

**A Conversation on Housing and Community Development
Monday, December 10, 2018
Ortega Public Library (District 1 and District 4)**

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Sessions #1 and #2

Neighborhood Change and Choice

1. Based on the maps and your personal experience, what are the most important or noteworthy changes in this neighborhood in the past 5 years?

- Inner Richmond – decrease in African American demo (6 dots)
- Outer Sunset – fewer families with young kids, more wealthy families
- Richmond – More younger adults, especially on Geary, less friendly; tech buses, younger demographic
- Sunset – groups keep to themselves; Housing prices and rents (4 dots); high AirBNB presence – esp. beach (one dot); more renting to individuals to maximize income; more unstably housed college students; more market rate development newly created, less middle; house rich – cash poor seniors
- Parkside – City policy that overrides neighborhood wishes (ex. L) (4 dots); loss of street parking affected businesses (one dot); lack of sensitivity to neighborhood issues (one dot)

2. What do you think has caused or contributed to those changes in your neighborhood?

- Sunset & Richmond – Maximizing income from rent (one dot); real estate speculation; number of people (increase in population); increase in income inequality; transit changes; park and rec changes; not enough community input; twitter tax break/business focus; development without community investment; YIMBY rhetoric about “should”.

3. If money were not object, where would you choose to live (top 3 desirable places) and where would you choose to not live (top 3 least desirable places)?

No notes. See maps.

4. What makes a neighborhood a desirable place to live?

- Accessible transit (one dot and one check mark)
- Low crime rate
- Clean

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- Views
- Sunny/weather
- Less traffic congestion
- Schools (public) – esp. high schools
- Community involvement
- Character of neighborhood/quality of housing
- Shopping (neighborhood)
- Open space (one dot)
- Opposite/less desirable: toxins, homeless, too far west
- International communities
- Multi-cultural
- History/family connection
- People know each other, check on each other
- Thriving small business in neighborhood
- Excellent transit
- Multi-generational
- Sense of community
- Variety of architecture
- Gardens and open space and small parks
- Big parks
- Street trees
- Safety, lighting, no trash

5. Do you feel like you have a choice in where you live? And where do you live now (zip code)?
See flip chart

6. What makes you feel like you have a choice or don't have a choice?

| Choice | | No Choice |
|-----------------|--------------|---------------|
| Ownership | | Cost |
| Wealth | | Affordability |
| Support network | | |
| | Rent control | |

Access to Opportunity

7. What are the most pressing challenges to getting or keeping a job for you and for others in your neighborhood?

- Richmond - N/S transit

8. What has helped you or others in your neighborhood get or keep a job?

- Richmond – transit E/W

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9. What are the most pressing challenges that you or others in your neighborhood face in accessing public transportation?

- N/S direction
- Wait times
- Heavy traffic on return to neighborhood on N
- Transfers and frequency
- N + 19th turnaround/switchback
- L Taraval Communication
- N unreliable

10. What has helped you or others in your neighborhood in accessing public transportation?

- E/W direction
- Richmond– can get anywhere
- Great system

11. What are the most pressing challenges that you or others in your neighborhood face in living in or creating more healthy neighborhoods?

No answers

12. What has helped you or others in your neighborhood to live in or create healthy neighborhoods?

- Sunset – low pollution

Fair Housing Violations

13. Have you or a member of your household experienced a violation of your fair housing protections?

- Yes – race
- Yes – Source of income (Section 8)
- Yes – subtle / not documented

14. What did you do/Who did you go for support? How helpful was it?

- SF HRC (human rights commission) very helpful
- SF Housing rights committee

15. Is there anything that we should have asked, something that is important to you?

Community Development/Social Service Needs Break-out Groups

Session #1

1. Let's list the non-housing needs that are most important for you and/or your family.

- Lighting for safety/security
- More senior service facilities

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- Senior education needs: computers, ESL, citizenship classes, legal services
 - Safety: many car break-ins
- 2. How would you find out about services that would meet those needs?**
Friends, neighbors, Self-help for the elderly Senior Center in West Portal and Chinatown, social workers, newspaper
- 3. What gets in the way of being able to access or use existing programs and services that would meet those needs?**
- Language access, more bilingual services
 - Facilities, more permanent facilities.
- 4. If there are services that you use and you think needs to be improved, how do they need to be improved?**
- Permanent location for senior center
- 5. What do you and others in your neighborhood need to get, keep and advance in a job?**
- No workforce services/center on West side of city
 - More staff for existing programs
- 6. How would you find out about services that would meet those needs?**
- Mostly seniors in this group
 - Those who need the service travel to Chinatown to obtain
- 7. What, if any, suggestions do you have for the City to improve access to good jobs?**
- Improve public transit
 - Work with employers to incentivize them to hire people with high barriers to entry
 - Improve street safety
 - Too many applicants for few jobs
- 8. What would you and your family need in order to be financially stable and/or to be able to build wealth?**
- Estate planning
 - More financial education for youth
 - Increases in property/public taxes make saving harder
- 9. What do you like most and least about your local commercial corridor?**
- Dislike marijuana shops, high opposition to marijuana stores
 - Dislike many empty commercial lots. Small businesses squeezed out. High cost like including minimum wage
 - Dislike small business need to pay surcharges which they pass to consumers.
 - Like – Clement street had holiday stroll, need more community building events
 - Like – small business planning help

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10. What are things that would build your sense of community?

- Seeing more instances of houses without occupants
- More policing for sense of safety in sunset/Richmond district
- Permanent place for senior center
- GHW should be pedestrian only, new Sunday streets events
- Continue outreach for traffic safety (speeding, etc.)
- More open spaces
- Need places to shower and get clean at beach

11. Which programs or services need to be offered in a language other than English?

No responses

12. Is there anything that we should have asked, something that is important to you?

No response

Session #2

1. Let's list the non-housing needs that are most important for you and/or your family.

- Permanent senior center
- Commercial rents high; prevents expansion of services, city needs to help senior center with rent and property acquisition
- Public transit late
- Paratransit
- IHSS more outreach

2. How would you find out about services that would meet those needs?

- Internet, need more resources for outreach events, word of mouth, libraries.

3. What gets in the way of being able to access or use existing programs and services that would meet those needs?

- Lack of information
- Language access, bilingual staff hard to find. City should help nonprofits with language access.

4. If there are services that you use and you think needs to be improved, how do they need to be improved?

- Permanent location for senior center

5. What do you and others in your neighborhood need to get, keep and advance in a job?

- Hard to find stable jobs, jobs with benefits
- City funded programs to help people understand new ways of job search (Linkedin, etc.)

6. How would you find out about services that would meet those needs?

- Direct outreach for schools
- Outreach for senior centers

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- 7. What, if any, suggestions do you have for the City to improve access to good jobs?**
 - Same suggestions as in break out group one
 - City can subsidize jobs that require bilingual skills

- 8. What would you and your family need in order to be financially stable and/or to be able to build wealth?**
 - More financial education
 - Warn about scams, payday loans

- 9. What do you like most and least about your local commercial corridor?**
 - Dislike – lack of parking, some corridors have bad public transit, too much construction increases travel time
 - Sidewalks should be wider, different types of stores, vibrancy/diversity of Irving corridor

- 10. What are things that would build your sense of community?**
 - ESL classes, newcomer services
 - More volunteer opportunities
 - Health fitness/outdoor activities

- 11. Which programs or services need to be offered in a language other than English?**
 - Housing website needs to be multilingual, many times only main page of city website is multilingual
 - Alert SF messages only in English

- 12. Is there anything that we should have asked, something that is important to you?**
 - Commercial corridor too spread out

Submitted Written Responses

Is there anything that we should have asked, something that is important to you?

- There is a very big tree with huge roots next to my house. The roots have grown through and punctured the pipe underneath my house and have cost me a few thousand dollars to fix. Can the government help me cut off the tree so that it will not puncture my pipe again? It is located right by my house on the street.

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Immediate Housing Needs Break-out Groups

Session #1

- 1. What do you and your family need to get or stay in housing?**
 - Affordability – higher wage, lower priced housing, down payment assistance especially at higher income limits/levels;
 - More 100 percent affordable housing units to be built for median or lower-income households;
 - Getting to and from home – transportation;
 - Parking – difficult;
 - Access to medical/hospitals.

- 2. In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**
 - Internet access to utilize DAHLIA;
 - No contact to real person, multiple persons contacted but get different answers;
 - No response/confirmation to applications
 - Low income housing unbalanced compared to outer sunset;
 - Access to affordable childcare;
 - More childcare;
 - Free, low-cost afterschool care;
 - Access to sport related materials for children/youth;
 - Playgrounds/Parks – staff until dark
 - Legal access I access to nature, gardens, outdoor spaces, smaller parks, dog parks, neighborhood parks;
 - Education about tenant rights;
 - Greater density in Sunset;
 - Not thoroughly planned infrastructure

- 3. Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.**
 - TAY
 - Mental Health
 - Non-English Speaking ESL
 - New immigrants
 - Service for modifications for seniors as owners age Age in place
 - Reliable source for contractors
 - City wide connect seniors with students, etc., who want to rent with extra rooms

- 4. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified you prefer?**
 - Text
 - News
 - Senior Centers

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- Community based organizations
 - 5-7 minute videos social media
 - Newspapers
 - Free community newspapers
 - Postcards
 - Flyers in library
 - Facebook
- 5. Aside from the high cost, what are the main barriers to purchasing a home in San Francisco?**
- Credit Score
 - Minimum income ((\$3,000) not usable for TAY
 - Knowing the steps of homeownership
 - How Tos homebuying
 - Dispersing information on homebuying on newspapers
- 6. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
- Jobs
 - Households with vouchers relocate outside SF
 - Try to comeback but won't get preference because they are no longer SF residents
- 7. What are things that would build your sense of community?**
- Small business and commercial rent control
 - Creating stable housing creates stable communities
 - Low income housing and senior housing
 - Not a lot of multi-cultural presence in neighborhoods
 - More affordable housing may bring diversity
 - Economic diversity
 - Neighborhoods gentrified
 - Community Centers with various activities, events, etc.
 - Music, movie nights
- 8. Which programs or services need to be offered in a language other than English?**
- Data to support languages
 - SFHA can't get actual person to help
 - No language assistance
- 9. Is there anything that we should have asked, something that is important to you?**
- Red zone areas increasing throughout the city; affects small businesses
 - Small business support; more parking
 - Bus stops eliminated needs to stop
 - Senior Housing

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Session #2

- 1. What do you and your family need to get or stay in housing?**
 - Eviction forgiveness
 - Senior rehabilitation of housing
 - Lower rents
 - Eviction protection
 - Resources
 - Deposit assistance for low to moderate income tenants
 - Teachers need more housing
 - Job availability for youth or younger population
 - Housing and job programs for displaced or homeless individuals/families
 - Encourage corporations to move to San Francisco to assist in building housing
 - Access to available benefits
 - Educate/incentives for owners to avoid eviction
 - Affordable housing too expensive

- 2. In your opinion, do you feel that existing housing services that address those needs are accessible to you and your family? Why or why not?**
 - Need to promote services via social media; general lack of knowledge where to get services, what services are available
 - Public assistance programs are intimidating
 - Need more human interactions, access to more case workers
 - Language accessibility
 - Consider innovative, multi-use housing, use existing spaces, higher density housing
 - Keep information updated at community organizations, senior centers
 - More access to interpretation
 - More community clinics, social work, housing, employment fairs

- 3. Thinking about specific groups of people, what would they need to get or stay in housing? Specific groups may include seniors and persons with disabilities.**
 - Undocumented population need legal access
 - Housing subsidies, target for specific populations
 - Housing people with mental health issues, function limitations
 - Support services
 - Plan for populations with different needs
 - Increase, create more housing for teachers
 - Rental assistance programs, subsidies
 - Housing rehabilitation programs
 - Section 8 programs

- 4. If you wanted to learn about affordable rental or ownership opportunities, what method of being notified you prefer?**
 - Email

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- Advertisements
 - Tsing Tao/World Journal
 - Chronicle, Examiner Newspapers
 - Senior Centers
 - Flyers
 - Public Radio
 - Text
- 5. Aside from the high cost, what are the main barriers to purchasing a home in San Francisco?**
- Lack of homes being built
 - Lower property taxes, lower interest rates
 - Down payment assistance, cheaper, bigger loans
 - Incentives to sell vacant homes
 - More student housing
 - Areas where homes can be store fronts
- 6. What are the kinds of things that help folks move on from temporary housing or shelter into more permanent housing? What gets in the way of moving on?**
- Safer shelters
 - More case managers at shelters
 - Housing ladder – match populations to appropriate units
 - Credit and eviction history assistance
 - Subsidize housing, rent or employment assistance, employment subsidies
 - Provide more jobs for income, better access to housing
- 7. What are things that would build your sense of community?**
- Art – artist housing
 - Art shows, concerts in the park
 - Opera in the park
 - More information about events
 - More events for children, families
 - More playgrounds
 - Flea market events
 - Exercise facilities at parks, accessible for everyone
 - More town hall meetings/community meetings
- 8. Which programs or services need to be offered in a language other than English?**
- Need more languages to be represented in community organizations to close gaps
 - Public benefit forms, documents, applications in various languages
 - Access to language for lease agreements and other rental documents
 - Start at senior centers and provide language assistance and program forms in various languages
 - Advocacy programs for those who need more hand holding

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9. **Is there anything that we should have asked, something that is important to you?**
- Rent is too high
 - Help former SF residents move to more affordable housing in other areas/cities
 - Senior population is growing, more senior housing.

Long Range Housing Planning Break-out Groups

Notes for the Long Range Housing Planning break-out groups will be synthesized and posted on the Planning Department's website after all of the forums have taken place.