



# San Francisco SRO Task Force

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## Members:

Rosemary Bosque, J.D.,  
Chair  
Department of Building  
Inspection

Bruce Burge  
SRO Operator

Angela Chu  
Chinatown SRO  
Collaborative

Vacant  
Non-profit SRO  
Operator/Manager

Vacant  
SRO Families United  
Collaborative

Yvonne Mere, J.D.  
City Attorney's Office

Victor Nelson  
Tenant Representative

Johnson Ojo  
DPH Environmental Health  
Services

Sam Patel  
SRO Operator

Charles Siron  
Tenant Representative

Wolfgang Stuwe  
DPH Housing & Urban  
Health

Pratibha Tekkey  
Central City SRO  
Collaborative

Joshua Vining  
Mission SRO Collaborative

Scott Walton  
Human Services Agency

## SRO HOTEL HEALTH & SAFETY TASK FORCE COMMITTEE MEETING MINUTES –May 16, 2013

**Chair:** Rosemary Bosque

**Members Present:** Rosemary Bosque (DBI); Bruce Burge (SRO Operator); Angela Chu (Chinatown SRO Collaborative); Sam Patel (SRO Operator); Wolfgang Stuwe, Environmental Health (DPH); Pratibha Tekkey (Central City SRO Collaborative); Scott Walton (HSA); Josh Vining (Mission SRO Collaborative)

**Absent: Excused:** Yvonne Mere (City Attorney's Office); Victor Nelson (Tenant Representative); Dr. Johnson Ojo, Environmental Health (DPH)

**Unexcused:** Charles Siron (Tenant Representative);

**Guests:** Pola Bendicto (AAU); Johanna Coble (DBI); Teri Dowling (DPH); Abbas Faro (Hotel Operator); Dr. Paula Jones (DPH); Sophie Lau (Property Owner); Leilani Moisa (HDCCo-Project Manager); Amit Motawala (Hotel Operator); Ben Ng (SRO Collaborative); Allen Pera (DPH); Rich Pogue (MRMNC); Alma Synder

**Minutes:** Bernedette Perez (DBI-HIS)

### 1. Call to Order

The meeting was called to order by Rosemary Bosque at 9:20 AM.

### 2. Roll call/Determination of Quorum

There was a quorum.

### 3. Approval of the February 21, 2013 Meeting Minutes

The Meeting Minutes were approved with changes to the February 21, 2013.

Scott Walton and Pratibha Tekkey approved Meeting Minutes of February 21, 2013.

### Public Comment on Agenda Item #3

There was no public comment on Agenda Item #3.

### 4. Administrative Announcements-Discussion & Possible Action

Rosemary Bosque commented that the Ordinance 029-13 regarding Installation of Grab Bars in the Common Bath/Toilets Rooms & Phone Jacks Residential Hotels package had a detailed manual on the how to install, and the timeframes that the SRO Hotel had to comply.

Sam Patel asked status of a Task Force member, and further commented that the member has not been at any SRO Task Force meetings recently.

Rosemary Bosque said that she has tried to contact Charles Siron, and will bring an accounting to the next SRO Task Force meeting. She further commented that the positions and by-laws are advertised on the Clerk of the Board-Board of Supervisors.

Scott Walton mentioned that he will send out a notification to non-profits that have contact with our agencies.

Rosemary Bosque said that she will send the contact information to the members with the link to the Board of Supervisors.

#### **Public Comment on Agenda Item #4**

Paula Jones said that they disseminate the Food Service application, and the Task Force nominates to the Board.

#### **5. Identifying Issues & Challenges Associated with Violence in SRO's -Discussion & Action**

Rosemary Bosque commented that the Task Force had a discussion on this very topic three to four months ago, and it is a very wide ranging topic which violence in SRO's can mean different things to different people, and that it may not necessarily identify what the challenges are.

Rosemary Bosque asked the Task Force members what they have seen in operating an SRO Hotel.

Bruce Burge commented that properties operate differently, and depending on the demographics, and tenants who stay on these properties sometimes do not say anything to management what goes on in these hotels. He further commented in order to terminate their tenancy the managers/owners need to go through a formal eviction process. Also if they continuously call SFPD these particular hotels are identified nuisance properties.

Bruce Burge stated that even though they have 24 –hour security, locks on doors and security cameras people still get into the building, and there are tenants who do have the electronic lock key system, and that these keys are not duplicable.

**Sam Patel commented that there is substance and alcohol abuse because these buildings are so close together, and the SRO rooms are packed in. He also noticed that there is a lot of interacting in the common areas, and hallways.**

Rosemary Bosque asked how to handle unauthorized people who enter these buildings.

Sam Patel stated that they will be installing electronic lock keys, and have security cameras on the fires escapes which is a big issue because people sneak in and out, but out of the whole building there are few tenants who are problematic, and further commented that is it hard to evict a tenant based on being a nuisance in the building, it takes a lot of effort on the part of the manager/owner.

Scott Walton commented on master lease buildings that there calls that are made about issues on the street, but in order to reduce entry into these properties trying to manage what is out on the street and possibly alleviate what happens inside these buildings. He further commented that you have clients who call the emergency number (911) instead of the agency or manager, and that there are couples who live on these properties, there may be domestic violence issues, so the managers/owners need to know who to handle these situations.

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Scott Walton said that you also have these altercations which may affect other tenants, and guests, and may develop issues within the neighborhood that these buildings are in. He also said that by possibly moving the desk clerks closer to view the outside of the building, and installing cameras on the street may be helpful.

Wolfgang Stuwe commented that enforcing the Uniform Hotel Visitors Policy in all hotel sites, can be helpful, as well as providing 24-hour coverage. He further commented that there are challenges such as substance abusers, mental illness etc.

Rosemary Bosque asked if there were any case managers present.

Scott Walton commented that would also be helpful if there were space on the first floor of these buildings that way tenants can have time for themselves, and where there are support services, and operate a 24-hour desk; case managers are available morning & evening, and he further said that with clients getting older they are staying in supportive housing.

Sam Patel commented that there are instances where friends get involved in an altercation with each other, and that it is happening too frequently.

Rosemary Bosque queried the collaboratives if there were any problems with public areas such as TV rooms, community kitchens that have been reported.

Sam Patel said that there are problems with community kitchens.

Scott Walton said that problems have arisen in community kitchens, laundry rooms, and bathrooms because tenants do not remove their laundry from the machines, do not clean up after using the kitchen area.

Rosemary Bosque asked the SRO Collaboratives what they have seen to possibly develop some categories and topics on what they have experienced.

Pratibha Tekkey commented that because of neighborhoods deal differently and the level of community involvement, there are certain areas that the users do use hotels as a hiding place from the police, and this tends to cause to violence. She further commented that there is not enough public space which can create tensions especially during the summer months.

Pratibha Tekkey would like to see a comparison between master lease hotels and non-profits.

Josh Vining commented that there are problems between strangers and visitors who can access the building, and they also gain entry on roof tops, fire escapes, and bathrooms which they sleep in especially in the winter months. He further commented that there are problems with access into the rooms, some may have duplicate keys, and there are elevator issues for tenants who get trapped in the elevators and they call 911.

Rosemary Bosque asked about referring crime cases to the District Attorney's Office.

Scott Walton commented that community court focuses on more public issues.

Josh Vining said that when the Police are called to these buildings there is a lack of uniformity sometimes the police will act as a mediator, and/ or file police reports sometimes they will not issue police reports especially when it comes to domestic violence. It is a disservice because this is complicated issue, and getting a TRO can become even more complicated if there is no report filed.

Josh Vining stated that he would like the Task Force bring other voices to the table, and discuss violence in hotels. He further commented regarding seniors and seniors with disabilities to create a survey in which they can comment on their safety.

Angela Chu commented that in Chinatown they have less drug dealing. She further said that the most problems are with mental health issues and violence such as tenants stabbing other tenants, and they also had occupancy issues.

Angela Chu stated tenants feel that their privacy has been invaded in the laundry room and there is no domestic violence is being reported, and would like to see the Task Force look at ways to minimize violence in these SRO's.

Rosemary Bosque asked the Task Force besides having the Police Department who else can the Task Force invite.

Angela Chu commented on having social workers to see how they deal with these issues of violence, and what they have observed.

Scott Walton said that the Task Force should have groups who work with behavioral/and health programs.

Bruce Burge said these issues come down to drug use.

Rosemary Bosque commented that the Task Force is charged with representation in an SRO environments, maintenance, and code enforcement. She further said that the Task Force will look into egress issues on rooftops, duplication of keys.

**Public Comment on Agenda Item #5**

There was no public comment on Agenda Item #5.

**6. Reports from SRO Collaboratives -Discussion & Possible Action**

Angela Chu commented that there is still a problem with bed bugs, and still trying to get funding for the laundry services.

**Public Comment on Agenda Item #6**

No public comment on Agenda Item #6.

## **7. Prioritization of Future Meeting Topics- Discussion & Possible Action**

Rosemary Bosque will have Dr. Ojo give a report on the Bed Bug legislation to see if there are any continuing issues.

Wolfgang Stuwe sent Rosemary Bosque information regarding earthquake preparedness in residential hotels, and he further commented on the Task Force participation in terms of emergency disaster response.

Scott Walton suggested that the Task Force have Dr. Ojo speak on the bed bug legislation following the report. The laundry money has specific components and the City supporting tenants to be more responsive to pest control.

Dr. Paula Jones commented that they have fed 6,000 people and working to collaborate and educate their clients.

Rosemary Bosque commented that if an earthquake hits that is 7.1 you may not be able to get the aid you need, and that everyone needs to be prepared, and everyone has to be involved.

Josh Vining mentioned that the collaborative does workshops, and suggested that everyone prepare kits, build up to it, at least have 1 gallon of water per person per day. He further commented that arrangements should be made with tenants.

### **Public Comment on Agenda Item No. 7**

No public comment on Agenda Item #7.

## **8. General Public Comment**

### **Public Comment on Agenda Item #8**

There was no public comment on Agenda Item #8.

## **9. Adjournment**

The meeting adjourned at 10:30AM.