

HomeRise at Mission Bay is causing significant pain to Neighbors and HomeRise tenants

- Serious and persistent problems at HR Mission Bay – **fistfights, violence, threats, open drug dealing, major disturbances.** Caused ~ 1,000 service calls / 602 police calls in 14 months.
- **Causing significant daily pain to Neighbors and HomeRise tenants. Neighbors and families are frightened, hurting, disrupted, frustrated**
- Neighbors have reported issues and met monthly with HomeRise management and HSH – **Few improvements seen after 6 months of meetings**
- **Neighbors are desperate for concrete fixes to relieve pain ASAP**
- Fixing this is critical for Permanent Supportive Housing because we need a model that works successfully across city neighborhoods

Incidents with HomeRise Mission Bay resulted in ~ 1,000 service calls / 602 police calls in 14 months

Pattern over MONTHS

VIOLENCE & AGGRESSION

HR tenants are involved in:

- Fist fights at entrance, brawls with weapons
- Assaults and threats on passing neighbors
- Open masturbation at neighbor building
- Indecent exposure at windows
- Throwing objects through windows

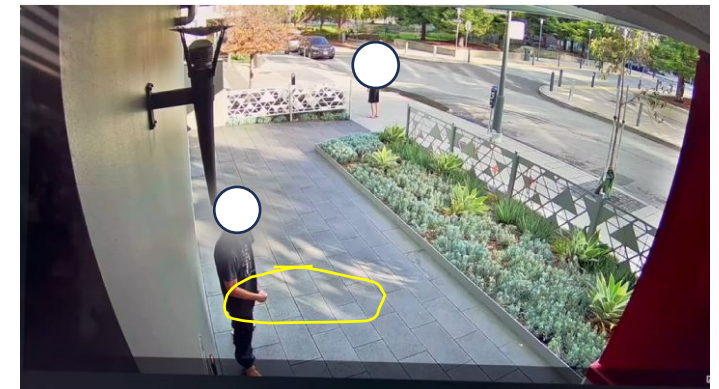
Fist fights



Brawls with weapons



Public masturbation
at neighbor building
in front of people



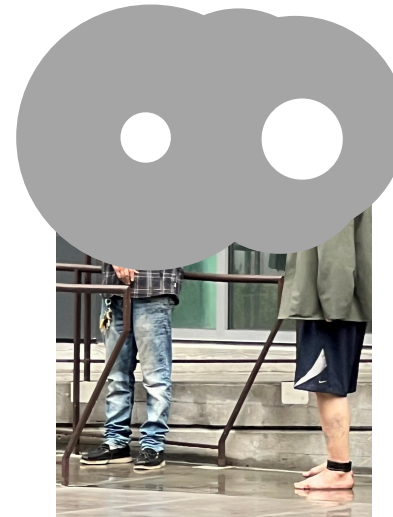
Incidents with HomeRise Mission Bay resulted in ~ 1,000 service calls / 602 police calls in 14 months

Pattern over MONTHS

OPEN DRUG DEALING

HR tenants are involved in:

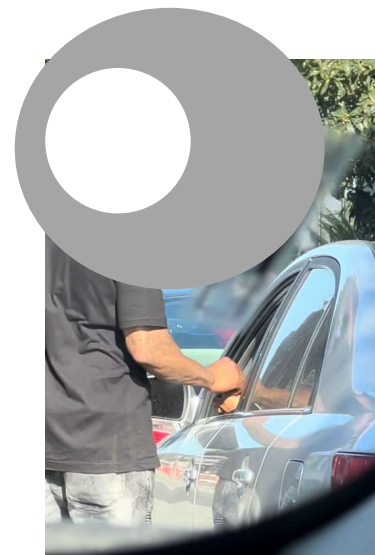
- Open drug dealing at HomeRise entrance by HR tenants and visitors
- Cars pulling up for drug deals
- Known drug dealer deals from HR's Loading Zone and enters HomeRise
- Open hard drug use by HR tenants on street



FEBRUAR
Y



OCTOBER



Incidents with HomeRise Mission Bay resulted in
~ 1,000 service calls / 602 police calls in 14 months

Pattern over MONTHS

DISRUPTIONS & DISTURBANCE

Raucous loud gatherings at nights
with music from parked cars, OCT – FEB

HR tenants are involved in:

- Loud and raucous gatherings at HomeRise entrance during nights and weekends, blasting music from cars, despite agreed No Loitering / No Trespass policies
- Screaming HR tenant for 4+ months, screams for hours in day/nights through open window
- HR tenants covering sidewalk with large debris, hazardous material, obstructing pedestrians



Incidents with HomeRise Mission Bay resulted in ~ 1,000 service calls / 602 police calls in 14 months

Pattern over MONTHS

BUILDING SAFETY & HEALTH

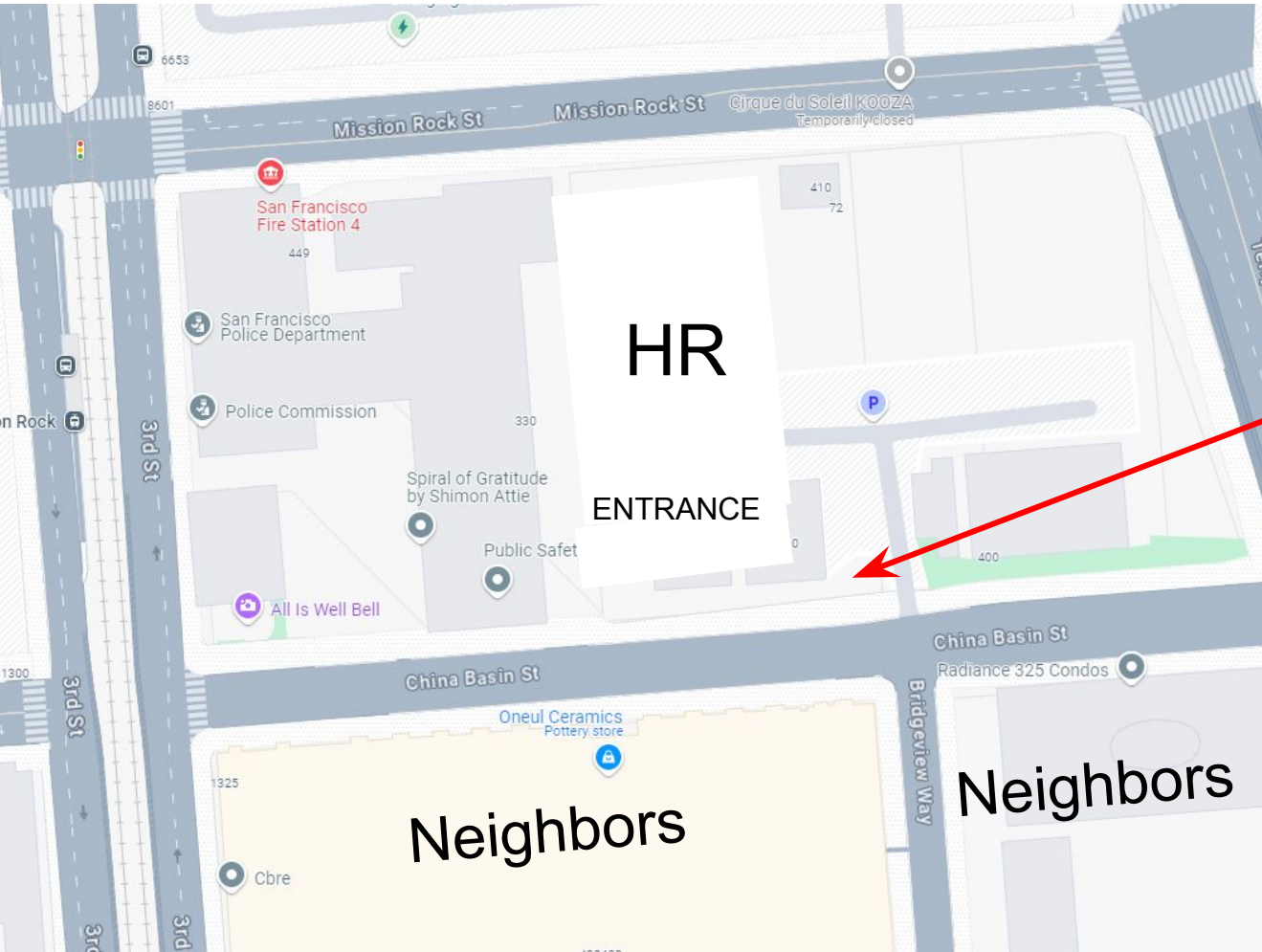
HR tenants are involved in:

- Broken windows with large shards of glass left for weeks
- Trash, biological waste and objects left on ledges, window safety latches removed
- HomeRise tenants and guests urinating on buildings
- Aggressive dogs off leash, excessive dog poop
- MTA street cleaning blocked by unmoved HR tenant cars

Repeatedly breaking windows, leaving large glass shards on street, OCT – DEC



Almost all incidents happen **within 40 feet of HomeRise building entrance** – a small area to manage



Location of most HR incidents

Neighbors have seen few improvements after monthly meetings with HomeRise for 6 months

1. UNRESPONSIVE TO NEIGHBOR COMPLAINTS FOR 9 MONTHS IN 2023

- Unresponsive to Neighbor complaints by email, phone, walk-ins
- Required Police & City Attorney intervention before HomeRise engaged with Neighbors

2. SINCE OCTOBER 2023 - MONTHLY INCIDENT REVIEWS WITH HOMERISE & NEIGHBORS

- HomeRise agreed to monthly sitdown reviews with Neighbors of key incidents and complaints
- Key incidents and documentation shared with HomeRise management
- Specific actions requested of HomeRise to fix problems

3. FEW IMPROVEMENTS SEEN BY NEIGHBORS AFTER 6 MONTHS OF REVIEWS

- Incidents persist - street violence, serious disturbances, drug dealing, raucous activity
- HomeRise has not fixed the persistent issues

HSH is not taking responsibility for the problems resulting from **broken promises made to Mission Bay Community**

During planning stage, **HSH made critical promises and reassurance at Community meetings about HR Mission Bay.** Those promises were not kept:

- **24/7 SECURITY AT FACILITY – WAS NOT PROVIDED**
 - HSH promised that “24/7 security would be provided”. **No effective security was provided for 15 months.** Only this month have they begun 1 shift (not 24/7).
- **ADEQUATE TENANT SCREENING – WAS NOT PROVIDED**
 - HSH assured Community that HR tenants would be thoroughly screened, understand lease’s legal requirements, be capable of living independently.
 - **HSH’s Tenant Screening has been INADEQUATE for HR Mission Bay** – did not screen out tenants who regularly engage in fights, brawls, drug dealing, public masturbation, serious disturbance, etc. **What is HSH’s exact screening criteria?** Is this replicated across the city?

HSH is not taking responsibility for these problems it helped create

- **In monthly meetings, Neighbors are not seeing HSH offer solutions or take actions**

Neighbors and families are frightened, hurting, disrupted

Concrete fixes that are needed ASAP:

1. Immediate actions by HomeRise

- Move extremely disruptive tenants to other units in building that don't face neighbors / families
- Enforce No Loitering/No Trespass in front of HomeRise building
- Be responsible for reporting incidents with HR tenants to 311 and 911

2. 24/7 Security presence within 40 feet of building entrance

- 24/7 Security presence at entrance will deter many incidents (fights, public masturbation)
- Presence discourages drug dealers from setting up shop / open deals
- Presence discourages Loitering and Trespass at entrance
- Security can report incidents 24/7 to police and HR management

3. HSH enacts "URGENT RELOCATION" of HR tenants who are repeated serious offenders

- Eviction process of 1+ year is inadequate
- Enact "Urgent Relocation" policy for HR tenants who are serious repeat offenders

4. HSH fixes the inadequate Tenant Screening Process for HR Mission Bay

- Fulfill promise to Community that tenants would be thoroughly screened

Fixing this is critical so Permanent Supportive Housing can work successfully across city neighborhoods