



EUGENE BURGER  
MANAGEMENT  
CORPORATION

Presented by:

Teresa Pegler, COS, President Affordable Business Line

Connie En, Property Supervisor

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Lance Whittenburg, Senior Property Manager

## **EBMC Report:**

# Board of Supervisors: Government Audit and Oversight Committee

Date Presented :

July 20, 2023



EBMC is responsible for the day-to-day management of both Sunnydale & Potrero Terrace/Annex.

- Primary focus: Ensure 100% of residents are stably housed
- Communication:
  - In-person: Provided opportunity to meet residents if not yet acknowledged; work order submission procedures discussed; resident needs lifted; lease documents reviewed and signed.
  - Flyers/Mailers: EBMC continues to deliver flyers of upcoming opportunities as needed.
  - Partners: EBMC engages partners when and where needed.
  - Consistent: Communication is consistent with employees working Saturdays as well.

## **PROGRESS ON TRASH AND ILLEGAL DUMPING:**

- Audit Conducted
    - EBMC requested Recology to conduct an audit of 100% of all waste containers at both Potrero and Sunnydale; the audit was delayed.
    - Recology has committed to providing the appropriate number of containers by July 30, 2023
  - Watchtower Engaged
    - Requested monitoring of illegal dumping
  - Working with Community Based Organizations to proactively plan and clean up after events
    - Food Pantry
    - Community engagement
  - Daily Site Walks
    - EBMC maintenance team walks site daily
    - Address concerns raised by site walk daily
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- A large, light gray silhouette of a house with a gabled roof is centered in the lower half of the page.



# PROGRESS ON TRASH AND ILLEGAL DUMPING:

Trash Collection & Hauling Schedule				
	Potrero AM	Potrero PM	Sunnydale AM	Sunnydale PM
<b>Monday</b>	Ongoing: 6 EBMC Staff Members	Subcontractor hauls one truck-load Ongoing: 6 EBMC Staff Members	Ongoing: 6 EBMC Staff Members	Subcontractor hauls one truck-load  Ongoing: 6 EBMC Staff Members
<b>Tuesday</b>	Recology Pick Up Ongoing: 6 EBMC Staff Members	Ongoing: 6 EBMC Staff Members	Subcontractor hauls one truck-load  Ongoing: 6 EBMC Staff Members	Subcontractor hauls one truck-load  Ongoing: 6 EBMC Staff Members
<b>Wednesday</b>	Subcontractor hauls one truck-load Ongoing: 6 EBMC Staff Members	Subcontractor hauls one truck-load Ongoing: 6 EBMC Staff Members	Recology Pick Up Ongoing: 6 EBMC Staff Members	Ongoing: 6 EBMC Staff Members
<b>Thursday</b>	Ongoing: 6 EBMC Staff Members	Ongoing: 6 EBMC Staff Members	Subcontractor hauls one truck-load Ongoing: 6 EBMC Staff Members	Subcontractor hauls one truck-load Ongoing: 6 EBMC Staff Members
<b>Friday</b>	Ongoing: 6 EBMC Staff Members	Subcontractor hauls one truck-load Ongoing: 6 EBMC Staff Members	Ongoing: 6 EBMC Staff Members	Subcontractor hauls one truck-load Ongoing: 6 EBMC Staff Members

## **PROGRESS ON CURB APPEAL/LANDSCAPING:**

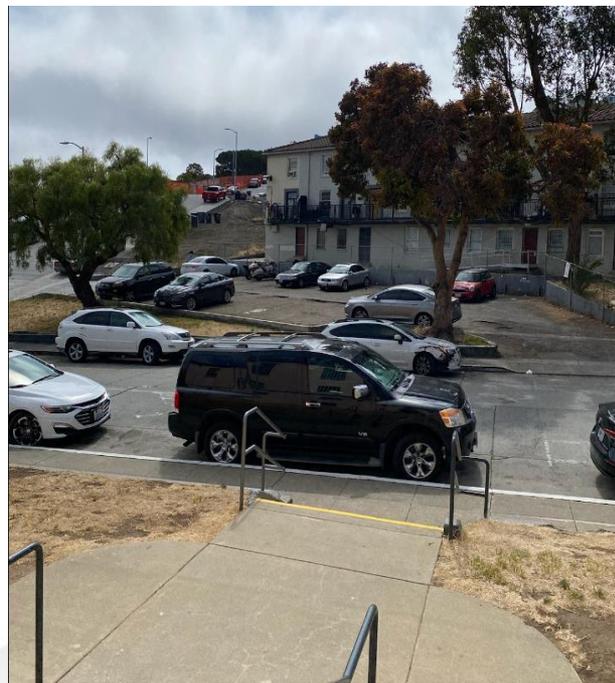
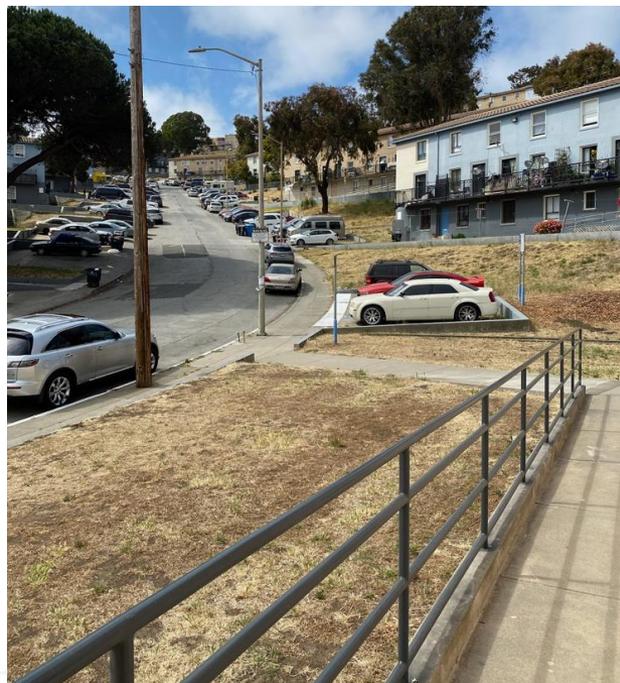
- Landscaping
  - Three new contracts were entered into by EBMC for landscaping serving both locations. (See photos below taken at Sunnydale on June 26, 2023).
  - Arborist hired; over 40 trees have been groomed or removed since onset of contract.
  - Collaboration with Community Based Organizations



*Sample Property Conditions: June 23, 2023*

## **PROGRESS ON CURB APPEAL/LANDSCAPING CONTINUED:**

- Sample Property Conditions at Potrero as of 06/26/2023.



## **PROGRESS ON VEHICLE MANAGEMENT:**

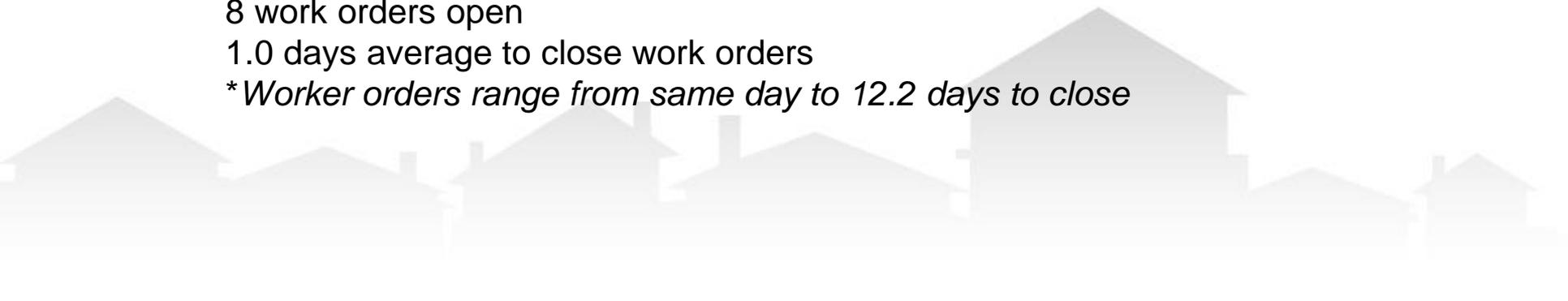
- EBMC has mitigated resident concerns
  - Over 75 cars towed
  - Approximately 35 cars remaining and in progress throughout City and Authority property at both Sunnydale and Potrero developments
- Efforts made to contact vehicle owners
  - Three notices provided
  - After third notice, sticker placed on vehicle noticing the owner that they are in violation and the scheduled date of tow
  - If owner contacts EBMC of efforts to move vehicle; tow is cancelled

## **PROGRESS ON VACANT UNITS:**

- Unit board ups
- Partner collaboration
- Service connection
- Daily site walks



## WORK ORDERS:

- EBMC has closed the majority of work orders. To date the overall work order statistics for each site are as follows.
  - POT 1/1/2023 – 6/30/2023
    - 1259 work orders placed
    - 11 work orders open
    - 2.7 days average to close work orders
    - \*Work orders range from same day to a 43.8 days (Example: Roof fix required permit to be pulled causing delay in work order closing although immediate measures were taken to mitigate the harm within 24 hours.)*
  - SDA 1/1/2023 – 6/30/2023
    - 794 work orders placed
    - 8 work orders open
    - 1.0 days average to close work orders
    - \*Worker orders range from same day to 12.2 days to close*
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## **ONGOING COMMITMENTS**

- Staffing capacity
- Reconciliations of tenant ledgers
- Ensuring units pass inspection
- Addressing resident work orders
- Continued service connections of the unhoused



# **COMMITMENT – Community Support:**

***EBMC Staff is committed to build relationships with jurisdictional municipalities.***

Relationships are built with:

- San Francisco Police Department
- San Francisco Fire Department
- San Francisco Building Department
- San Francisco Housing Authority
- San Francisco Mayor’s Office of Housing – Community Services
- C.A.R.E.
- Shanti
- Mercy

**EBMC Staff is committed to community engagement.**



EBMC staff personally sponsored candidates of the CARE Program’s Youth Initiative Program for college readiness

# SUNNYDALE APARTMENTS:

Examples of bulky item clean up & waste organization on trash day



## **SUNNYDALE APARTMENTS:**

Examples of urgently caring for property needs. Funeral at Sunnydale 05/19/2023



Thursday  
afternoon  
05/18/2023 pre-  
trash pick up

Friday  
05/19/2023 after  
trash pick up



# SUNNYDALE APARTMENTS:

Sample Property Conditions



## **POTRERO TERRACE & ANNEX:**

Mission Local photo published 5-18-2023 Site condition week prior to publication



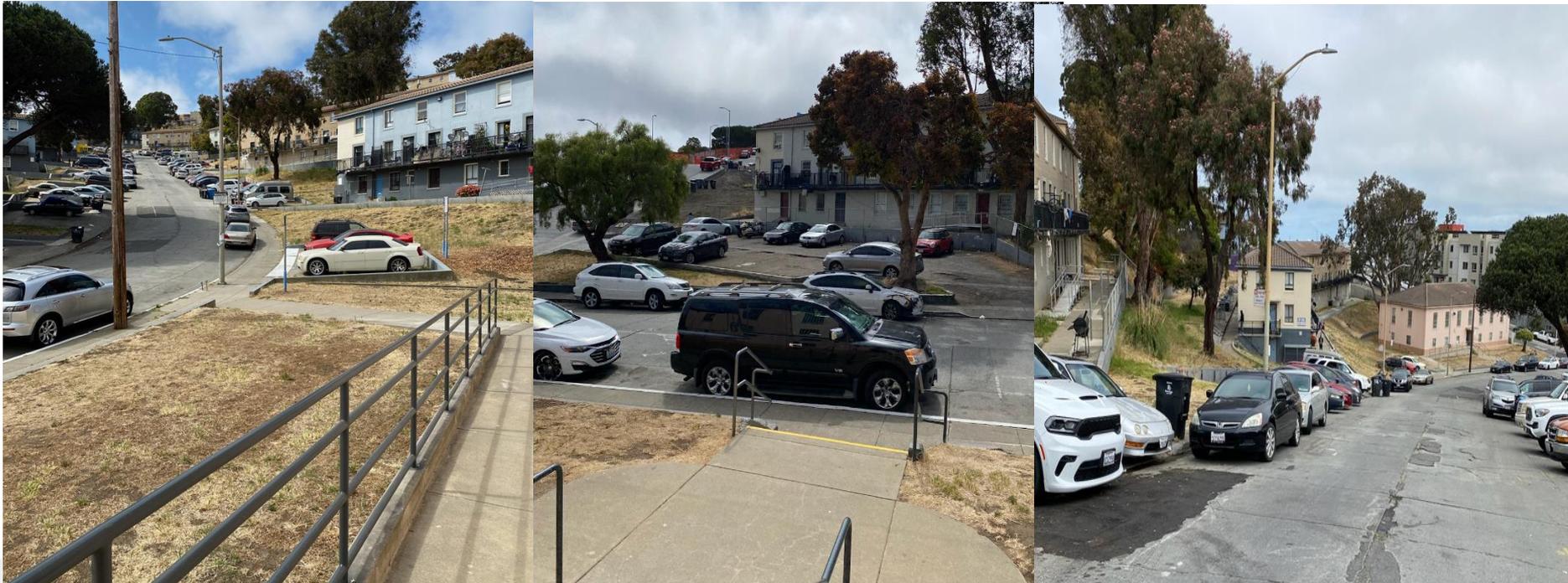
# POTRERO TERRACE APARTMENTS:

## Sample Property Conditions



## POTRERO PROGRESS:

- Sample Property Conditions as of 06/23/2023





Thank you for  
considering  
this  
information  
and your  
continued  
support!



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