

File No. 160442

Committee Item No. 12

Board Item No. \_\_\_\_\_

## COMMITTEE/BOARD OF SUPERVISORS

### AGENDA PACKET CONTENTS LIST

Committee: Government Audit and Oversight

Date June 16, 2016

Board of Supervisors Meeting

Date \_\_\_\_\_

Cmte Board

- Motion
- Resolution
- Ordinance
- Legislative Digest
- Budget and Legislative Analyst Report
- Youth Commission Report
- Introduction Form
- Department/Agency Cover Letter and/or Report
- MOU
- Grant Information Form
- Grant Budget
- Subcontract Budget
- Contract/Agreement
- Form 126 – Ethics Commission
- Award Letter
- Application
- Public Correspondence

#### OTHER

(Use back side if additional space is needed)

- Referral FYI - 05/03/2016
- MOHCD Power Point - 5/19/2016
- \_\_\_\_\_
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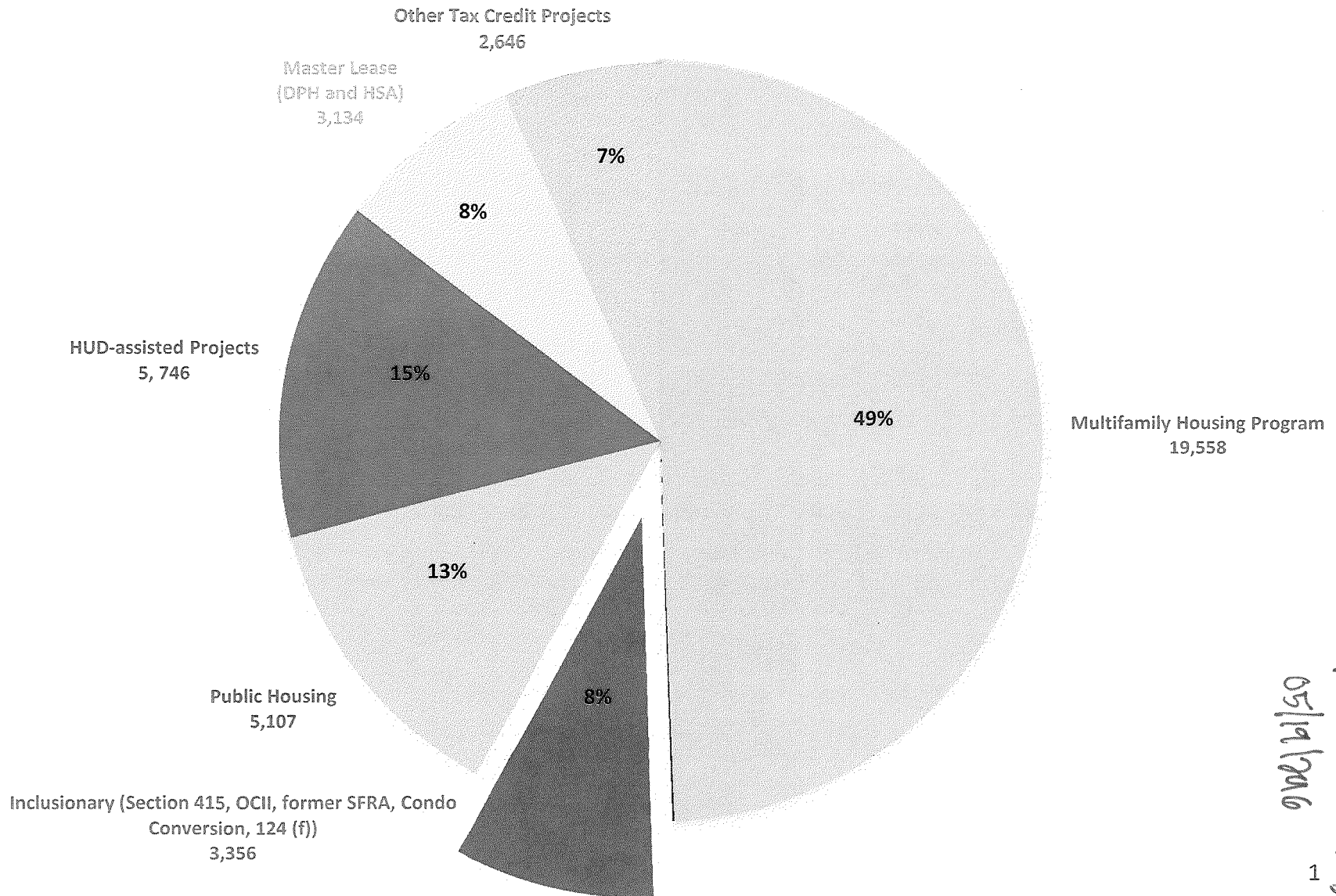
Completed by: Erica Major

Date June 10, 2016

Completed by: \_\_\_\_\_

Date \_\_\_\_\_

# San Francisco Affordable Housing

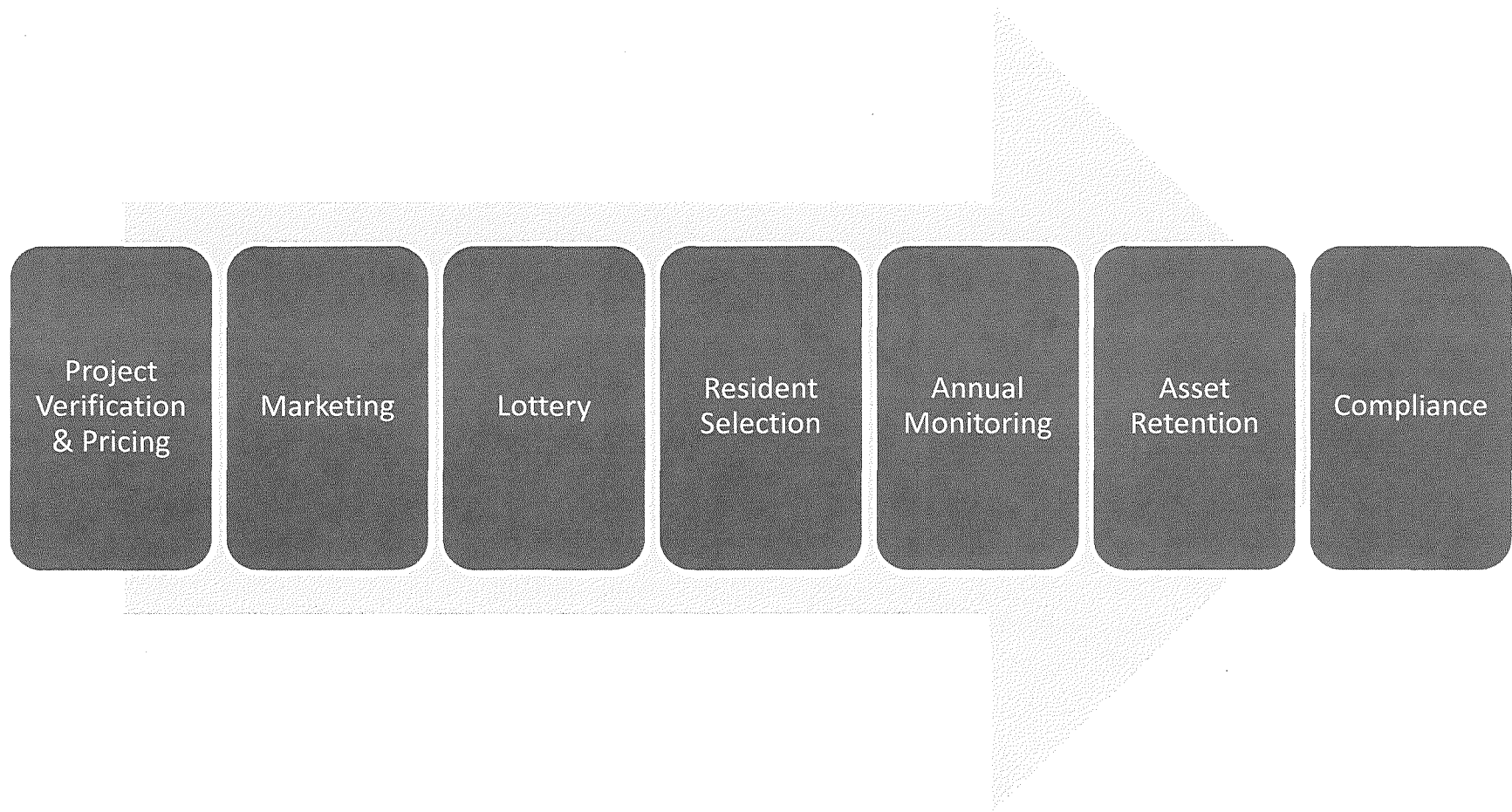


SUBMITTED + PRESENTED  
FILE NO. 160449  
05/19/2016

# BMR Monitoring Over Time

Program	Monitoring Document	Monitoring Agency	Unit Count
Citywide Inclusionary Affordable Housing Ownership & Rental Program	Procedures Manual (1992, 2007 or 2013) Planning Code Section 415	MOHCD 1992 – present	2,042
Former SFRA/OCII Ownership (DDA, LPA, OPA ) Program	Individual Regulatory Agreements Limited Equity Program (LEP) or Silent Second Program A or B for Ownership Units	Former SFRA/OCII SFRA 1980's – 2012 MOHCD 2012 – present	862
Condo Conversion BMR Program	Inclusionary Procedures Manual for Resale Units Subdivision Code 1341, 1344, 1385 and Ordinance No. 320-08	DPW 1970's – 1984 DRE 1985 – 1990 MOHCD 1991 – present	426

# Production Phases



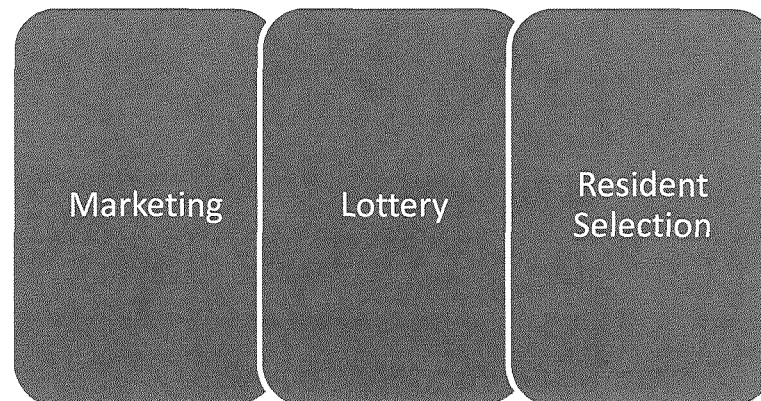
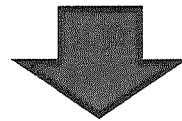
# Updates from November 2014

Language Accessibility

Tenant Selection

Marketing and Lottery

Application Process



# Improvements Underway

- **Expansion of Access to Housing Program**
  - Increased rental readiness workshops (3766 people assisted)
- **DAHLIA: Database of Affordable Housing Listings, Information and Applications**
  - Active BMR listings page!
  - Application and lottery coming soon
- **Standardized Marketing and Tenant Selection**
  - RAD collaborative partner process
  - Expanding to include multifamily rentals
- **Inclusionary Procedures Manual Update (March 2017)**
  - Updates to include DAHLIA, Lottery Preferences, and Density Bonus legislation

# Language Accessibility

- Developer training prior to lease up, including
  - Cultural Sensitivity
  - Customer Service
  - Agent orientation
- Inclusionary Manual updates to require leasing agent capacity for monolingual applicants
- BMR application and Housing Resource Guide in City languages
- Multilingual signage in leasing offices
- Increased “Secret Shopping” of lease up process

# Tenant Selection

- Evictions limited to the last 2-3 years
- Denials require opportunity to present mitigating circumstances, such as:
  - “No fault” evictions
  - Escape from domestic violence
  - Enrollment in money management or payee services



# Tenant Selection

- Inclusionary Manual updates to include:
  - Guarantors
  - Alternative credit
  - Minimum monthly income 2x of rent
  - Mitigating circumstances for negative credit

# Tenant Selection

- Improved MOHCD internal procedures
  - Developers' rental application and lease require MOHCD approval
  - Fair Chance Ordinance compliance with Human Rights Commission
  - Denial tracking
  - Explicit right to appeal
  - Section 8 applicant tracking

# Marketing & Lottery

- Early Outreach Program
- Marketing Outreach Campaign
- Expanded CBO List for developers
- Outreach to District Supervisor
- Expanded multilingual print/digital media serving minority and LGBT communities
- Building signage required
- MOHCD website updates

# Marketing & Lottery

- Neighborhood Resident Housing & Displaced Tenants Preferences
  - Adds complexity to lotteries
  - Policies and procedures due May 31, 2016
  - First developments will begin marketing in June 2016

# Application Process

- Short form application
- Available in City languages
- NOFA for “Train the Trainers” (August 2016)
- Funding to assist applicants with electronic application
- DAHLIA mobile capable
- Paper applications only by mail

BOARD of SUPERVISORS



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1 Dr. Carlton B. Goodlett Place, Room 244  
San Francisco 94102-4689  
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TDD/TTY No. 554-5227

## MEMORANDUM

TO: Olson Lee, Director, Mayor's Office of Housing and Community Development

FROM: Erica Major, Assistant Committee Clerk, Government Audit and Oversight Committee, Board of Supervisors

DATE: May 3, 2016

SUBJECT: HEARING MATTER INTRODUCED

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The Board of Supervisors' Government Audit and Oversight Committee has received the following hearing request, introduced by Supervisor Kim on April 26, 2016:

**File No. 160442**

**Hearing on the Below-Market-Rate Housing policies and procedures utilized throughout the City and County of San Francisco; and requesting the Mayor's Office of Housing and Community Development to report.**

If you have any comments or reports to be included with the file, please forward them to me at the Board of Supervisors, City Hall, Room 244, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102.

cc:  
Eugene Flannery, Mayor's Office of Housing and Community Development  
Sophie Hayward, Mayor's Office of Housing and Community Development

# Introduction Form

By a Member of the Board of Supervisors or the Mayor

RECEIVED  
BOARD OF SUPERVISORS  
SAN FRANCISCO

2016 APR 25 PM 2:09

Time stamp  
or meeting date

BY BJ

I hereby submit the following item for introduction (select only one):

- 1. For reference to Committee. (An Ordinance, Resolution, Motion, or Charter Amendment)
- 2. Request for next printed agenda Without Reference to Committee.
- 3. Request for hearing on a subject matter at Committee.
- 4. Request for letter beginning "Supervisor [ ] inquires"
- 5. City Attorney request.
- 6. Call File No. [ ] from Committee.
- 7. Budget Analyst request (attach written motion).
- 8. Substitute Legislation File No. [ ]
- 9. Reactivate File No. [ ]
- 10. Question(s) submitted for Mayoral Appearance before the BOS on [ ]

Please check the appropriate boxes. The proposed legislation should be forwarded to the following:

- Small Business Commission       Youth Commission       Ethics Commission
- Planning Commission       Building Inspection Commission

**Note: For the Imperative Agenda (a resolution not on the printed agenda), use a Imperative Form.**

**Sponsor(s):**

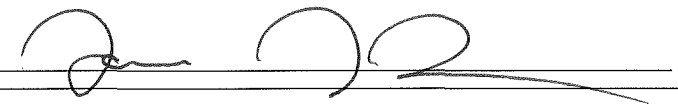
Supervisor Kim

**Subject:**

Below-Market-Rate Policies and Procedures

**The text is listed below or attached:**

Hearing requesting information from the Mayor's Office of Housing and Community Development regarding Below-Market-Rate policies and procedures utilized throughout the City and County of San Francisco.

Signature of Sponsoring Supervisor: 

For Clerk's Use Only: