

Housing Authority of the City and County of San Francisco

Board of Supervisors:
Government Audit and Oversight Committee
Hearing File No. 230614

July 20, 2023



Introduction: Why New Management?

- **March 7, 2019:** HUD mandated the Authority to contract out its property management to a third-party vendor
- **November 21, 2019:** The *Government Audit and Oversight Committee* recommends to the full Board of Supervisors approval of the Memorandum of Understanding between the City and County of San Francisco and the Authority regarding the reorganization of the Authority
- **December 10, 2019:** The Board of Supervisors approves of the Memorandum of Understanding between the City and County of San Francisco and the Authority regarding the reorganization of the Authority
- **February 2020:** COVID 19 pandemic declared a local emergency in San Francisco; RFP subsequently issued for new management
- **January 1, 2021:** Effective date of contract between the Authority and EBMC for an initial 3-year term with an option to extend an additional two years
- **February 1, 2022 – September 30, 2022:** Four phase transition of property management responsibilities ending September 30, 2022. On this date, all housing authority property management and maintenance staff were impacted
- **January 2023:** Monthly scorecards commence for EBMC

Oversight Responsibilities

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The Authority provides oversight of the Eugene Burger Management Corporation's management of Sunnydale and Potrero.

- Initial transition
 - Four Phases: February 1, 2022 – September 30, 2022
 - Outreach/Communication to residents re transition
 - Re-occurring daily meetings with EBMC staff
 - Staffing/Training
 - Trash hauling
 - Landscaping
 - Securing vacant units
 - Unit maintenance
 - Emergency response
- Post transition:
 - Weekly Meetings: Commenced June 2023
 - Daily Exterior Site Inspections at Potrero and Sunnydale
 - Electronic Scorecard monitoring performance commenced January 2023
- Community relationships:
 - Must engage residents and community-based organizations with professional courtesy, dignity, and respect.

Trash and Illegal Dumping

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- Recology regular trash pickup **once per week** at Potrero and Sunnydale
 - Cost of regular trash pickup between 10/1/2022 to 06/30/2023 is:
 - Sunnydale: **\$438,000**
 - Potrero: **\$249,000**
- EBMC subcontractor for bulky item pickup **five days per week**, alternating between Potrero and Sunnydale sites
 - Includes bulky items, illegal dumping and weekly Food Bank distribution waste and un-used food items
 - Cost of trash pickup for illegal dumping for the period of 10/1/2022 to 06/30/2023:
 - Sunnydale: **\$145,000**
 - Potrero: **\$154,000**
- 100,000 lbs of waste hauled off-site weekly (not including weekly Recology pick-up)



Photo taken on 05/18/2023



Photo taken on 05/19/2023

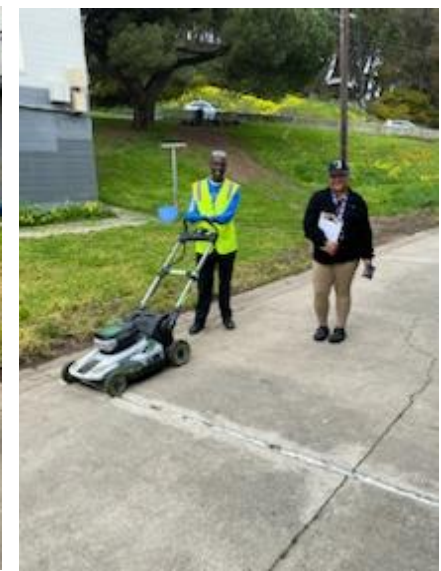
Landscaping and Curb Appeal

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- Weekly Service Includes:
 - Vegetation Clearance
 - Mowing/Blowing/Edging
 - Debris Removal
 - Weed Abatement
 - Arborist
 - Weekly tree trimming
 - Weekly tree removal



Photos
taken at
Potrero



City Property

- Call 311 for tow request
- 311 submits ticket to parking enforcement
- City tickets the vehicle (1-3 weeks)
- City tows vehicle

**Collaboration with San Francisco Police Department (SFPD) has greatly accelerated this process*

Authority Property

- SFPD determines whether vehicle is stolen
- If vehicle is stolen, SFPD contacts internal division to tow vehicle within 24-hours
- If vehicle is not stolen, EBMC post 72-hour notice on vehicle
- Vehicle is towed after 72-hours

- YTD Progress
 - Over **75** cars towed across Sunnydale and Potrero sites
 - Approximately **35** cars remaining and in progress across City and Authority property at both sites

Vacant Units

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- Occupancy
 - Total Units: **974**
 - Occupied Units: **661** (Sunnydale: 356; Potrero: 305)
 - Vacant Units: **313**
- Due to site redevelopment, vacant units are not leased up and this increases the risk of individuals not legally permitted to be on site to break into units.
- Property management walks the sites daily to ensure vacant units remain boarded up to ensure safety.
- Unleased occupants (removed with assistance of SFPD and offered resources)
 - Fiscal year to date:
 - Potrero: **31** units cleared with 16% repeat behavior
 - Sunnydale: **37** units cleared with 8% repeat behavior

On-Going Commitment

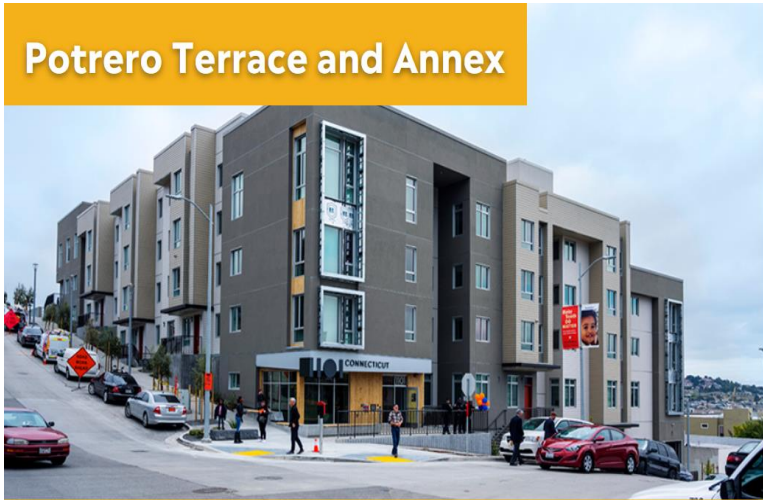
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The Authority is committed to ensuring safe and stable housing for our residents.

- Daily inspections
- Scorecard monitoring
- Strong Redevelopment partner



Potrero Terrace and Annex



Sunnydale-Velasco

