

File No. 100093

Committee Item No. 3

Board Item No. _____

COMMITTEE/BOARD OF SUPERVISORS

AGENDA PACKET CONTENTS LIST

Committee: Land Use and Economic Development Date March 29, 2010

Board of Supervisors Meeting Date April 14, 2010

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Completed by: Alisa Somera Date March 25, 2010

Completed by: Alisa Somera Date March 30, 2010

An asterisked item represents the cover sheet to a document that exceeds 25 pages.
The complete document can be found in the file and the online version.

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1 [Housing Code – Residential Hotel Notice Posting Requirement.]

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3 Ordinance amending the San Francisco Housing Code by amending Section 1002 to
4 add subsection (f) requiring residential hotel owners/operators to post a notice
5 advising hotel occupants that they may telephone the City's Customer Service Center
6 at 311 to report alleged violations of the Housing Code; adopting findings, including
7 environmental findings.

8 NOTE: Additions are single-underline italics Times New Roman;
9 deletions are ~~strike-through italics Times New Roman~~.
10 Board amendment additions are double-underlined;
Board amendment deletions are ~~strikethrough normal~~.

11 Be it ordained by the People of the City and County of San Francisco:

12 Section 1. Findings.

13 Section 2. The San Francisco Housing Code is hereby amended by amending Section
14 1002, to read as follows:

15 SEC. 1002. ADDITIONAL SUBSTANDARD CONDITIONS: ELECTRICAL OUTLETS,
16 ELEVATORS, ILLEGAL CONVERSION OF RESIDENTIAL HOTELS, AND RESIDENTIAL
17 HOTEL MAIL RECEPTACLES AND NOTICE POSTING.

18 In addition to the provisions set forth in Section 1001 of this chapter prescribed by
19 California Health and Safety Code, Division 13, Part 1.5, State Housing Law, Sections
20 17920.3 et seq., the following conditions are considered substandard:

21 (a) Electrical Outlets. Habitable rooms and kitchens with insufficient number of
22 electrical convenience outlets as required by Section 504 of this Code.

23 (b) Elevators. Lack of elevator service as required by Section 713 of this Code.

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Supervisors Campos and Chiu
BOARD OF SUPERVISORS

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1 (c) Illegal Conversion of Residential Hotels. Illegal conversion of any residential unit
2 of a residential hotel, or improper recordkeeping as defined and required by Chapter 41 of the
3 San Francisco Administrative Code.

4 (d) Mold and Mildew. The existence of mold and mildew which is chronic or severe
5 as defined by Chapter 4 of this code.

6 (e) Residential Hotel Mail Receptacles. Lack of an individual mail receptacle for
7 each residential unit in a residential hotel, as required by Section 41E of the San Francisco
8 Administrative Code. The hotel owner is responsible for making arrangements with the United
9 States Postal Service for the installation of these receptacles and delivery of mail thereto.
10 Installation and maintenance of the mail receptacles shall meet all of the specifications and
11 requirements of the United States Postal Service. Compliance with United States Postal
12 Service specifications and requirements, and delivery of mail by the United States Postal
13 Service, will not be enforced by the Department of Building Inspection.

14 (f) Residential Hotel Notice Posting Requirement. The owner or operator of a residential
15 hotel, as defined in Chapter 41 of the San Francisco Administrative Code, shall post a notice approved
16 by the Department of Building Inspection notifying the occupants that they may contact the City and
17 County of San Francisco's 24x7 Customer Service Center at 311 to report alleged violations of this
18 Code. The notice shall be posted in a conspicuous location at the lobby. If there is no lobby, the notice
19 shall be posted in the public entranceway.

20
21 APPROVED AS TO FORM:
22 DENNIS J. HERRERA, City Attorney

23 By:

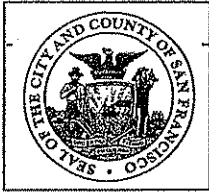

24 JUDITH A. BOYAJIAN
Deputy City Attorney

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Supervisors Campos and Chiu
BOARD OF SUPERVISORS

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BUILDING INSPECTION COMMISSION (BIC)

Department of Building Inspection

Voice (415) 558-6164 - Fax (415) 558-6509

1660 Mission Street, San Francisco, California 94103-2414

March 24, 2010

Gavin Newsom
Mayor

COMMISSION

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Ann Aherne
Secretary

Vivian L. Day
Director

Ms. Angela Calvillo, Clerk of the Board
Board of Supervisors
City Hall, 1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco, CA 94102-4694

RE: Ordinance amending the San Francisco Housing Code by amending Section 1002 to add subsection (f) requiring residential hotel owners/operators to post a notice advising hotel occupants that they may telephone the City's Customer Service Center at 311 to report alleged violations of the Housing Code; adopting findings, including environmental findings. File # 100093 (Supervisor David Campos)

Dear Ms. Calvillo:

On March 17, 2010 the Building Inspection Commission held a meeting and heard public testimony on the proposed ordinance referenced above.

The Commissioners voted unanimously (7 - 0) to recommend that the Board of Supervisors approve this Ordinance.

Should you have any questions, please do not hesitate to call me at 558-6164.

Sincerely,

Ann Marie Aherne
Secretary
Building Inspection Commission

cc: Alisa Somero, Committee Clerk
Supervisor David Campos
Director Vivian L. Day
Lou Aurea

FOR IMMEDIATE RELEASE

CONTACT:

Grier Mathews, 415-246-4054; griermathews@mac.com
Joshua Vining, O: 415-282-6209 ext 12; M: 415-259-1394; josh@dscs.org

**MORE THAN JUST A CALL CENTER –
SAN FRANCISCO'S 311 NOW IMPROVES ACCESS TO
BUILDING SAFETY AND HEALTH SERVICES**

*Collaborative of Low-Income Housing Advocates, City Departments and Elected
Officials Expand San Francisco's Customer Service Hotline*

SAN FRANCISCO (January 26, 2010)...

"I am proud to announce that we have expanded the capabilities of our 311 Customer Service Center to include taking SRO complaints. This change will improve the quality of life for residents and make the owners of our SRO's more accountable," said Mayor Gavin Newsom. "Now, if you have a problem with your SRO, there is only one number to remember to dial – 311."

San Francisco's most vulnerable tenants now have a new resource to raise the quality of their living accommodations and improve affordable housing stock citywide. Thanks to a unique collaboration between SRO residents, housing advocates, several city departments and Supervisor Campos' office, SRO residents will now be able to dial 311, the City of San Francisco's customer service center, to fix a variety of problems in their buildings.

At the "SRO Tenant Empowerment Teach-In event today at Dolores Street Community Services, representatives from nonprofits and city departments answered questions and showed SRO residents how to access services to improve and stabilize their lives, including an introduction to the new services at 311, which has been expanded to address building safety and health issues that are specific to SRO's.

"Adapting 311 to make it more accessible for SRO residents will enable them to solve problems that their landlords haven't resolved," said Josh Vining, a community

organizer for the **Mission SRO Collaborative**, the housing advocacy group which led the community effort. "Issues like rodents, inadequate heat or water, and blocked fire exits are a reality for low-income residents. 311 now gives people a way to report unhealthy or unsafe conditions and to follow-up on the solution."

"We're proud to offer this kind of customer service for SRO tenants and residents," said Supervisor David Campos. "We owe it to the SRO community for bringing this issue to the forefront, and helping us figure out an improved solution that will really benefit everyone who lives in San Francisco. I am also pleased to introduce legislation today which will require SRO buildings to post visible notices that inform tenants that they can call 311 to report violations of the housing code."

In early 2009, members of the **Mission SRO Collaborative** completed a survey of SRO residents which identified several endemic building issues including pests, fire safety, second-hand smoke in common areas, plumbing and electrical problems. This survey also showed that while residents are aware of code violations and building problems, these problems are not being adequately resolved because they are not getting reported to the City. Barriers for residents to lodge complaints included a lack of knowledge of appropriate city departments; language issues; fear of eviction; or having no access to a computer or phone. Recognizing that the vast majority of these issues were building and fire code violations, the group identified 311 as a potential solution.

Launched in 2007, San Francisco's 311 Customer Service Center allows the public to ask questions or request services using an easy to-remember phone number. Although people normally use 311 for issues like potholes, graffiti, parks and other outdoor issues, the **Mission SRO Collaborative** understood that 311 also provides information about the H1N1 flu, how to help homeless residents, and marriage license appointments. The Collaboratives and the Department of Public Health approached 311, hoping to use the same integrated City services to address residential building issues.

The Collaboratives and 311 formed a working group of City departments and elected officials, mapping the common problems reported by residents to the appropriate City department that could ensure resolution. Residents calling 311 to report problems will reach a trained and courteous Customer Service Representative who will record the issue, provide an expected response time, and provide a service request number so the resident can follow up on the request.

"I'm excited about the customization and technological improvements made by our staff and the Department of Technology to launch this project," said Nancy Alfaro, 311's Director. "It will minimize duplicative requests to agencies and also eliminates the guess work for residents. They don't need to worry whether they should call the Fire Department or Building Inspection to report a blocked fire exit, for example, as the issue will get routed to the appropriate agency. Additionally, we hope tenants will become educated about 311 as a resource for these services as well as others."

Moreover, calls to 311 are now free from most San Francisco payphones and 311 Customer Service Representatives can assist callers in over 175 languages, providing the capability to help many of the monolingual and limited English speaking population. These services may also be requested online at <http://www.sfgov.org/311>

"I am so glad to have this resource to help solve many of our problems," said Thomas Jenkins, an SRO tenant involved in the project. "I feel like we finally have a voice – a little more power over our own lives."

"I have never been afraid to stand up for my rights or to call in complaints to the City," said Cynthia Citizen, a tenant of a private SRO on 16th St. "But I haven't always known the City codes or who to call. Now I know that I can just call 311 to register code violations in my building. It has become easier for tenants like me to do our part."

About Mission SRO Collaborative

In 2008, the Mission SRO Collaborative, a program of Dolores Street Community Services, received a grant from the San Francisco Tobacco Free Project to implement a

community process to identify and reduce second-hand smoke in SRO buildings. That process led to this project. The Mission SRO Collaborative was formed as a response to a rash of SRO fires in the late 90s that displaced hundreds of tenants and eroded the availability of affordable housing stock. SRO tenants were proactive in calling for changes to keep them safe and ensure a comparable level of emergency services to that of apartment-dwellers. The Collaborative believes that members of the SRO community are best suited to prioritize their needs and to develop solutions for those needs.

About 311

Since its launch in 2007, 311 has made it easier for residents to access city services, and answered more than seven million calls. The service – available at no charge by dialing 311 on phones in the City – provides 24-7 assistance to residents, visitors, and businesses seeking non-emergency city services.

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SRO TENANTS: This is Your Number!

If your manager has not responded to your complaints about:

Bugs, Rodents, Fire Hazards, Second Hand Smoke in Common Areas, Electrical or Plumbing Problems, No Heat, Unsanitary Conditions, Broken Windows, Walls, or Floors, Mold or Mildew (or any other fire, health or building violations you have in your room or building)

INQUILINOS DE HOTELES SRO: ¡Este es el número!

Si el gerente no ha atendido sus quejas sobre:

Insectos, roedores, peligros de incendio, humo de segunda mano en las áreas comunes, problemas eléctricos o de cañería, falta de calefacción, condiciones insalubres, moños, o daños en ventanas, paredes o pisos

(o cualquier otra violación de reglamentos sobre incendios, salud o construcción en su cuarto o edificio)

散房租客： 這是你們的 聯絡電話！

假若房屋經理忽視你對下列問題的投訴時

螻螂、蟲鼠、火警障礙，公用地方二手煙、電或水喉問題、沒有暖氣、不衛生的環境、損壞的窗門、牆壁或地臺、發霉或霉菌等問題

(或任何和你的房間或大廈有關的火警、衛生或違例建築)

Call
Llame al
請撥電

3-1-1

Who will send your complaint to the right City Department
Para que su queja sea remitida al departamento municipal correcto
該處將會把你的投訴轉達正確的市府部門

www.sfgov.org/311

Remember!

- 311 is free from most payphones.
- Be sure to ask for the tracking number so you can follow up with 311.

¡Recuerde!

- Es posible llamar al 311 sin costo alguno desde la mayoría de los teléfonos de pago.
- Pida el número de caso con el cual usted podrá darle seguimiento con el personal del servicio 311.

請記著！

- 大部份的付費電話均可以免費撥通311
- 向有關工作人員索取追查號碼，使你可以和311跟進

For more help with your building issues contact the SRO Collaborative nearest you:

Para más ayuda con problemas en su edificio comuníquese con la colaborativa de hoteles SRO más cercana:

如需要進一步協助處理大廈內的問題，請聯絡住處附近的散房聯盟辦事處

Central City SRO Collaborative
市中心散房聯盟辦事處
48 Turk St.
(415) 775.7110

Mission SRO Collaborative
米慎區散房聯盟辦事處
938 Valencia St.
(415) 282.6209
ext. 12, 內線 12

Chinatown SRO Collaborative
華埠散房聯盟辦事處
663 Clay St.
(415) 984.2728

Families SRO Collaborative
散房家庭聯盟辦事處
468 Turk St.
(415) 346.3740 ext. 316,
內線 316