

Plaza East Apartments

San Francisco Board of Supervisors

Government Audit & Oversight Committee

July 15, 2021



PLAZA EAST – 2020-2021

- November 2020: Fineline 20% walk through of units in preparation or Loan Committee
- December 2020: Submit application to Loan Committee for \$2.5MM based on Fineline 20% walk
- February 2021: Fineline 100% unit walk through to support revised unit scope
- April 2021: Loan Committee Approval for \$2.5MM for emergency repairs & \$200K for social services
- April 2021: Resident Meeting kick off to inform residents of repair funds, transition to new management and social services
- May 2021: Resident Meeting on management updates, repair updates, and re-envisioning discussion
- June & July 2021: Additional Resident Meetings

Apartments and Families: Life Safety Work Update

STATUS OF LIFE SAFETY WORK

193 units

183 units need emergency repair work

84 units have had some repairs:

25 completed

59 partially completed

Standard issues causing delays:

Appliances – nationwide delays

Windows – six-week lead time

Flooring – schedule moves and services

COLLABORATIVE WORK WITH SERVICES AND MANAGEMENT

Meet with every family at least one week prior to any work in the apartment:

- Manage expectations around life safety work – not cosmetic
- Determine relocation needs
- Determine move assistance to prepare for flooring replacement
- Meets on a weekly basis to address adjustments needed to better communicate and support residents

Site Plan



Property Management

STAFFING PLAN AND INTRODUCTIONS

JSCo Leadership

Jennifer Wood

Teresa Liu

Will Daniels

Site Team

Manager: Anthony Thompson

Office Team: Eulisha Hall

Maintenance Team: Ralph Lewis

OPERATIONS

- Office Hours
- Coordination with Life Safety Work
- Rent Relief
- Notifies families to meet with Services/Development at least one week prior to any work in the apartment
- Manage Routine Work Orders
- Interim and Annual Recertifications
- Transfers and emergency moves

Resident Services

STAFFING PLAN AND INTRODUCTIONS

Danielle Banks, Director - FRH

Lashonda Penn, Resident Services Coordinator

Started services on May 1, 2021 –direct contact with 42 families to date in addition to multiple resident meetings

Providing on-site support and services

Regular office hours Monday-Friday

RESOURCES AND SCOPE OF WORK

Support and assist to facilitate resident meetings with Urban Strategies

Regular coordination with management staff!

Resident engagement and communication

- Prepare flyers and newsletters together with management
- Launch multiple resident activities with Resident Council
- Raffle to collect residents' most recent contact information
- Launch one call system for multiple communications

Trust building and resident advocacy

Support resident in housing needs

- Income verification , rental relief, and all housing needs with management
- Service connection to other agencies and supportive services

Resident Services

EVENTS AND PROGRAMS

- Supporting Resident Council
 - Ms. Martha Hollins', Summer youth program
 - Dance
 - Summer kick-off,
 - Organizing space
- June events
 - Meet and Greet Lunch June 17th
 - Grocery Giveaway June 11th
- July Family-wide events:
 - Coffee hour July 19th
 - Movie night July 22nd
 - Great America for summer youth program
 - Family BBQ July 30th
 - Summer Camp at Hamilton



Community Engagement with Plaza East

USI uses a Results Count Framework™ to center resident voices to identify community history, concerns, strategies, and partners needed to provide equitable access to create a life that is stable and thriving.

Activities To Date:

- Open meetings to develop community norms and timeline
- Community Surveys & Focus Groups
- Virtual and In-Person events
- COVID-19 safety guidelines and resources
- Diverse and culturally competent facilitation practices.

