



**Mayor's Office of Housing
& Community Development
(MOHCD)**

Mark Farrell
Mayor

Kate Hartley
Director

CITIZENS' COMMITTEE ON COMMUNITY DEVELOPMENT FULL COMMITTEE MEETING

Tuesday, January 23, 2018
George Washington High School
600 32nd Avenue
San Francisco, CA 94121
5:00 p.m. – 7:00 p.m.

MINUTES

1. Call to Order at 5:15 p.m.

Committee Members Present: Clinton Loftman, Diana Kruze, Marc Vogl, Irene Riley, Peter Cohen.

Staff Attendance: Brian Cheu (MOHCD), Teresa Yanga (MOHCD), Pierre Stroud (MOHCD), Hugo Ramirez (MOHCD), Mike King (MOHCD), Holly Lung (OEWD), Patricia Medina (OEWD), Tina Novero (OEWD).

Public Attendance: 100+ public participants.

Brian Cheu provided opening remarks, and asked public participants to break into groups by topic area.

The guiding question for each breakout group was: "In San Francisco (or in your particular neighborhood or community of San Francisco), what are the needs, both large and small, that should be addressed through this service area?"

FAIR AND AFFORDABLE HOUSING BREAKOUT GROUP

Participants expressed a need for:

- Affordable housing for all families, seniors and undocumented families in San Francisco
- Expansion of rent control
- More support/information for subsidies, affordable units
- Raising height limits to increase development of permanently affordable, equitable housing
- Housing waitlists to provide a number and more clarity for list members
- A lot more below market rate housing units
- Building housing directly as a City
- Finding other solutions than lotteries
- Changing the process, streamline it and aggressively prioritize the production of below market rate housing

- Giving priority to residents who were dislocated from the same neighborhood
- More funding for particular geographic areas to provide housing
- Using existing buildings and making them affordable
- Affordable housing development to happen faster
- Other options and funding besides Section 8 vouchers for undocumented families
- Shortening shelter waitlists, especially for seniors
- Localizing Area Median Income by neighborhood
- Funding for housing counseling services
- More assistance for domestic violence survivor population
- Incentives for some landlords to accept third party arrangements
- Unions to invest in equitable housing
- Fining landlords who do not adequately maintain their housing, with forfeiture of property after a high enough number of infractions
- Strategies to compel vacant building owners to rent units
- More single family housing in the Richmond District
- A vacancy tax that provides revenue for affordable housing development
- More coordination between housing and services, including substance abuse treatment
- Understanding how to purchase a BMR, how to qualify, special loan products, who are the BMR realtors, etc.
- More BMR housing in areas of the city outside of Tenderloin and Bayview to stop concentrating areas of poverty
- More affordable housing available for purchase at 50-60%
- Ways to help people who are priced out of BMR rentals but are not making enough money to rent on the open market
- Reconsidering the practice of requalifying people every year for rentals but not for purchasing
- An easier way to request accommodations, including more help coordinating services in the process of applying, in the search process and to maintain the housing
- Funding solutions to keep people in the city; rental subsidies are not adequate, not on the scale required to meet the need
- Removing disincentives for improving one's self; disincentives create a "poverty trap"
- Solutions to helping people afford HOA dues
- More publicity of DAHLIA and existing services outside of the Mission, which might include a billboard or Muni advertising
- Easily accessible webpage that shows where all the BMRs are located
- Incentives for landlords to accept Section 8 vouchers
- More landlord education on their responsibilities under Fair Housing Act
- A public education campaign about fair housing
- Changing San Francisco's definition of AMI, which is impacted by other counties; from 0-20% AMI a person is basically eligible for nothing
- Addressing racial discrimination in housing development, purchasing and leasing
- Move-in assistance and funding for low-income households; consider amortizing the move-in costs over a longer period of time
- More collaboration and partnership between supportive housing and subsidies
- Larger affordable units for families

- Coaching families on how to manage budgets so they do not fall back into the system
- Preventing families from being placed out of county, which creates instability due to lack of community
- People who can help households to find the right kind of housing; rental realtors who can navigate the housing system
- A solution beyond the funding of many nonprofit organizations

EVICITION PREVENTION AND TENANT EMPOWERMENT BREAKOUT GROUP

Participants expressed a need for:

- Continued resources to prevent homelessness
- Housing supports for families and the elderly
- More strategies to unite and empower tenants against evictions
- More education on tenants' rights and how to use them, including rights of tenants in transitional housing and single room occupancy (SRO) hotels
- An enforcement mechanism for Ellis Act evictions to ensure there are no new tenants within five years
- Support for monolingual Chinese and Spanish-speaking families and the elderly facing evictions
- Tenant counseling (and self-help tools for tenants) with different language capacities; purpose is to educate and empower the tenant to use their rights
- Information channels to undocumented tenants that makes them feel comfortable accessing services; information through the radio is a good approach
- Dedicated staff to monitor and enforce Ellis Act evictions
- Outreach for eviction prevention services, including connecting with schools; partnering with other providers who are working with the same population; working with merchants associations and neighborhood watch groups; ensuring materials are in many different languages; and utilizing Facebook to educate and conduct outreach
- Being able to differentiate between tenant and merchants' rights and make the information simple
- Strategies for combatting the stigma of tenancy (or not owning a home)
- Trainings to educate first-time tenants and college students about their rights
- More education about tenant associations; for instance, associations can be formed with only two housing units
- Public sharing of landlord evictions/data ("public shaming")
- A rental registry
- More resources for eviction legal defense
- More housing vouchers (Section 8 and otherwise) if link between evictions and inability to pay is shown
- Address administrative overload when it comes to housing vouchers
- Preventing SRO tenants from "self-evicting" because the housing conditions are so poor
- A City agency or administrative body to handle landlord harassment claims by tenants; otherwise, tenants need to get a legal representative
- Intervening before the dispute goes to litigation
- More conflict mediation, where mediators actually go on-site, with a language component

- Addressing a number of complaints regarding Greentree Property Management inaccurately claiming that tenants are late with their rent payments and then charging those tenants late fees
- Evaluating whether eviction prevention policies are working
- More legal representation for tenants
- Voting in June in favor of more tenant protections
- Building tenant empowerment in neighborhoods so there is collective power to fight evictions; this is in preparation for continued rapid market rate rent escalations
- Eviction prevention services in the Mission
- A unified eviction prevention strategy from the City; MOHCD relies on on-the-ground organizations who drive the strategy
- Ensuring tenants' rights information is delivered simply; bullet points are crucial, as reading a lot of narrative does not work for most audiences
- Just Cause eviction laws for everyone, not just for those in buildings constructed before 1979
- Building registry with number of units and tenants
- MOHCD to provide a tenants' right guidebook that is mandated to be provided to tenants upon leasing/move-in
- A syndicate of leadership across service providers who meet and share information (to avoid duplication of services)
- Resources for the City to follow-up when landlords file for an Ellis Act eviction (e.g. Enforcement mechanism)

PUBLIC SERVICES BREAKOUT GROUP

Participants expressed a need for:

- A children's playground in the Ingleside neighborhood
- Criteria for how close you should be to a playground or other public facility
- Safe spaces for transitional-aged youth (TAY) to hang out
- Workshops that empower domestic workers – for example, how to negotiate with your employer; first aid for caregivers; language access and ESL classes
- City officials to be able to understand their constituents who do not speak English
- Housing and services for TAY
- Leadership development and resources for housing sites in Bernal and the Excelsior
- Employment services for recent immigrants and information about how to access legal and counseling services
- Less expensive bus fares
- Affordable housing for senior citizens, who should be able to age in place in their neighborhoods; regardless of whether they qualify for BMR
- Beginning classes for ESL at City College
- More accessible ESL programs and night classes since it is hard for working immigrants to consistently attend
- Computer access for low-income youth and affordable internet access to empower youth
- Education regarding employment rights; need for local employers of all sizes to understand employment laws that apply to them

- More services for youth on how to build your credit, how to avoid check cashing, payday loans and other predatory lending
- Removing mandatory proof of address to open bank accounts, as it is a barrier for those who are homeless
- Access to financial services in high school and college
- More community meeting opportunities for people to provide input and have their voices heard
- Safety officers, such as San Francisco Police Department, with language capacity to deal with the needs of all residents
- More language capacity in many areas, including leadership development
- More public parks in the Sunset neighborhood
- Housing services for disabled and violent crime victims
- More coordinated City services for families
- Continuum of Care services to last longer
- More affordable housing for middle class families
- Subsidies and tenants' rights in non-rent-controlled housing
- Transportation to adult day center services for seniors
- More funding, transportation, rent subsidies, and space to expand for adult day centers
- MOHCD services through community school sites and/or have services connect more directly to schools; community school model has school sites serving as services centers for the entire neighborhood
- Improved disaster response; first responders are not living in San Francisco and Neighborhood Emergency Response Team (NERT) is not widespread enough
- Higher wages for nonprofit staff; nonprofits may not be able to recruit qualified staff
- Improved connections between service providers; lots of duplication of services and also gaps in services; need "warm handoffs" between agencies
- More funding for full case management services
- Developing a standard practice for all case managers
- Project services coordinators and a network process map
- Addressing nonprofit retention and sustainability issues, including the retirement of older and more experienced staff
- More subsidized nonprofit space
- More support from tech companies to address increased rents in San Francisco

ECONOMIC DEVELOPMENT BREAKOUT GROUP

Participants expressed a need for:

- Ensuring higher education relationships are shared with economic development and small businesses
- Local San Franciscans in higher-paying industries, such as tech
- Supporting microenterprises to employ more people; it is difficult for microenterprises to employ due to higher rates of doing business in San Francisco
- Emphasizing union trades for the unemployed and underemployed
- Addressing gaps, such as language capacity, that restrict the workforce

- Higher education institutions to invest in local economic development, including support for small businesses and the workforce
- Data that shows how higher education institutions, such as City College and San Francisco State University, are contributing to the community
- Access to quality paid internships
- Large economic development and workforce partners to leverage capacity
- Engaging professors and pair them with small business owners
- Leveraging capacity in the Richmond District; for instance, Cabrillo Elementary School has an empty lot that could be used for workforce training
- More small business grants, such as for citywide women entrepreneurs
- Streamlining the procurement process and accessibility for small businesses
- Reducing commercial rents to fill vacancies along commercial corridors
- Systems and process for engaging landlords so that older small businesses do not go out of business
- A commercial tenant association to help advocate for businesses and a mediator to support the business and property owner
- Elected officials to represent small businesses
- Subsidized co-working spaces for small businesses that cannot afford high rents; co-working spaces are available in developing areas, but have high rents that do not serve the local small businesses
- Assisting businesses with collateral to qualify for microloans
- More community small business and entrepreneur lending circles
- Fewer or more reasonable project requirements/restrictions for small grants
- More simplified licensing and permitting processes
- Affordable spaces for small businesses
- Addressing criminal and security issues
- More financing in the form of grants and loans, and education to help small businesses avoid predatory loans
- Supporting legacy businesses to compete with other businesses
- More communication between City departments; there are not enough inter-departmental services, including transportation, beautification, and workforce/economic development
- Assistance for businesses that want to invest in neighborhoods and commercial corridors, but are faced with the high cost of developing their spaces
- Assistance for commercial spaces that are frequently vacant for long periods of time
- Addressing owners of multiple vacant properties
- Addressing escalating operating costs for small businesses
- Addressing wages and/or high cost of living in San Francisco, which leads to high turnover and instability of small businesses
- City services to assist new small businesses with various infrastructure and permitting issues

- Incentives in the form of subsidies or tax breaks to ensure affordable and long-term rental leases to small business, specifically older “legacy” businesses; property owners must guarantee that they will not raise rent for a number of years
- Utilizing and/or activating temporary uses of space
- Taxing landlords that keep commercial spaces vacant for an extensive period of time (i.e. vacancy tax)
- Rent control for small businesses
- Flexibility on licenses and permits for small businesses so they can operate out of their home
- More credit union grants and low-cost loans
- Addressing the cultural barrier in financial education for many immigrant-owned legacy businesses
- Leveraging local organizations to reach communities of color and provide services in different languages
- Transparency in lending practices to include demographic information, specifically data on loans for entrepreneurs of color
- More technical assistance services to support the growth of small businesses

2. Adjournment at 6:55 p.m.