

**MAYOR'S OFFICE OF HOUSING  
CITY AND COUNTY OF SAN FRANCISCO**



GAVIN NEWSOM  
MAYOR

MATTHEW O. FRANKLIN  
DIRECTOR

Affordable Housing Property Owner  
Affordable Housing Property Supervisor  
Affordable Housing Property Manager

Date of Notice

**NOTICE OF MONITORING SITE VISIT**

Property: Affordable Housing Development in San Francisco  
Address: 1 Easy Street, San Francisco  
Date & Time: Day, Date, Time (4-hour period)

Dear Property Owner:

As you may know, the Mayor's Office of Housing financed the rehabilitation/construction of the above-referenced property. The financing agreement allows MOH to monitor your ownership and management of the project to assure compliance with the terms and conditions of that agreement. MOH may inspect the project and all information related to its operation to verify that it is being operated in compliance with applicable regulations and HUD's Housing Quality Standards (HQS).

The monitoring visit will entail an inspection of the building as well as tenant and property management files. Not all units will be inspected, however please notify all residents that we may be inspecting their units. The following is the general agenda for the on-site inspection:

1. Interview of Asset/Property Management Staff and Examination of Property Management Files: A discussion and examination of current management practices, including marketing, tenant selection and wait list management; recertifications; staffing; supportive services; repairs and maintenance procedures; long-term capital needs planning; and affordability compliance. Staff should be prepared to share copies of forms, policies and procedures manual, marketing plan, maintenance logs and other relevant records and documents.
2. Tenant File Review: An audit of a random sampling of 7 to 12 tenant files. The files will be assessed for organization, completeness, tenant eligibility, income and lease documentation, household data, notifications and communications. The review may also entail a review of files of rejected applicants and evicted tenants.
3. General Physical Condition: Inspection of interiors of approximately 10 randomly selected units, as well as the common areas, roof, storage areas, the building exterior and grounds to assess compliance with HQS.

Please see the attached document for more details about the site visit. Contact \_\_\_\_\_ at 701-55\_\_ or \_\_\_\_\_@sfgov.org if you need to change the scheduled date or have any questions.

**1 South Van Ness Avenue, Fifth Floor, San Francisco, CA 94103**  
**Phone: (415) 701-5500 Fax: (415) 701-5501 TDD: (415) 701-5503 www.sfgov.org/moh**

## **Mayor's Office of Housing - On-Site Monitoring Inspections of City-Financed Affordable Housing Developments**

### **Property and Asset Management Practices**

The MOH inspector will review and discuss the owner's property management and asset management activities with relevant personnel. He/she may also review the policies and procedures, forms, applications and other documents used to carry out the activities, as well as the paper and electronic records of the actual activities. The review will seek to answer the following questions, among others:

- Is the owner marketing the project and selecting tenants in accordance with the Marketing and Tenant Selection Plan?
- How is the project's waiting list managed?
- What are the affordability restrictions of the various funders, and what system does the owner use to manage compliance with all of them?
- What is the relationship between property management and supportive services?
- What efforts are being made to reduce unit turnover time and project vacancy rate?

### **Tenant Files**

The City must ensure that only eligible households occupy the project. The MOH inspector will audit tenant files and other records for the following:

- Are the units occupied by income eligible households, and is the unit of the appropriate size for the household composition?
- Has recertification been completed in a timely manner?
- Has the proper 30-day notice been given tenants before a rent increase is implemented?
- Are there sufficient households on the waiting list to assure prompt turnover of vacant units?
- If there have been evictions, what were the reasons, and was the process completed in a reasonable time?
- Were rejected applicants rejected for appropriate reasons?
- Was a copy of the grievance procedure given to each rejected applicant and to each tenant?
- Has the property owner conducted routine interior inspections of each unit? What problems were identified and have they been remedied?

If deficiencies are found, additional records may be reviewed to determine if this is an isolated error or a wide spread problem.

### **Physical Inspection**

HUD regulation and the City's financing agreement require the property owner to properly maintain the property. This includes routine maintenance items such as the repair of broken hardware, touch-up painting and cleaning vacant units, as well as scheduled improvements or replacements of items and systems that have reached the end of their useful lives.

Inspection of the site and building(s) will start with a tour of the grounds to visually inspect the landscaping, parking area and exterior of the buildings. The following indicators may be a sign of management problems.

- Are there signs that the grounds and landscaping are being neglected?
- Is there evidence of flooding or erosion?
- Is security fencing and lighting in good working order?
- Is there evidence of vandalism or graffiti?
- Are there abandoned cars on the property?
- Is the equipment in the children's play in good condition?
- Are the common areas such as laundry, community rooms and elevators clean and in working order?

Next, the inspector will randomly select and inspect several dwelling units. The number of units selected will depend on the project size and condition. The inspection will focus on the physical structure, not the personal housekeeping of the tenants, unless an unhealthy condition is observed. The following are indicators of a lack of adequate maintenance.

- Are the interior painted areas in good repair?
- Is there condensation or leaks in the bathroom?
- Is there evidence of rodent or insect infestations?
- Inoperable doors or windows?
- Faulty smoke detectors?
- Are appliances in good repair and operable?
- Are heating, cooling and electrical systems working and safe?

### **Monitoring Letter**

After the site visit, the inspector will send a letter to the owner that summarizes the results of the inspection. It will summarize any findings, prescribe remedies and establish a reasonable time frame within which the property owner must implement the remedies. The property owner must respond to the letter within 10 days with a plan for addressing each finding within the time frame. If there are mitigating circumstances, the owner may request a longer time frame.

### **Follow-up Monitoring**

The property owner must inform the inspector in writing of the action that was taken to remedy the findings and when it was taken. If necessary, the inspector will return to the project to verify that the property owner has carried out the required remedies. In cases of extreme non-compliance, the inspector may revisit the property several times and work with the property owner to address the findings. If the inspector has cause to believe that management problems persist, he/she may inspect units that were not previously inspected and review files that were not previously audited.