

# SF Asthma Task Force, Environmental Committee and SF Housing Authority

## MEETING NOTES

July 13, 11:00am, City Hall Room 278

### In attendance:

**SFHA:** Edward Underwood, Custodian Foreman; Ron Fazzio, Maintenance Manager; Miguel Paltao, Acting Administrative Manager; Alex Chanco, Director of Central Services; Steve Haines; Aimee Ganz, Property Manager; Anthony Ihejeto; John Miracle, vacates.

**ATF:** Karen Cohn, Committee Chair; Neil Gendel; Louise Kimball, DBI; Beth Saiki; Tirtza Rosenberg; Anjali Nath.

### **I. Background and Overview**

- a. Welcome and Introductions were conducted
- b. Agenda was reviewed, no revisions were made
- c. Karen reviewed the timeline document that illustrated SFHA contributions to improve housing conditions for tenants with Asthma (timeline available upon request) and commended SFHA and expressed appreciation for their efforts.
- d. Karen reviewed the Timeline of the San Francisco Asthma Task Force (timeline available upon request) to provide context for the Environmental Committee's work
- e. Karen reviewed the Environmental Committee's Plan of Action (available upon request) in working with SFHA and expressed that our goal is to come up with reasonable recommendations to present to the Housing Authority  
(No questions up until this point)

### **II. Key Findings from Information Gathering Efforts**

- a. Karen reviewed the Committees Key Findings document (available upon request) which included the following categories: SFHA Operations, Tenant experience, Social Environment.
- b. Miguel indicated that the numbers in regard to the mold work orders are not accurate because of duplicate work orders which were combined. Karen and Alex clarified that the numbers are probably half but the percentage is likely the same.
- c. Karen indicated it would be good to run the numbers again to clarify
- d. It was clarified that an "A" does not get you a more timely response. SFHA is responding to work orders development by development due to resource issues.
- e. A code enforcement officer noticed an awning overhand that would allow water into the home.
- f. Louise raised concern over the length of time needed to resolve a complaint. How do you know when it has really been done according to the paper work?
- g. Miguel stated there is a daily report published regarding which order has been done.

- h. A question was raised about tracking which complaints were valid and which weren't. SFHA contended this wouldn't make a difference. The complaints still need to be responded to. If the claim is found to not be valid, the tenant is charged for the labor.
- i. Karen asked if having a notice of violation from DBI or DPH would give a priority to a repair. The response was that Housing Authority inspects and is aware of the problems, however they don't necessarily have the resources to fix the problems due to budget cuts from the administration which are aimed at reducing public housing in the United States. Karen asked for documentation.
- j. Karen asked about the phone system. Is there a plan in place to update the phone system to allow residents to leave messages? The response was they are aware it's difficult to get through the phone lines. The managers can send requests by email.
- k. Karen reviewed some tenant perceptions, i.e., lack of respect from the workers; the repairs are superficial and not really addressing the problems; fear of retaliation; need for an ombudsman. (Can't understand response.)
- l. Social environment: significant crime; violence; stress; keeping doors and windows closed; closure of laundry rooms (which are owned by the tenant associations) due to vandalism and violence.
- m. Neil asked if it would be possible to put bars on the windows which meet city code approval. The response was that in that case bars would need to be put in all the developments and the cost would be prohibitive. It still leaves the question of would the tenants open the windows if they had bars?
- n. Anjali stated she had spoken to a President of a tenant association and was told that she was concerned that she has explained issues to Property Managers and has never gotten a response. The Property Manager would listen, write everything down, but no follow through. The response was that the maintenance people attend the Tenant Association meetings. They hear the complaints, get back to the office and check to find this is the first time it's been reported. (Again, difficult to understand the response.) The tenant needs to get a work order number to know it has been called in.

### **III. Potential Recommendations**

- a. The telephone system is in the process of being changed so the phone will be answered.
- b. Karen asked if a different protocol or response should be used for repeat complaints.
- c. Would a lease addendum be a way to find out medical information, to be used to prioritize complaints, that would be confidentially stored in just that one location?

#### **IV. Next Meeting?**

- a. It was decided the Maintenance People will think about what recommendations they would like and will bring them to another meeting early in August.