



EUGENE BURGER
MANAGEMENT
CORPORATION

Presented by:

Teresa Pegler, COS, President Affordable Business Line

Connie En, Property Supervisor

Sondra Carter, Property Supervisor

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:

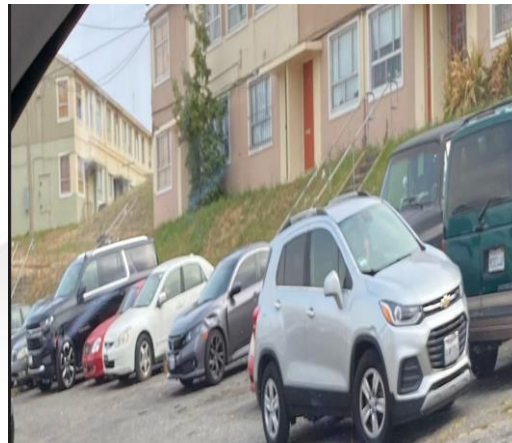
- Audit Conducted
 - EBMC requested Recology to conduct an audit of 100% of all waste containers at both Potrero and Sunnydale; the audit was delayed.
 - Recology has committed to providing the appropriate number of containers by July 30, 2023
 - Watchtower Engaged
 - Requested monitoring of illegal 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 background of the lower half of the slide.

PROGRESS ON TRASH AND ILLEGAL DUMPING:

Trash Collection & Hauling Schedule				
	Potrero AM	Potrero PM	Sunnydale AM	Sunnydale PM
Monday	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
Tuesday	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
Wednesday	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
Thursday	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
Friday	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:

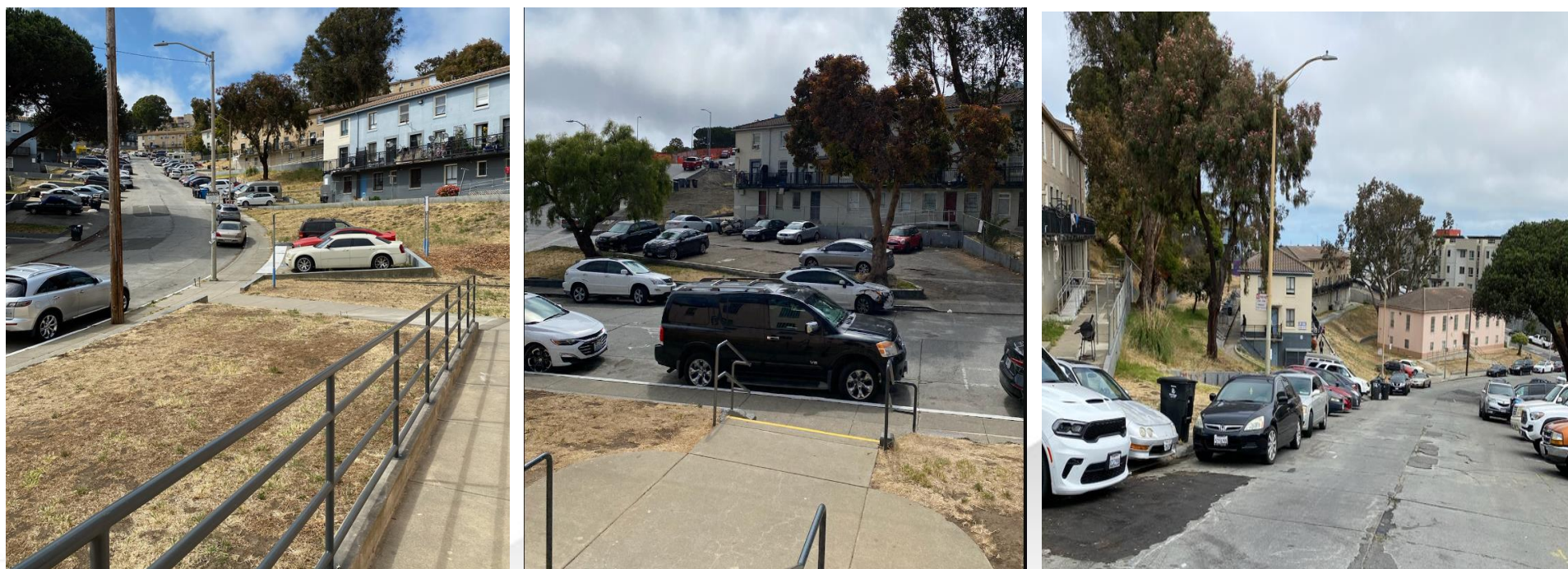
- Landscaping
 - Three new contracts were entered into by EBMC for landscaping serving both locations. (See photos below taken at Sunnydale on June 26, 2023).
 - Arborist hired; over 40 trees have been groomed or removed since onset of contract.
 - Collaboration with Community Based Organizations



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:

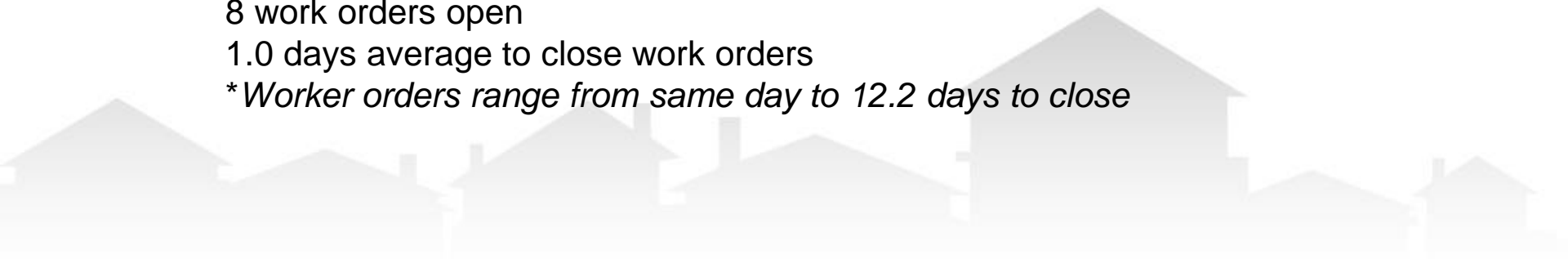
- EBMC has mitigated resident concerns
 - Over 75 cars towed
 - Approximately 35 cars remaining and in progress throughout City and Authority property at both Sunnydale and Potrero developments
- Efforts made to contact vehicle owners
 - Three notices provided
 - After third notice, sticker placed on 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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- A row of light gray silhouettes of various house shapes is positioned at the bottom of the slide, below the work order statistics.

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



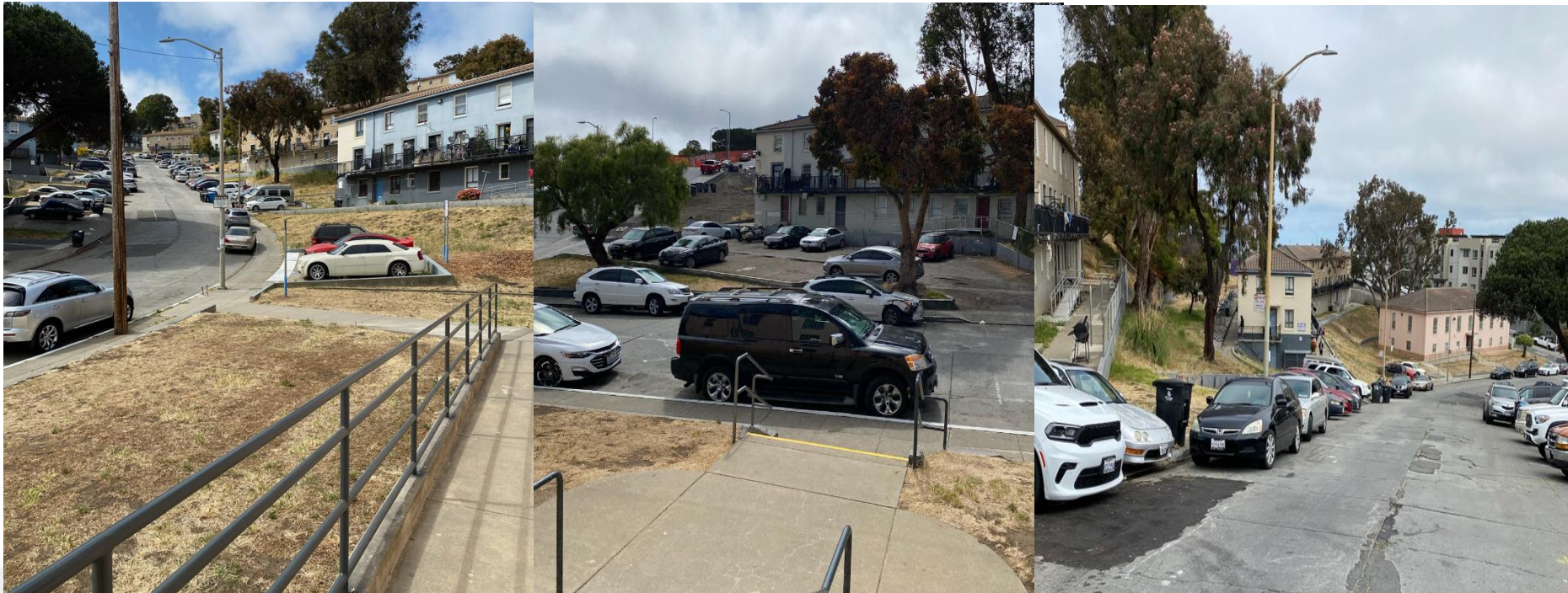
POTRERO TERRACE APARTMENTS:

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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