource center for overnight accommodations to a maximum of two hundred (200) homeless persons.*
 - a. Service provider staff shall not be included in this occupancy limit.*
 - b. No homeless resource center shall exceed the maximum occupancy for overnight accommodations for any reason, including on an overflow basis.*
 - 2. A security and operations plan shall be prepared by the applicant, and approved by the Salt Lake City Police Department and Community and Neighborhoods Department, prior to conditional use approval, and filed with the recorder's office. A security and operations plan shall include:*
 - a. A community relations and complaint response program that identifies specific strategies and methods designed to maintain the premises in a clean and orderly condition, minimize potential conflicts with the owners/operators and uses of neighboring property, and prohibit unlawful behavior by occupants of the homeless resource center or homeless shelter on the site or adjacent public right of way. The community relations and complaint response program shall include at least the following elements:*
 - i. Identify a representative of the homeless resource center or homeless shelter, including the representative's name, telephone number, and email, who will meet with neighbors upon request to attempt to resolve any neighborhood complaints regarding operation of the center;*
 - ii. A dedicated twenty four hour telephone line for the purpose of receiving complaints;*
 - iii. Quarterly meetings with a community coordinating group, which shall be open to the public, to discuss and address concerns and issues that may be occurring as a result of the homeless resource center or homeless shelter operation. The meetings shall be*

- advertised at least ten (10) days in advance by posting notice on the operator's website and a sign posted along the public street;*
- iv. *Representatives from each of the following shall be included in the community coordinating group;*
 - (1) *the homeless resource center or homeless shelter,*
 - (2) *a business located within ¼ mile of the site,*
 - (3) *a resident who lives within ¼ mile of the site,*
 - (4) *a school, if any, located within ¼ mile of the site;*
 - (5) *chair of the community council, or designee, whose boundary encompasses the site;*
 - (6) *an individual who has previously received or is currently receiving services (i.e., client) from a homeless resource center or homeless shelter; and*
 - v. *A written annual report, provided on or before February 15th of each year, from the operator of the homeless resource center or homeless shelter, provided to the city planning director and to the city council member in whose district the homeless resource center or homeless shelter is located, which includes the following information:*
 - (1) *List of individuals who have participated in the community coordinating group meetings;*
 - (2) *A summary of each community coordinating group meeting;*
 - (3) *A summary of complaints received from the community by the operator of the homeless resource center or homeless shelter; and*
 - (4) *An explanation of how complaints have been addressed/resolved.*
 - b. *A complaint response community relations program that includes strategies and methods designed to maintain the premises in a clean and orderly condition, minimize potential conflicts with the owners/operators and uses of neighboring property, and prohibit unlawful behavior by occupants of the homeless resource center or homeless shelter on the site or adjacent public right of way.*
 - c. *A provision requiring a representative of the homeless resource center or homeless shelter to meet with neighbors upon request to attempt to resolve any neighborhood complaints regarding operation of the center;*
 - d. *A provision requiring continuous on-site security and emergency services, which includes professional security personnel, monitored security cameras, trained emergency responders, and emergency alert systems.*
 - e. *A plan to maintain noise levels in compliance with Chapter 9.28 of this code;*
 - f. *Design requirements that ensure any areas for queuing take place within the footprint of the principal building and will not occur on any public street or sidewalk;*
 - g. *Designation of a location for smoking tobacco outdoors in conformance with state laws;*
 - h. *A provision stating that any trash strewn on the premises be collected and deposited in a trash receptacle by six o'clock (6:00) A.M. the following day, including any smoking and parking lot areas;*
 - i. *A provision stating that portable trash receptacles on the premise be emptied daily and that other receptacles be emptied at a minimum of once per week or as needed.*

The owner of property on which a homeless resource center or homeless shelter is located shall ensure that the operator complies with the requirements of this Subsection A.2.

3. *The applicant shall demonstrate how the building and site is designed to prevent crime based on the following principles. However, the planning commission may require modification of the proposed building and site plans if it determines that the plans do not sufficiently address each of these principles:*

a. Natural Surveillance:

- (1) The building includes windows and doors in sufficient quantities and locations that allow people inside the building to see all exterior areas of the site;*
- (2) Lighting is sufficient to illuminate building site, entrances, and access points from public streets and sidewalks to the building;*
 - (i) Exterior public and private areas shall be illuminated at a minimum rating of 1 foot-candle, and parking lots shall be illuminated at a minimum rating of 3 foot-candles.*
 - (ii) Exterior lighting shall be shielded to control light pollution and prevent glare, and utilize light emitting diodes or metal-halide filaments.*
- (3) Landscaping is arranged on the site in a manner that does not create hidden spaces or block sight lines between the building, public spaces, parking areas and landscaped areas.*

b. Natural Access Control:

- (1) Buildings include direct walkways from the public sidewalk to the primary building entrances;*
- (2) Walkways are provided to guide people from the parking areas to primary building entrances;*
- (3) Low growing landscape, low walls, curbing, or other means are used to guide pedestrians along walkways;*
- (4) All walkways are properly illuminated and all illumination on the site is shielded to direct light down and away from neighboring properties;*
- (5) Building entrances are clearly identified with universally accessible signs.*

c. Territorial Reinforcement:

- (1) Landscaped areas along the perimeter of the site, which are not visible from the building or public spaces, shall include mechanisms to restrict access outside daylight hours;*
- (2) Parking areas are secured outside of daylight hours;*
- (3) A decorative masonry wall that is a minimum of six feet (6') high shall be provided along all interior side and rear lot lines. Walls in excess of six feet may be approved by the planning commission as a special exception if it determines a taller wall is necessary to mitigate a detrimental impact created by the homeless resource center or homeless shelter;*
- (4) A fence no taller than three feet (3') high, and does not create a visible barrier, shall be placed near the front property line to mark the transition from public space to private space;*
- (5) If the zoning district does not require a landscape buffer, the planning commission may nevertheless establish appropriate landscape buffering requirements as a condition of approval to mitigate reasonably anticipated detrimental effects of the proposed use.*

- d. Maintenance:*
 - (1) The building and site are maintained free from graffiti, litter, garbage, and other items that constitute a nuisance;*
 - (2) The building is maintained in good repair and all property damage is repaired in a timely manner;*
 - (3) All fencing, walls, paving, walkways and other site features are maintained in good repair, and free from obstruction.*
- e. A homeless resource center or homeless shelter shall comply with all applicable building and zoning regulations.*