

New Direction Hold Policy

You would like a room but are unable to move in immediately. For \$150, you can place a Seven Day Hold any available room at a New Direction property.

This works well for those in need of a home plan or for those who don't have immediate access to the funds needed for a deposit and program fees.

Steps to hold room with New Directions:

1. New Directions should have accepted you into the program.
 - a. Photo ID texted to (757)358-8800
 - b. Call back or text back from New Direction Staff informing you of your eligibility
2. Visit properties to see which house fits your needs best (optional)
3. Call and speak to New Directions staff to set up the 7-Day Hold
4. Secure hold with a payment of \$150 (credit or debit card or (money order with proof of funds))
5. The room and address at a specific house will be given to the client
6. The 7 Day Hold will begin.

Before the end of the Seven-day hold expires, the client needs to provide funds for the weekly or monthly room rate. When the client makes the payment for the program fee, the \$150 Hold will automatically become the deposit for the room.

However, if the client makes the decision to not move into the house, or to not pay the program fee the \$150 hold will be forfeited.

Third party payments for holds are accepted, but please note clients name when payments are made