

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: December 19, 2018

Final Decision Date Deadline: December 19, 2018

STATEMENT OF THE ISSUE: Members of the community have sent letters to the Rent Board and Rent Program staff members. Staff members recommend letters that do not pertain to a specific item on the Rent Board agenda be included as consent items for consideration by the Rent Board.

INDICATE APPROPRIATE BODY

- | | | | | |
|---|---|--|--|---|
| <input type="checkbox"/> City Council | <input type="checkbox"/> Redevelopment Agency | <input type="checkbox"/> Housing Authority | <input type="checkbox"/> Surplus Property Authority | <input type="checkbox"/> Joint Powers Financing Authority |
| <input type="checkbox"/> Finance Standing Committee | <input type="checkbox"/> Public Safety Public Services Standing Committee | <input type="checkbox"/> Local Reuse Authority | <input checked="" type="checkbox"/> Other: <u>Rent Board</u> | |

ITEM

- | | | |
|---|--|--|
| <input type="checkbox"/> Presentation/Proclamation/Commendation (3-Minute Time Limit) | | |
| <input type="checkbox"/> Public Hearing | <input type="checkbox"/> Regulation | <input checked="" type="checkbox"/> Other: <u>CONSENT CALENDAR</u> |
| <input type="checkbox"/> Contract/Agreement | <input type="checkbox"/> Rent Board As Whole | |
| <input type="checkbox"/> Grant Application/Acceptance | <input type="checkbox"/> Claims Filed Against City of Richmond | |
| <input type="checkbox"/> Resolution | <input type="checkbox"/> Video/PowerPoint Presentation (contact KCRT @ 620.6759) | |

RECOMMENDED ACTION: RECEIVE letters from community members regarding the Fair Rent, Just Cause for Eviction, and Homeowner Protection Ordinance, RMC 11.100 – Rent Program (Cynthia Shaw 620-5552).

AGENDA ITEM NO:
H-2.

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ITEM H-2
ATTACHMENT 1

Elaine Dockens, Apt F204
3815 Lakeside Drive
Richmond, CA 94806
November 18, 2018

Angie Monges
Regional Manager
USA Multifamily Management

Dear Angie Monges:

Your Open Letter to all Residents at Heritage Hilltop apologized for the way resident management handled the power outage on October 27 – 28, 2018. Thank you for your attention to the incompetent management and thank you for the apology for their incompetence.

You say that "our presence on site during the situation should have been *more visual* and *more involved*." [emphasis added.] In your sentence the word "more" implies "some," which is incorrect. There was *zero visibility* and *zero involvement*. Corey was seen off site by a resident during the outage and when Rasheeda became aware of the problem, a resident said that *she left the property*. We were left alone without resident managers. Attention to our concerns was met instead by local community responders, especially the Richmond Fire Department and the Red Cross.

After the outage, the resident manager held a meeting and only discussed personal responsibility – Get a Kit, Make a Plan, Be Informed, and Get Involved. This was excellent information. However, we received no answer to the question of what management was going to do. Yet there is lot for management to do, including but not limited to, keeping the exit lights working, ordering generators and putting them in place, etc.

To use your words, "looking at the situation in hindsight," I conclude that this total failure of resident management is a predictable result waiting to happen. **The question is why was there such a total failure of resident management?**

My answer is that this problem scenario is due to the total failure of Corporate Management to

- (1) to hire resident manager(s) with education and experience in managing a senior age population property,
- (2) to train resident manager(s) to USA Multifamily standards. Did the assistant manager leave the property because she hasn't been trained by her employer to handle emergency situations in a senior facility?
- (3) to follow up to insure that procedures are being implemented correctly, and

(4) to conduct individual customer service reviews on an annual basis. Even Macy's and Chase bank ask their customers to review employee performance.

If Corporate Management had conducted an annual review of resident management performance, by asking the residents, they would have learned, among other things,

- (1) no fire drill in over two years
- (2) no plan shared with immobile residents to exit in an emergency
- (3) no discernable fairness in the allocation of parking spaces
- (4) no fairness in allocating garden spaces, some have two spaces others have none
- (5) renting an apartment unfit for human habitation due to, but not limited to, a visible and active ant infestation and a filthy toilet,
- (6) locking the Community Room at 10 pm, too early for many seniors
- (7) both resident managers show no understanding of the special concerns of seniors and show no sense of kindness or caring
- (8) LITEC documents allow one resident manager, yet Upper Management allowed a senior to be deprived of a Heritage apartment by renting to a non senior, unqualified person
See <http://www.usapropfund.com/communities/heritage-park-hilltop/> (One resident manager, 191 senior residents, total 192)
- (9) The resident manager purchasing new office furniture and unnecessarily repaving the parking lots instead of purchasing exit lights that work in an emergency or generators to supply power
- (10) I play the piano and asked to have the piano tuned over a year ago and was promised that another piano was coming to replace that one – I'm still waiting.
- (11) Both resident managers speak to us with disdain and a clear lack of respect for our intelligence and common sense
- (12) No management plan to assist residents with limited mobility to exit apartments or to make neighbors aware of how they can help

Angie, I want to thank you in advance for the "light refreshments." I'm sure we'll enjoy them. But please understand, our safety and very lives could depend upon how Corporate Management solves the systemic problems here at Heritage Park. Was any resident harmed by management incompetence this time? What about the next emergency?

We are waiting to see if this meeting is a "band-aid" to cover up and move on, OR, if you will take the time to stop, listen, learn what the problems are, acknowledge them, and then take actual, honest steps to solve them.

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With high expectations,



Elaine Dockens

22ebd01@gmail.com

312-927-4607



<https://www.linkedin.com/company/usa-properties-fund-inc.>

<https://www.facebook.com/USAPropertiesFund>



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Heritage Park at Hilltop

[OVERVIEW](#)

[FLOORPLANS](#)

[SITEMAP](#)

[DIRECTIONS](#)

[COMMUNITY DETAILS](#)

Facts and Figures on Community Development

COMMUNITY TYPE Acquisition 2003

DEVELOPMENT TYPE 3 Story Corridor Surface Parked

DEVELOPMENT PARTNERS
 Riverside Charitable Corporation
 Contra Costa County Community Development
 Richmond Community Redevelopment Agency
 SunAmerica
 Bank of New York (BNY)

ARCHITECTS N/A

FINANCING N/A

DEVELOPMENT FINANCING 4% LIHTC (Tax Credits) with Tax Exempt Bonds

1 Bedroom	2 Bedroom	Affordability & Unit Mix	Area Median Income
155	36	191 Units	60%
	1	1 Units	Manager's Units
		192 Total Units	
		5.80 Acres	33.10 Units per Acre

[Acquisitions@USAPropFund.com \(mailto:Acquisitions@USAPropFund.com\)](mailto:Acquisitions@USAPropFund.com)

HERITAGE PARK AT HILLTOP

3811 Lakeside Drive
 Richmond, CA 94806

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November 16, 2018

To: All Heritage at Hilltop Residents
From: Angie Monges, Regional Manager
RE: Power Outage

I would like to take this opportunity to reach out all the residents of Heritage Park at Hilltop and apologize for the manner in which the power outage on October 27-28 was handled by the staff at Heritage Park at Hilltop.

Although Heritage Park at Hilltop or our staff had no control of the power outage, how we responded to the situation could be improved upon. Our presence on site during the situation should have been more visual, and more involved. This action would have given you, our residents a better sense of safety.

Looking at the situation in hindsight we have been able to look at what we can improve upon and have started to make efforts to ensure that if this situation arises again, the onsite staff is better trained on how to deal with the emergency.

I would like to invite you to join me in a resident meeting to discuss the steps we are taking in emergency preparedness along with being able to discuss any other concerns you may have at Heritage Park at Hilltop. **This meeting will be held in the Community Room at 1pm on Tuesday, November 20th. Light refreshments will be served.** I look forward to seeing you there.

Sincerely,

Angie Monges
Regional Manager

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From: Nicolas Traylor
Sent: Monday, November 19, 2018 10:44 AM
To: Ilona Clark; Paige Roosa; Rent Control; David Gray; Lauren Maddock; Nancy coombs; Tom Butt - external; Ben Choi; Melvin Willis; Eduardo Martinez; Jael Myrick; Ada Recinos
Subject: RE: Rent Program Credibility and Accountability

Hi Ilona,

Thank you for your email. You raise a number of important points, all of which Rent Program staff are discussing and will bring before the Board as it is appropriate.

Please feel free to contact me should you have any questions or require additional information.

Thank you,

Nicolas Traylor

Executive Director- City of Richmond Rent Program
510-620-6564
nicolas_traylor@ci.richmond.ca.us
www.richmondrent.org | [Subscribe to the Rent Program Email List](#)

From: Ilona Clark [mailto:in70clark@gmail.com]
Sent: Saturday, November 17, 2018 8:02 AM
To: Nicolas Traylor; Paige Roosa; Rent Control; David Gray; Lauren Maddock; Nancy coombs; Tom Butt - external; Ben Choi; Melvin Willis; Eduardo Martinez; Jael Myrick; Ada Recinos
Subject: Rent Program Credibility and Accountability

To the rent board and staff,

As stated in the most recent rent board meeting, an independent audit of the program is necessary to give accountability and transparency. Given that your budget has grown to almost \$3 million and that this board is up for reappointment in a few short months arranging for such an audit is required to maintain minimal standards of accountability

3 day warning notices are not termination notices. If Oakland's example is anything to go by, over 95% of these warning notices go no further. The debt is paid, the breach is corrected and no-one is interested in calling it an eviction notice except you. Rent Program staff cites 292 "Termination notices for non-payment of rent" during a single month. This is merely the number of times that particular box is checked on your website. Calling them termination notices appears designed to portray housing providers as termination happy and thus promote a negative image of housing providers. It is a gross overstatement of the termination/eviction issue. And it undermines the accuracy and credibility of your data. Housing providers should not be required to check this box in order to file required forms. Staff should use accurate terms, not smears; and your system should be designed to collect accurate data.

Finally, the staff report enumerates the number of calls and visits to your office. However the

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mission of your program is to keep rent levels low and to prevent displacement. How is that going? How do you measure these outcomes? Every time I ask about the promised rent registry I am put off. Please gather and share your information on housing trends in Richmond. This is vital to your mandate.

Ilona Clark
AURHP.org

Sent from my phone please excuse typos and the sins of spell check!

Lauren Fisher
3811 Lakeside Dr. #C310
Richmond CA 94886
November 18, 2018

Vice Mayor Melvin Hillis
440 Civic Center Plaza
Richmond CA 94804

Dear Vice Mayor Hillis,

I have been a resident at Heritage Park at Hilltop since September 2013. There are numerous and serious issues concerning our health, safety and security.

There had several power outages recently and there is no plan for evacuation, generator, lighting, etc. in place. Our gates & building entrances need electricity, and our elevators too. There are residents in wheelchairs, many use walkers and have mobility issues. Some are on oxygen and other

medical equipment that needs electricity.

I've had several wild fires in recent years causing hazardous air quality for weeks. There is no protocol to close the windows in the common areas or fans and smoke abatement equipment. The smell of smoke lingers in the hallways. I've called our management every time this happened and asked them to close the windows. The windows were closed, but opened again the following day when there was still very poor and dangerous air quality. I have been sick due to the smoke with headaches, cough, burning eyes and irritated lungs.

There has been many incidents of vandalism and theft and nothing is being

Close to protect us and our property. Last month someone tampered with my car and tried to steal, my catalytic converter leaving my car inoperable. In July 2018 my car window was smashed in and also two other residents. We were parked in our gated parking lot. Others had their car locks broke and there have been several cars stolen from our lot.

Our security gates have been broken several times and it takes months before they are repaired. Residents or guests put rocks or things in the doors to keep them open. We have asked for security cameras, better lighting and a security officer and nothing has been done.

All of our elevators were malfunctioning, people got stuck in them. I was in them several times when they jolted, bounced and shifted sharply. This was very scary and caused my already high blood pressure to spike elevated for hours. I reported these incidences to management. The elevator certificates were expired for over a year. Finally, I believe the problems were fixed.

There are other safety issues too. A washing machine/s in the C building laundry room leaks onto the floor causing a slipping hazard. It's still not fixed after a few years. There is a huge walnut tree by the rear parking lot and walnuts all over the ground and in the rain gutter. Old walnuts are toxic to wildlife.

Probably eats the walnuts and the tree should be removed. There are a few residents that don't put their dogs on a leash and they poop and pee in the walkways and in the halls. It's gross and should not be allowed.

I've had many problems getting maintenance requests done. My refrigerator was malfunctioning for 6 weeks, ruining my food and finally was replaced when I threatened to withhold my rent. It took several times to fix my stove top and it was dangerous. The wire caught fire on the burner element. Our smoke detectors batteries only get replaced when the alarm goes off and batteries are dead. I can't do it myself and have to wait for maintenance to respond while the ear piercing

Alarm goes on continuously.

There are a few residents with mental health issues.

They yell and are very disruptive. One lady has weekly rants and can be heard from my apartment and she's in building A. She screams about murdering people. I've called 911 when it happens and have discussed it with our Manager, Corey Haller, and nothing is being done to help her or protect us.

There are many men who loiter on Lakeside Drive, drinking alcohol, smoking weed and sit in their cars on the street all day and night. One man lives in his car. He has attacked 2 residents, he smashed my car with his fist and appeared to be on crack. They also sell drugs and I've

seen the exchange of drugs and money several times. There were several times a man, "Jerry" was passed out in front of our gated and the ambulance was called. He is the one living in his car and his Mom lives here. Our management and the Richmond P.D. are aware of these issues.

Our management and owners are not taking responsibility for these matters that affect our quality of life. Our tenants rights are being violated. We are a vulnerable group of seniors with health and chronic pain issues. It's not easy or practical both physically or financially to move. I have felt depressed and hopeless about these conditions.

We desperately need your help so that positive changes will be made.

Thank you for your time,
efforts and understanding.

I may be contacted at
510-734-2743 or email:
reenie369@gmail.com

Sincerely,

Lauren J. Lee

ITEM H-2 ATTACHMENT 5

From: Nicolas Traylor
Sent: Thursday, November 29, 2018 9:38 AM
To: herterb@aol.com
Cc: Rent Control; Paige Roosa; Magaly Chavez
Subject: Attn: [Boardmembers(s) re eviction of 19 units in Richmond

Dear Mark Pope,

I saw your email this morning. First of all, I'm sorry about what you are having to go through. The Rent Program Services Analyst you spoke with yesterday, Magaly Chavez referred your case to me right after you and her spoke. My understanding is that she advised you of your right to file a petition with the Rent Board for Permanent Relocation monies, since you and other Tenants are facing possible displacement. Depending on the circumstances (i.e. if the Landlord raised your rent over the last 3 years (above that which was allowable), you may also have a claim for rent overcharges. Magaly also advised you that she would refer your case to the Eviction Defense Center and that you may want to seek private counsel. I've contacted the Eviction Defense Center and am awaiting their reply to see if they can take the case. I am also asking staff today to find out more about the "red-tag" of the property and how it will possibly impact you and the other Tenants. In the meantime, I would be happy to discuss the situation with you in more detail and provide you with as much information about your rights as I can. One other option that Magaly says she advised you about was the possibility of formal mediation with the Landlord (and perhaps the City) to resolve issues. Let me know if that sounds like something you wish to explore. I look forward to hear from you soon. Thanks,

Nicolas Traylor

Executive Director- City of Richmond Rent Program

510-620-6564

nicolas_traylor@ci.richmond.ca.us

www.richmondrent.org | [Subscribe to the Rent Program Email List](#)

-----Original Message-----

From: MARK POPE [mailto:herterb@aol.com]
Sent: Wednesday, November 28, 2018 7:46 PM
To: Rent Control
Subject: Attn: [Boardmember(s) re eviction of 19 units in Richmond

Hello

I and 18 other units of tenants are being evicted in Richmond through no fault of our own and all the rent board has to say to us is go hire a lawyer? Some of us are over 62 and some are disabled and dying and that's all you do?

ITEM H-2 ATTACHMENT 5

Mark Howe the landlord of 401 1st St. Has been caught on multiple occasions renting the 2nd floor offices out as living quarters and nothing happens to him. The Richmond building department did not even make him remove the unpermitted additions of bathrooms and kitchens the first time he was caught over 4 years ago. Richmond Police department was told he was renting out these units for living space years ago but kept his secret.

Mark Howe said he's converting commercial space into a 4 bedroom apartment at his other location on Chesley. He said it was legal but I was told it is not legal either.

He should be fined and forced to pay the back rent fees to the rent program for these unlisted units.

Now homeless senior citizen
Mark Pope
415 724-0680
Herterb@aol.com

Sent from my iPad

To the owners of USA PROPERTIES AND REGIONAL
MANAGER ANGIE MONGES. LET ME INTRODUCE
MYSELF. MY NAME IS VINCENT J. JUSTIN AND I AM A
2YR. RESIDENT OF HERITAGE PARK APTS. HILLTOP
RICHMOND, CA. BLDG. 3801 LAKESIDE DR. # A-316. ON
SAT., OCTOBER 27th APP. 3AM. WE HAD A POWER
OUTAGE IN THE ENTIRE COMPLEX. I CALLED P.G.&E
(PACIFIC GAS AND LIGHT CO.) AND GOT A
RECORDED MESSAGE SAYING THAT "WE ARE
AWARE OF THE OUTAGE DUE TO UNDERGROUND
DAMAGE TO THEIR EQUIPMENT AND THE PROBLEM
WOULD RESOLVED. AROUND 6AM AND STILL NO
POWER. WELL AT ABOUT 10:30AM I THEN CALLED
OFFICE MANAGEMENT TO LEAVE A MESSAGE
ABOUT IF THEY HAD ANY INFORMATION ON HOW
LONG THE OUTAGE WOULD BE. NO ONE EVER GOT
BACK TO ME. I ALSO CALLED PG&E AGAIN AND GOT
ANOTHER RECORDED MESSAGE THAT GAVE ME A
LATER TIME OF 1PM. SO WE TENANTS WAITED AND
WAITED. BY APP. 2PM. I CALLED MY FAMILY AND
TOLD THEM THAT WE HAD A POWER OUTAGE THAT

STARTED AT APP.3AM.THEY WERE VERY CONCERNED ABOUT THIS ISSUE AND WANTED ME TO COME AND STAY WITH THEM UNTIL THE SITUATION WAS RESOLVED.IT WAS STARTING TO GET DARK AROUND 5:30PM SO MY DAUGHTER AMBER DECIDED TO COME OVER AND BY THE TIME SHE GOT HERE IT WAS DARK.PEOPLE BEGAN TO GATHER INTO THE COMMUNITY ROOM.THE RICHMOND,CA.FIRE DEPT. ALSO ARRIVED AND THE RED CROSS CAME LATER.BUT BY THAT TIME (EVEN THOUGH I AM DISABLED) MY DAUGHTER AND I DECIDED TO TO THE 99 CENT STORE AND WAL-MART TO GET SOME FLASHLIGHTS AND BATTERIES FOR THE PEOPLE THAT DIDN'T HAVE THEM.I'M NOT GOING TO BLAME MANAGEMENT BECAUSE ALL NEGLIGENT AND POTENTIALLY DANGEROUS SITUATIONS START FROM THE TOP.THE PROPERTY OWNERS.MY DAUGHTER AND I (ALONG WITH OTHER CONCERNED TENANTS) ALSO DECIDED TO GO AROUND KNOCKING ON DOORS (THE RED CROSS CAME LATER) TO SEE IF ANYONE NEEDED

3

FOOD OR FLASHLIGHTS AND FOUND ONE ELDERLY GENTLEMAN TRYING TO LIGHT A KEROSENE LANTERN WITH MATCHES!!! HE SAID "I COULDN'T GET THE MATCHES TO LIGHT".MY DAUGHTER AND I SAID GOOD!!! AT THE SAME TIME AND I TOOK THE LANTERN AWAY FROM HIM! I WANT TO SUM THIS SITUATION UP BY SAYING THAT WE TENANTS FEEL THAT IT WAS A GROSS BREACH OF TRUST BY THE PROPERTY OWNERS OF THE TENANTS AS IT SHOULDN'T HAVE TAKEN THAT LONG TO GET A RESPONSE FROM MANAGEMENT AND/OR THE PROPERTY OWNERS.WE'RE THE ONES THAT HELP PUT FOOD ON YOUR TABLES AND CLOTHING ON YOUR BACK AND PAY THE BILLS THAT YOU HAVE.I WOULD ALSO LIKE TO KNOW IF THERE IS A BACK UP GENERATOR THAT YOU HAVE IN PLACE THAT WASN'T ACTIVATED.I ALSO WANT MY DAUGHTER AND I TO BE RE-IMBURSED ANY FUNDS THAT WE SPENT TOWARDS HELPING OUR COMMUNITY.I WILL PRODUCE THE RECEIPTS UPON REQUEST AS I MISPLACED ONE OF THEM AND I AM STILL LOOKING

④

FOR IT THANKYOU VERY MUCH FOR YOUR
COOPERATION IN THIS MATTER AND WE TENANTS
HOPE AND PRAY THAT THIS WILL NEVER HAPPEN
AGAIN.SINCERELY,MR.JUSTIN.