

December 7, 2021

ORD-36

HONORABLE MAYOR AND CITY COUNCIL
City of Long Beach
California

RECOMMENDATION:

Request the City Attorney to prepare an Ordinance amending Chapter 8.99 of the Long Beach Municipal Code, Just Cause for Termination of Tenancies, to include the modifications included in Option Two proposed herein and,

Adopt an Ordinance amending Chapter 8.102 of the Long Beach Municipal Code to extend the prohibition on termination of certain lawful residential tenancies described therein through February 28, 2022, declaring the urgency thereof, and declaring that the Ordinance shall take effect immediately. (Citywide)

DISCUSSION

On July 13, 2021, the City Council approved an Ordinance establishing a temporary prohibition on substantial remodel lease termination notices and evictions, establishing a moratorium through December 31, 2021. The City Council also asked staff to: (1) explore the feasibility of, and costs associated with, establishing a Renovation Administration Program (RAP), and (2) meet with tenant and property owner representatives to discuss such a program and alternative options to address substantial remodel-related displacement.

This analysis is built upon a larger study conducted in 2018 when tenant and owner representatives joined City staff for a series of meetings to discuss potential tenant protection policies to address rising rents and tenant displacement. At that time a report on Tenant Assistance Policies was prepared, and the City Council adopted a Tenant Relocation Ordinance requiring property owners to pay relocation benefits to tenants that received a notice of annual rent increase of at least 10 percent and to tenants in good standing that received a notice to vacate (Long Beach Municipal Code (LBMC) Chapter 8.97). The policy was rescinded by the City Council in connection with the State's adoption of Assembly Bill 1482 (AB 1482).

In order to address concerns that tenants were being unnecessarily displaced by substantial remodel projects, on February 18, 2020, the City Council passed an Ordinance (Just Cause Ordinance) generally adopting the just cause eviction provisions of AB 1482 (Attachment A) and providing more specificity with respect to conditions under which a tenancy could be terminated due to substantial remodeling of the subject unit.

Staff explored the feasibility of establishing a RAP that included an investigation of program requirements and a review of existing programs. The City of Los Angeles (LA) has implemented a Tenant Habitability Program (THP), which is a component of the Los Angeles Rent Stabilization Program. The THP was adopted by LA to facilitate landlord investment in primary

HONORABLE MAYOR AND CITY COUNCIL

December 7, 2021

Page 2 of 5

renovation work without subjecting tenants to either untenable housing conditions during renovation work or forced permanent displacement. It is also designed to encourage landlords to extend the useful life of the rental housing stock through substantial renovation. In exchange, the landlord can recover a substantial portion of the investment through rent adjustments to rent-controlled apartments. The THP removes substantial remodel as a just cause for termination of tenancy and requires landlords to mitigate such temporary untenable conditions, either through actions to ensure that tenants can safely remain in place during construction or through the temporary relocation of tenants to alternative housing accommodations. The THP is regulated and administered by LA, which oversees the entire process of tenant notification, mitigation of renovation impacts, temporary tenant relocation and construction of the residential improvements. This includes a requirement that the landlord submit a Tenant Habitability Plan that must be reviewed, approved, and overseen by LA staff. The THP also includes the ability for the landlord or tenant to appeal LA's determination to a Hearing Officer in a process that can take up to 55 days or more. A summary with more details on the THP's process is attached (Attachment B). In addition to providing additional protections against tenant displacement and untenable housing conditions, a THP helps prevent vacancy de-control of rent controlled apartment units (loss of rent controlled units). Other cities that have studied or implemented a THP (or similar) include Oakland, Berkeley, West Hollywood, and Santa Monica. These cities all have a rent control Ordinance in place with rent stabilization staff and oversight boards to manage the various components of their rent control programs.

As requested, City staff met with tenant and property owner representatives to discuss the potential development of a RAP in Long Beach as well as alternative options to address substantial remodel displacement allowed by the Just Cause Ordinance. Placeworks Consulting was hired to assist with this effort. Tenant and property owner stakeholder meetings were held on August 25 and 26, 2021, respectively. A third meeting including both groups and the public was held on September 22, 2021. During the sessions, staff provided presentations and collected comments. In addition, a survey was made available on the Development Services website (Website) and its availability was published via social media and shared during the stakeholder meetings. While the respective groups had different opinions on the subject, both agreed that "substantial remodel" should be more clearly defined. The presentations, meeting summaries, comments, and survey results are available on the Website at <https://longbeach.gov/lbds/hn/srtd/>. The meeting summaries, survey summary and written comments are attached (Attachment C - Summary Information from Stakeholder Events and Written Comments).

Tenants and tenant representatives have shared concerns regarding tenant displacement due to substantial remodel-related notices to vacate allowed by the Just Cause Ordinance. Tenant advocates contend that lower-income residents and working families are most affected by the perceived flaw in the Just Cause Ordinance. While these claims are likely valid, it is possible that the displacements are concentrated in certain buildings where property owners or investors are vacating entire buildings in order to substantially increase rents. City staff have no solid data to determine that the substantial remodel just-cause for termination provision is being widely used to systematically displace tenants. The City of Long Beach (City) is not a party to and has no database of evictions. Reporting by CalMatters shows 221 Sherriff-

enforced evictions since mid-2020 but detailed information on the cause of these evictions is not available. During the COVID-19 period, 879 building permits were issued that appear to be eligible as “substantial remodels” of multifamily properties, but information is not available to determine which permits may have led to evictions or displacements. The COVID-19 period is not statistically different from 2019 or 2018. This data does not clearly show that the evictions were a result of a substantial remodel just cause termination or that the permits issued resulted in a substantial remodel just cause displacement. Nevertheless, the substantial remodel provision of the Just Cause Ordinance may create a negative impact on lower-income tenants when landlords or investors are using the provision to vacate units to substantially increase rents. The immediate past data does not and cannot show how the substantial remodel process would impact tenants and landlords in the future as COVID-19 related moratoriums expire and the rental market and eviction process enters a new “normal.” The City Council may wish to consider modifications to the Just Cause Ordinance to mitigate any impact based on past occurrences but also the potential for future impacts.

It is also important to note that Long Beach has an older housing supply with 82 percent of the City’s housing units being built before 1980. Housing typically requires major renovations at year 30, and then more frequently for buildings over 50-years old. Seventy-one percent of the City’s housing units are more than 50-years old. In order to maintain a safe and healthy housing stock, a significant number of units will likely need significant upgrades in the coming years. It is necessary to conveniently allow for these upgrades without unnecessarily permanently displacing residents.

Potential Solutions

City staff have reviewed the THP implemented by LA. The cost for the City to implement and administer such a program is estimated at \$2 million dollars annually, and it is expected to take at least one year or longer to develop the program and hire staff. Staff considered other potential changes to the Just Cause Ordinance that would address the issue much faster than the development of a costly new administrative division tasked to mediate the renovation of rental housing units. Stakeholder and community input were considered when preparing the following options for the City Council to consider.

Option One

Create and implement a THP similar to the Los Angeles model. Such a plan would create a program requiring staff oversight of residential rehabilitation projects that would be subject to a THP submittal, review, and approval at a cost estimated at \$2 million annually. The City would need to allocate funding from the General Fund Group to cover these costs on an annual basis, and it will take a minimum of one-year to get the program up and running. Other funding sources available to the Department of Development Services cannot be used because they are restricted to specific purposes, like Development Services Fund Group fee revenue, which must be used to provide the services for which the fees are paid, or the Housing Development Fund Group revenue, which may only be used to create newly affordable units or for efforts that meet specific grant requirements. Future costs could be passed on to property owners and would likely trickle down to tenants, and would need further study. It is important to understand

that costs in Long Beach would be higher than in Los Angeles or other jurisdictions because there is no existing staff infrastructure for intervention between landlords and tenants as currently exists in cities with rent stabilization programs in place. Additionally, necessary property repairs may be deferred by owners possibly resulting in increased substandard housing conditions.

Option Two

Implement the following revisions to improve the Just Cause Ordinance:

1. Revise the definition of substantial remodel to include work that would require a tenant to vacate for at least 60 days as opposed to the current 30 days;
2. Revise the definition of substantial remodel to more clearly define what does and does not qualify as a substantial remodel;
3. Establish a civil fine of up to \$15,000 payable by a landlord to a tenant when a landlord has been found by a civil court to have intentionally violated the City's Just Cause Ordinance when issuing an invalid termination notice based upon the substantial remodel just cause termination of tenancy provision;
4. Revise the Just Cause Ordinance to require property owners to notify the City when applying the substantial remodel just cause for termination provision in conjunction with related construction work. Require staff to track data on this type of displacement and deploy housing navigators to assist tenants who are displaced; and,
5. Revise the Just Cause Ordinance to require a 90-day notice to vacate for any no-fault just cause termination of tenancy.

Option Three

Modify the Just Cause Ordinance to increase permanent relocation benefits to \$4,500 per household from the current AB 1482 relocation requirement of one-month's rent equivalent.

Upon City Council approval, the City Attorney will prepare a draft Ordinance to effectuate the necessary changes to the Just Cause Ordinance. Staff recommend adoption of Option Two or some combination of Options Two and Three. These adjustments to the Just Cause Ordinance could be implemented immediately and could provide substantial protections to impacted tenants at lower cost to both the City and landlords. The compensation adjustment in Option 3 was recommended to the City Council as part of the prior study on April 2, 2019 (Attachment D), however that level of compensation was not approved at that time. The City Council may wish to consider the \$4,500 level as more commensurate with the true cost of a tenant relocating and submitting first and last month's rent plus security deposit at a new residence. The City Council would need to weigh this benefit against the increased cost to landlords.

Because the current prohibition on substantial remodel notices and evictions (LBMC Chapter 8.102) expires by its own terms on December 31, 2021, and there are no further scheduled City Council meetings prior to that date, if in the very likely event direction given by the City Council requires future City Council action (including Ordinances), then such direction cannot be implemented prior to the expiration of the moratorium. City staff suggest extending the existing prohibition through February 28, 2022, it being understood that the prohibition can be terminated by the City Council prior to that date if the City Council has taken final action to address the issues described in this letter.

This matter was reviewed by Deputy City Attorney Richard F. Anthony on Tuesday, October 26, 2021 and Budget Operations and Development Officer Rhutu Amin Gharib on November 11, 2021.

TIMING CONSIDERATIONS

City Council action is requested on December 7, 2021, to allow program changes to be made prior to December 31, 2021, when the current temporary prohibition on substantial remodel lease termination notices and evictions expire.

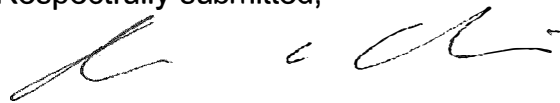
FISCAL IMPACT

Approval of the recommended Option Two would have no fiscal or staffing impact beyond the normal budgeted scope of duties and is consistent with existing City Council priorities. Option Three would have the same fiscal and staffing impacts as Option Two. If Option One is selected, the staffing impact would be considerably beyond the budgeted scope of duties for existing staff. An estimated annual \$2 million in General Fund Group appropriation would be necessary to implement a structural RAP. There is no local job impact associated with this recommendation.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



OSCAR W. ORCI
DIRECTOR OF DEVELOPMENT SERVICES

APPROVED:



THOMAS B. MODICA
CITY MANAGER

ATTACHMENTS:

- ORDINANCE
- A – LONG BEACH MUNICIPAL CODE, CHAPTER 8.99 (JUST CAUSE)
- B – CITY OF LOS ANGELES TENANT HABITABILITY PROGRAM SUMMARY
- C – SUMMARY INFORMATION FROM STAKEHOLDER EVENTS AND WRITTEN COMMENTS
- D – APRIL 2, 2019 CITY COUNCIL LETTER AND REPORT ON TENANT ASSISTANCE POLICIES

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28

ORDINANCE NO.

AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF LONG BEACH AMENDING THE LONG BEACH MUNICIPAL CODE BY AMENDING CHAPTER 8.102 TO EXTEND THE PROHIBITION ON TERMINATION OF CERTAIN LAWFUL RESIDENTIAL TENANCIES THROUGH FEBRUARY 28, 2022; DECLARING THE URGENCY THEREOF; AND DECLARING THAT THIS ORDINANCE SHALL TAKE EFFECT IMMEDIATELY

WHEREAS, on July 13, 2021, the City Council approved an Ordinance establishing a temporary prohibition on substantial remodel lease termination notices and evictions, which such prohibition lasts through December 31, 2021; and

WHEREAS, the City Council will be considering changes to Section 8.99 of the Long Beach Municipal Code governing just cause lease terminations and evictions, including substantial remodel lease terminations and evictions; and

WHEREAS, the aforementioned temporary prohibition should be extended so that it does not expire prior to final action by the City Council with respect to possible changes to Section 8.99;

NOW THEREFORE, the City Council of the City of Long Beach ordains as follows:

Section 1. Chapter 8.102 of the Long Beach Municipal Code is hereby amended to read as follows:

8.102.010 Purpose.

On July 6, 2021, the Long Beach City Council directed the City Manager to undertake a study and prepare a report exploring the feasibility

1 of, and costs associated with, establishing a renovation administration
2 program in the City to ensure landlords can invest in renovation work
3 without subjecting tenants to either untenable housing conditions during
4 renovation work or the forced permanent displacement of the tenant due to
5 said renovation work. In advance of the presentation of the report to the
6 Council and potential action taken by the Council as a result thereof, this
7 Chapter will temporarily prohibit no-fault notices and evictions based on
8 certain demolition or substantial remodel permits through February 28,
9 2022.

10
11 8.102.020 Definitions.

12 The following words and phrases, whenever used in this
13 Chapter, shall be construed as defined in this Section:

14 A. Owner. The term “owner” is any person, acting as principal or
15 through an agent, offering residential real property for rent, and includes a
16 predecessor in interest to the owner.

17 B. Residential rental property. The term “residential rental
18 property” is any dwelling or unit that is intended or used for human
19 habitation and which is offered or is currently being utilized for rental
20 purposes.

21
22 8.102.030 Prohibition on no fault demolition and/or substantial remodel
23 notices and evictions.

24 Through February 28, 2022, the owner of residential rental property
25 shall not issue a notice to terminate a lawful tenancy, or otherwise move to
26 terminate a lawful tenancy, based upon: (i) a permit issued by the City of
27 Long Beach on or after July 6, 2021; and (ii) otherwise on the authority
28 provided by Section 8.99.020(b)(2)(D) of the Long Beach Municipal Code,

1 unless the termination is required to comply with an order issued by a
2 government agency or court requiring that the residential rental real property
3 be vacated; or to comport with due process, federal, or state law, which
4 situation or circumstance shall be stated with particularity in the written
5 notice of termination of tenancy. This Chapter may be asserted as an
6 affirmative defense by a tenant in any unlawful detainer action brought by
7 an Owner against a tenant. Any notice issued in violation of this Chapter
8 shall be null and void.

9

10 8.102.040 Severability.

11 If any provision of this Chapter is found to be unconstitutional or
12 otherwise invalid by any court of competent jurisdiction, that invalidity shall
13 not affect the remaining provisions of this Chapter which can be
14 implemented without the invalid provisions, and to this end, the provisions of
15 this Chapter are declared to be severable. The City Council hereby
16 declares that it would have adopted this Chapter and each provision thereof
17 irrespective of whether any one or more provisions are found invalid,
18 unconstitutional or otherwise unenforceable.

19

20 Section 2. The City Clerk shall certify to the passage of this ordinance by
21 the City Council of the City of Long Beach and shall cause the same to be posted in three
22 conspicuous places in the City of Long Beach.

23

24 Section 3. Pursuant to Section 211 of the City Charter, the City Council
25 hereby finds that the ongoing statewide housing crisis and displacement of low-income
26 and other vulnerable populations constitutes an emergency requiring immediate action in
27 order to protect the public health and safety. Therefore, this ordinance is an emergency
28 ordinance duly adopted by the City Council by a vote of five of its members and shall take

1 effect on December 7, 2021. The City Clerk shall certify to a separate roll call and vote
2 on the question of the emergency of this ordinance and to its passage by the vote of five
3 members of the City Council of the City of Long Beach, and cause the same to be posted
4 in three conspicuous places in the City of Long Beach.

5

6 Section 4. This ordinance shall also be adopted by the City Council as a
7 regular ordinance, to the end that in the event of any defect or invalidity in connection
8 with the adoption of this ordinance as an emergency ordinance, the same shall,
9 nevertheless, be and become effective on the thirty-first (31st) day after it is approved by
10 the Mayor. The City Clerk shall certify to the passage of this ordinance by the City
11 Council of the City of Long Beach and shall cause the same to be posted in three (3)
12 conspicuous places in the City of Long Beach.

13

14 I hereby certify that on a separate roll call and vote which was taken by the
15 City Council of the City of Long Beach upon the question of emergency of this ordinance
16 at its meeting of _____, 2021, the ordinance was declared to be an
17 emergency by the following vote:

18 Ayes: Councilmembers: _____

19 _____

20 _____

21 Noes: Councilmembers: _____

22 _____

23 Absent: Councilmembers: _____

24 _____

25 ///

26 ///

27 ///

28 ///

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28

I further certify that thereafter, at the same meeting, upon a roll call and vote on adoption of the ordinance, it was adopted by the City Council of the City of Long Beach by the following vote:

Ayes: Councilmembers: _____

Noes: Councilmembers: _____

Absent: Councilmembers: _____

I further certify that the foregoing ordinance was thereafter adopted on final reading by the City Council of the City of Long Beach at its meeting of _____, 2021, by the following vote:

Ayes: Councilmembers: _____

Noes: Councilmembers: _____

Absent: Councilmembers: _____

Clerk

Approved: _____
(Date)

Mayor

8.99.020 Just cause termination of tenancy protections.

- (a) Notwithstanding any other law, after a tenant has continuously and lawfully occupied a residential real property for 12 months, the owner of the residential real property shall not terminate the tenancy without just cause, which shall be stated in the written notice to terminate tenancy. If any additional adult tenants are added to the lease before an existing tenant has continuously and lawfully occupied the residential real property for 24 months, then this subdivision shall only apply if either of the following are satisfied:
- (1) All of the tenants have continuously and lawfully occupied the residential real property for 12 months or more.
 - (2) One or more tenants have continuously and lawfully occupied the residential real property for 24 months or more.
- (b) For purposes of this Chapter, "just cause" includes either of the following:
- (1) At-fault just cause, which is any of the following:
 - (A) Default in the payment of rent.
 - (B) A breach of a material term of the lease, as described in paragraph (3) of Section 1161 of the California Code of Civil Procedure, including, but not limited to, violation of a provision of the lease after being issued a written notice to correct the violation.
 - (C) Maintaining, committing, or permitting the maintenance or commission of a nuisance as described in paragraph (4) of Section 1161 of the California Code of Civil Procedure.
 - (D) Committing waste as described in paragraph (4) of Section 1161 of the California Code of Civil Procedure.
 - (E) The tenant had a written lease that terminated on or after January 1, 2020, and after a written request or demand from the owner, the tenant has refused to execute a written extension or renewal of the lease for an additional term of similar duration with similar provisions, provided that those terms do not violate this Chapter or any other provision of law.
 - (F) Criminal activity by the tenant on the residential real property, including any common areas, or any criminal activity or criminal threat, as defined in subdivision (a) of Section 422 of the California Penal Code, on or off the residential real property, that is directed at any owner or agent of the owner of the residential real property.
 - (G) Assigning or subletting the premises in violation of the tenant's lease, as described in paragraph (4) of Section 1161 of the California Code of Civil Procedure.
 - (H) The tenant's refusal to allow the owner to enter the residential real property as authorized by Sections 1101.5 and 1954 of the California Civil Code, and Sections 13113.7 and 17926.1 of the California Health and Safety Code.
 - (I) Using the premises for an unlawful purpose as described in paragraph (4) of Section 1161 of the California Code of Civil Procedure.
 - (J) The employee, agent, or licensee's failure to vacate after their termination as an employee, agent, or a licensee as described in paragraph (1) of Section 1161 of the California Code of Civil Procedure.
 - (K) When the tenant fails to deliver possession of the residential real property after providing the owner written notice as provided in Section 1946 of the California Civil Code of the tenant's intention to terminate the hiring of the real property, or makes a written offer to surrender that is accepted in writing by the landlord, but fails to deliver possession at the time specified in that

written notice as described in paragraph (5) of Section 1161 of the California Code of Civil Procedure.

- (2) No-fault just cause, which includes any of the following:
- (A) (i) Intent to occupy the residential real property by the owner or their spouse, domestic partner, children, grandchildren, parents, or grandparents.
- (ii) For leases entered into on or after July 1, 2020, clause (i) shall apply only if the tenant agrees, in writing, to the termination, or if a provision of the lease allows the owner to terminate the lease if the owner, or their spouse, domestic partner, children, grandchildren, parents, or grandparents, unilaterally decides to occupy the residential real property. Addition of a provision allowing the owner to terminate the lease as described in this clause to a new or renewed rental agreement or fixed-term lease constitutes a similar provision for the purposes of subparagraph (E) of paragraph (1).
- (B) Withdrawal of the residential real property from the rental market.
- (C) (i) The owner complying with any of the following:
- (I) An order issued by a government agency or court relating to habitability that necessitates vacating the residential real property.
- (II) An order issued by a government agency or court to vacate the residential real property.
- (III) A local ordinance that necessitates vacating the residential real property.
- (ii) If it is determined by any government agency or court that the tenant is at fault for the condition or conditions triggering the order or need to vacate under clause (i), the tenant shall not be entitled to relocation assistance as outlined in paragraph (3) of subdivision (d).
- (D) (i) Intent to demolish or to substantially remodel the residential real property.
- (ii) For purposes of this subparagraph, "substantially remodel" means the replacement or substantial modification of any structural, electrical, plumbing, or mechanical system that requires a permit from a governmental agency, or the abatement of hazardous materials, including lead-based paint, mold, or asbestos, in accordance with applicable federal, state, and local laws, that cannot be reasonably accomplished in a safe manner with the tenant in place and that requires the tenant to vacate the residential real property for at least 30 days. Cosmetic improvements alone, including painting, decorating, and minor repairs, or other work that can be performed safely without having the residential real property vacated, do not qualify as substantial rehabilitation.
- (c) Before an owner of residential real property issues a notice to terminate a tenancy for just cause that is a curable lease violation, the owner shall first give notice of the violation to the tenant with an opportunity to cure the violation pursuant to paragraph (3) of Section 1161 of the California Code of Civil Procedure. If the violation is not cured within the time period set forth in the notice, a three-day notice to quit without an opportunity to cure may thereafter be served to terminate the tenancy.
- (d) All pending notices of termination issued on or after January 1, 2020 but before the effective date of this Chapter by a residential real property owner for no-fault just cause described in subparagraph 2(D) of subdivision (b) shall be null and void and of no force or effect. Before an owner of residential real property issues a notice to terminate a tenancy for no-fault just cause described in subparagraph 2(D) of subdivision (b), the owner shall have obtained all necessary permits for the substantial remodel from all applicable governmental agencies. All termination notices for no-fault just cause described in subparagraph 2(D) of subdivision (b) shall include a copy of all issued permits and include reasonably detailed information regarding each of (i) the scope of the substantial remodeling work, (ii) why it cannot be reasonably

accomplished in a safe manner with the tenant in place, and (iii) why it requires the tenant to vacate for at least 30 days.

- (e) (1) For a tenancy for which just cause is required to terminate the tenancy under subdivision (a), if an owner of residential real property issues a termination notice based on a no-fault just cause described in paragraph (2) of subdivision (b), the owner shall, regardless of the tenant's income, at the owner's option, do one of the following:
- (A) Assist the tenant to relocate by providing a direct payment to the tenant as described in paragraph (3).
 - (B) Waive in writing the payment of rent for the final month of the tenancy, prior to the rent becoming due.
- (2) If an owner issues a notice to terminate a tenancy for no-fault just cause, the owner shall notify the tenant of the tenant's right to relocation assistance or rent waiver pursuant to this Chapter. If the owner elects to waive the rent for the final month of the tenancy as provided in subparagraph (B) of paragraph (1), the notice shall state the amount of rent waived and that no rent is due for the final month of the tenancy.
- (3) (A) The amount of relocation assistance or rent waiver shall be equal to one month of the tenant's rent that was in effect when the owner issued the notice to terminate the tenancy. Any relocation assistance shall be provided within 15 calendar days of service of the notice.
- (B) If a tenant fails to vacate after the expiration of the notice to terminate the tenancy, the actual amount of any relocation assistance or rent waiver provided pursuant to this subdivision shall be recoverable as damages in an action to recover possession.
 - (C) The relocation assistance or rent waiver required by this subdivision shall be credited against any other relocation assistance required by any other law.
- (4) An owner's failure to strictly comply with this subdivision shall render the notice of termination void.
- (f) This Chapter shall not apply to the following types of residential real properties or residential circumstances:
- (1) Transient and tourist hotel occupancy as defined in subdivision (b) of Section 1940 of the California Civil Code.
 - (2) Housing accommodations in a nonprofit hospital, religious facility, extended care facility, licensed residential care facility for the elderly, as defined in Section 1569.2 of the California Health and Safety Code, or an adult residential facility, as defined in Chapter 6 of Division 6 of Title 22 of the Manual of Policies and Procedures published by the California State Department of Social Services.
 - (3) Dormitories owned and operated by an institution of higher education or a kindergarten and grades 1 to 12, inclusive, school.
 - (4) Housing accommodations in which the tenant shares bathroom or kitchen facilities with the owner who maintains their principal residence at the residential real property.
 - (5) Single-family owner-occupied residences, including a residence in which the owner-occupant rents or leases no more than two units or bedrooms, including, but not limited to, an accessory dwelling unit or a junior accessory dwelling unit.
 - (6) A duplex in which the owner occupied one of the units as the owner's principal place of residence at the beginning of the tenancy, so long as the owner continues in occupancy.
 - (7) Housing that has been issued a certificate of occupancy within the previous 15 years.
 - (8) Residential real property that is alienable separate from the title to any other dwelling unit, provided that both of the following apply:

- (A) The owner is not any of the following:
- (i) A real estate investment trust, as defined in Section 856 of the Internal Revenue Code.
 - (ii) A corporation.
 - (iii) A limited liability company in which at least one member is a corporation.
- (B) (i) The tenants have been provided written notice that the residential property is exempt from this Chapter using the following statement:
- "This property is not subject to the rent limits imposed by Section 1947.12 of the Civil Code and is not subject to the just cause requirements of Section 1946.2 of the Civil Code. This property meets the requirements of Sections 1947.12 (d)(5) and 1946.2 (e)(8) of the Civil Code and the owner is not any of the following: (1) a real estate investment trust, as defined by Section 856 of the Internal Revenue Code; (2) a corporation; or (3) a limited liability company in which at least one member is a corporation."
- (ii) For a tenancy existing before July 1, 2020, the notice required under clause (i) may, but is not required to, be provided in the rental agreement.
 - (iii) For any tenancy commenced or renewed on or after July 1, 2020, the notice required under clause (i) must be provided in the rental agreement.
 - (iv) Addition of a provision containing the notice required under clause (i) to any new or renewed rental agreement or fixed-term lease constitutes a similar provision for the purposes of subparagraph (E) of paragraph (1) of subdivision (b).
- (9) Housing restricted by deed, regulatory restriction contained in an agreement with a government agency, or other recorded document as affordable housing for persons and families of very low, low, or moderate income, as defined in Section 50093 of the California Health and Safety Code, or subject to an agreement that provides housing subsidies for affordable housing for persons and families of very low, low, or moderate income, as defined in Section 50093 of the California Health and Safety Code or comparable federal statutes.
- (g) An owner of residential real property subject to this Chapter shall provide notice to the tenant as follows:
- (1) For any tenancy commenced or renewed on or after July 1, 2020, as an addendum to the lease or rental agreement, or as a written notice signed by the tenant, with a copy provided to the tenant.
 - (2) For a tenancy existing prior to July 1, 2020, by written notice to the tenant no later than August 1, 2020, or as an addendum to the lease or rental agreement.
 - (3) The notification or lease provision shall be in no less than 12-point type, and shall include the following:

"California law limits the amount your rent can be increased. See Section 1947.12 of the Civil Code for more information. California law also provides that after all of the tenants have continuously and lawfully occupied the property for 12 months or more or at least one of the tenants has continuously and lawfully occupied the property for 24 months or more, a landlord must provide a statement of cause in any notice to terminate a tenancy. See Section 1946.2 of the Civil Code for more information."

The provision of the notice shall be subject to Section 1632 of the California Civil Code.
- (h) Any waiver of the rights under this Chapter shall be void as contrary to public policy.
- (i) For the purposes of this Chapter, the following definitions shall apply:
- (1) "Owner" and "residential real property" have the same meaning as those terms are defined in Section 1954.51 of the California Civil Code.

(2) "Tenancy" means the lawful occupation of residential real property and includes a lease or sublease.

(j) This Chapter shall remain in effect only until January 1, 2030, and as of that date is repealed.

(ORD-20-0007(Emerg.) § 1, 2020)

Tenant Habitability Program Summary (City of L.A. Rent Stabilization Ordinance)

The Tenant Habitability Program (Program) was adopted to facilitate landlord investment in primary renovation work without subjecting tenants to either untenable housing conditions during renovation work or forced permanent displacement. It also is designed to encourage landlords to extend the useful life of the rental housing stock through substantial renovation. In exchange, the landlord is able to recover a substantial portion of the investment through rent adjustments to rent-controlled apartments (allowed by the Program).

The Program requires landlords to mitigate such temporary untenable conditions, either through actions to ensure that tenants can safely remain in place during construction or through the temporary relocation of tenants to alternative housing accommodations.

- Requires 60-day written notice prior to commencement of work.
- Requires landlord to submit a Tenant Habitability Plan to the Building Department in conjunction with an application for building permits.
- The City shall clear the permit for primary renovation work if both of the following conditions are met
 - The landlord has submitted the Tenant Habitability Plan that the City finds to adequately mitigate the impact of primary renovation work
 - The landlord has submitted a declaration documenting service to affected tenants of both a Notice of Primary Renovation Work and a copy of the non-confidential portions of the Tenant Habitability Plan.

Tenant Habitability Plan(THP)

A THP must provide the following information along with any other information the Building Department deems necessary to ensure that the impact of primary renovation work upon affected tenants is adequately mitigated:

1. Identification of the landlord, general contractor, and any contractor responsible for hazardous material abatement.
2. Identification of all affected tenants including the current rent each tenant pays and the date of the tenant's last rent increase.

3. Description of the scope of work covering the primary renovation work and any related work, including work in common areas and in each unit, along with an estimate of the total project cost and time (total and in each unit).
4. Identification of the impact of the primary renovation work and related work on the habitability of affected rental units, including a discussion of impact severity and duration with regard to noise, utility interruption, exposure to hazardous materials, interruption of the fire safety systems, inaccessibility of all or portions of each affected rental unit, and disruption of other tenant services.
5. Identification of the mitigation measures that will be adopted to ensure that tenants are not required to occupy untenable dwelling outside of the hours of 8:00 am through 5:00 pm, Monday through Friday, and are not exposed at any time to toxic or hazardous materials including, but not limited to, lead-based paint and asbestos. Such measures may include the adoption of work procedures that allow a tenant to remain on site and/or the temporary relocation of tenants.
6. Identification of the impact of the primary renovation work and related work on the personal property of affected tenants, including work areas which must be cleared of furnishings and other tenant property, and the exposure of tenant property to theft or damage from hazards related to work or storage.
7. Identification of the mitigation measures that will be adopted to secure and protect tenant property from reasonably foreseeable damage or loss.

Plan Acceptance

The City shall make a determination regarding the adequacy of a landlord's THP within five working days of the receipt of the THP for review. The City shall accept plans that meet the requirements of a THP.

The City's acceptance of a THP shall be subject to the landlord having no outstanding balances due for rent registration (RENT CONTROL PROGRAM) or code enforcement fees.

The City shall provide landlords with written indications of deficiencies which must be addressed whenever a THP is determined to be inadequate. A landlord may submit an amended plan in order to correct deficiencies

Landlords and tenants may appeal the City's determination regarding a THP to a hearing officer within 15 days. The hearing shall be held within 30 days, and the hearing officer shall provide a written decision within 10 days of the hearing on the appeal.

Notice of Primary Renovation Work

The Notice of Primary Renovation Work must be written in the primary language that in which the original lease was negotiated and include the following information:

- Estimated start and completion dates.
- A description of the primary renovation work and how it will impact the tenant or household.
- The details of temporary relocation, if needed, and associated tenant rights.
- Instructions that tenants with questions should consult the landlord or the City.
- Notice of a tenant's right to reoccupy the units under the existing terms of tenancy upon completion of primary renovation work.



MEMORANDUM

DATE October 25, 2021

TO City of Long Beach
Patrick Ure, Housing and Neighborhood Services Bureau, Manager
Christopher Koontz, Long Beach Development Services Management, Deputy Director

FROM Wendy Nowak, AICP, Principal
Alexsundra Captan, Senior Associate I
Renata Langis, Project Planner

**SUBJECT: Substantial Remodel-Related Tenant Displacement – Public Workshop and Online Survey
Summary of Input Received**

A. Background

This memorandum provides a summary of the key take aways from the Substantial Remodel-Related Tenant Displacement Workshop (Attachment A: Summary of Key Takeaways from Public Workshop, September 22nd) and the Online Survey, including both Spanish and English responses. The survey was conducted from September 13th to October 4st, 2021 and was hosted in conjunction with the Public Workshop held on September 22nd. Approximately 70 people attended the public workshop and 87 people responded to the survey prior to the closing date. The majority of respondents were women, were tenants and were of white or Hispanic/Latinx origin as further identified in the tables below.

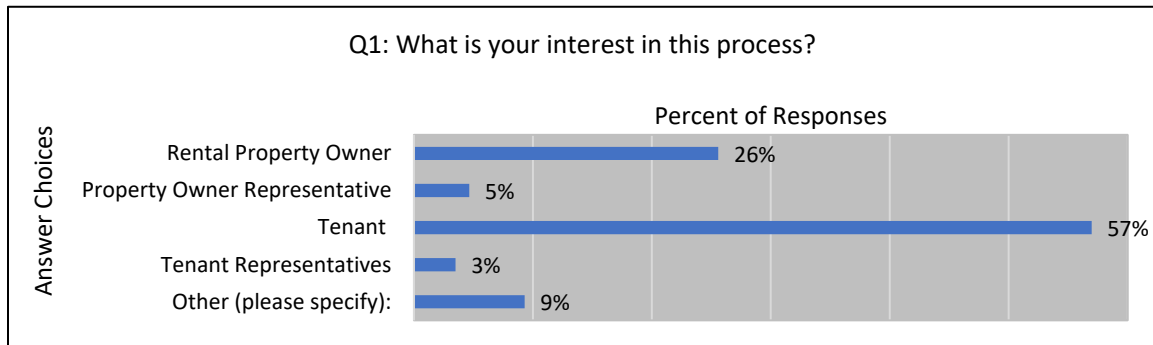
The purpose of the workshop and survey was to gain understanding of the biggest challenges residents and property owners experience related to housing with a focus on collecting information that will help inform possible edits to the City's Just Cause for Termination of Tenancies Ordinance. The survey provided an opportunity for the public to give feedback to the City in the event that they were unable to participate in recent stakeholder meetings or the public workshop. The feedback shared regarding experience with substantial remodels and recommendations can help the City brainstorm solutions that encourage landlords to invest in renovation work without subjecting tenants to deplorable housing conditions during construction or forced permanent displacement.

Section B of this memorandum provides the resultsof the discreet survey questions and results. Section C provides a summary of key ideas from the open-ended responses collected in the survey. Detailed open-ended responses can be found in Attachment B (English responses) and Attachment C (Spanish responses with English translations). Section D provides the results of the demographic questions asked in the survey.

B. Substantial Remodel and Tenant Displacement Survey Questions

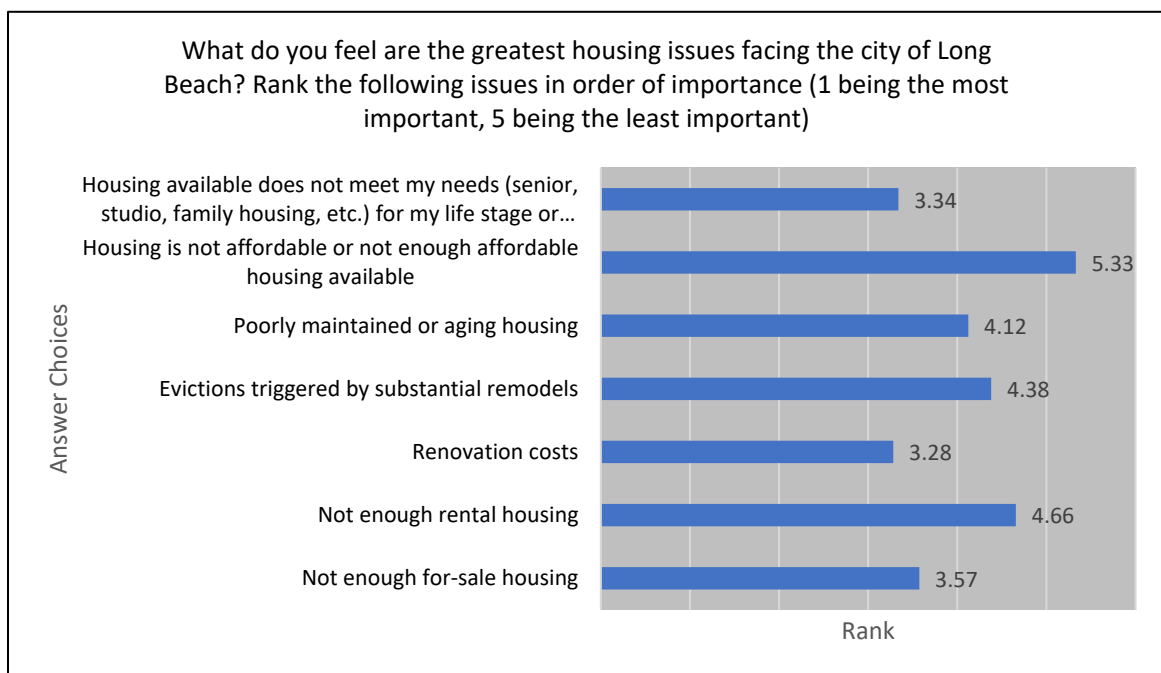
Question 1. What is your interest in this process?

The majority of respondents were tenants (fifty-seven percent or 57%), and the second largest group was rental property owners (twenty six percent or 26%).



Question 2. What do you feel are the greatest housing issues facing the city of Long Beach? Rank the following issues in order of importance

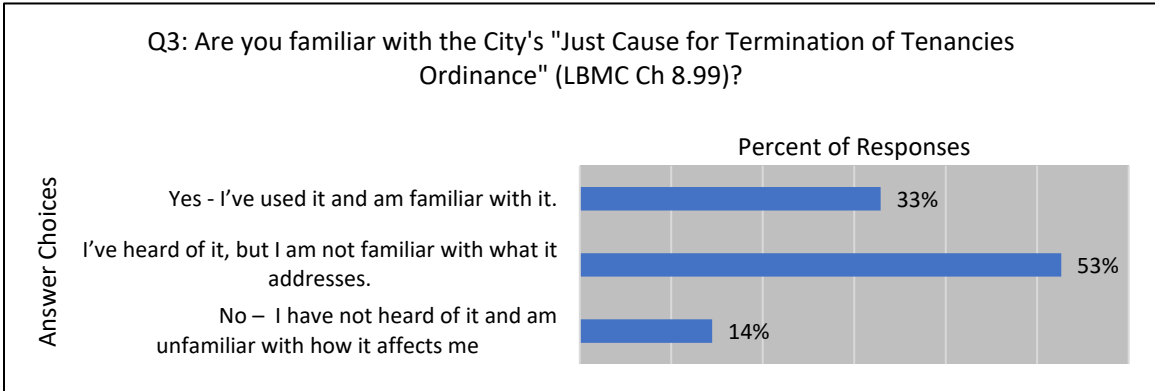
As shown below the top three responses were 1) unaffordability of housing (total of 71 of those who response to the question and ranked score of 5.34), 2) insufficient rental housing (total of 66 responses and ranked score of 4.68), and 3) evictions triggered by substantial remodels (total of 66 responses and ranked score of 4.27).



Note: The ranked responses were analyzed using SurveyMonkey's methodology for average ranking. The methodology for average ranking involves grouping answer choices according to their rank. A weight was assigned to the groups based on the rank, in reverse numerical order to the ranking. For example, answer choices ranked number 1 were assigned a weight of 7 (because there are 7 total answer choices), answer choices ranked number 2 were assigned a weight of 6, answer choices ranked number 3 were assigned a weight of 5, and so on. The formula for calculating scores is shown below. The calculation is the sum of the product of the percentage of responses for each answer choice and its associated weight, divided by the total response count for each answer choice. The scores are ranked in order of importance from highest to lowest. The highest answer choice had a score of 5.33 and the lowest ranked answer choice had a score of 3.34.

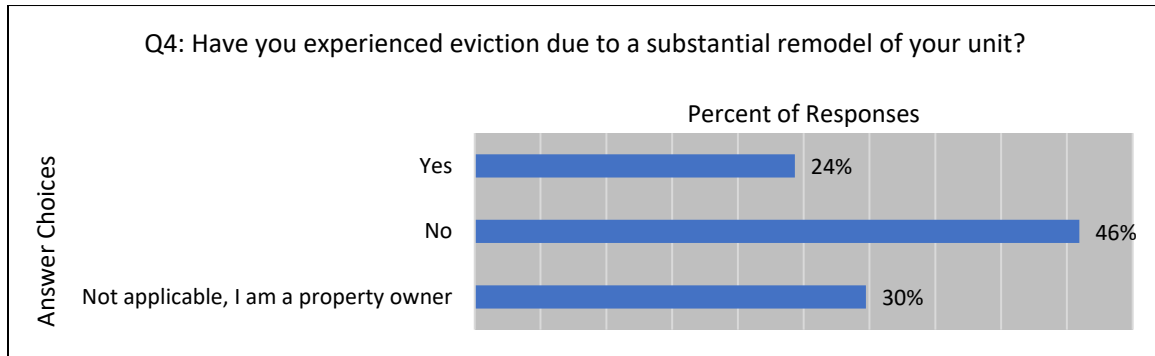
Question 3. Are you familiar with the City's "Just Cause for Termination of Tenancies Ordinance" (LBMC Ch 8.99)?

The majority of respondents had heard of the ordinance before taking the survey but were not familiar with the contents of the Just Cause ordinance (fifty-three percent or 53%) and 33% had heard of it and have used it were not familiar with the ordinance and fourteen percent or 14% had not heard of it).



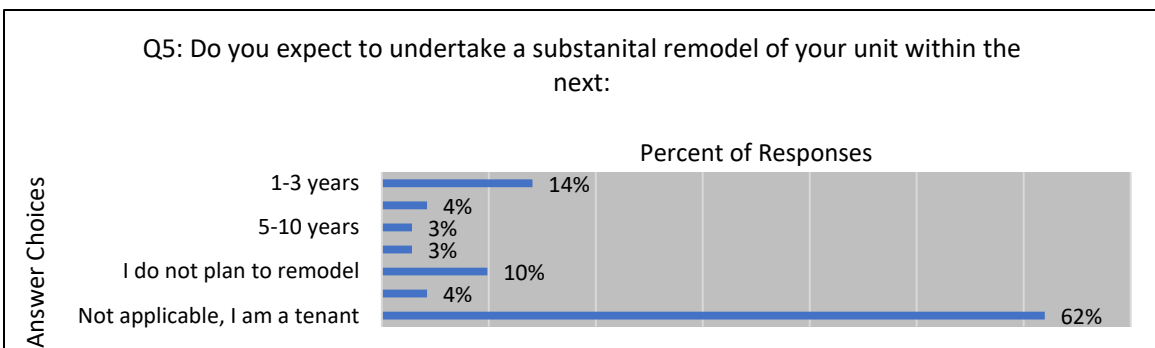
Question 4. Have you experienced eviction due to a substantial remodel of your unit?

As shown below, nearly a quarter of respondents (18 out of 52, or 35%, of responses by tenants) had experienced an eviction due to a substantial remodel.



Question 5. Do you expect to undertake a substantial remodel of your unit within the next:

For those that were property owners, the most common response was within a period of 1-3 years (fourteen percent or 14%), followed by no plans to remodel (ten percent or 10%).



C. Summary of Key Ideas from Responses to the Open-Ended Survey Questions Related to Substantial Remodel and Tenant Displacement

The survey included a series of open-ended questions such as:

Question 6: *For tenants and property owners:* Do you have any recommendations the City should explore to help property owners make substantial improvements to rental housing without permanently displacing residents?

Question 7: *Property Owners:* What are the biggest challenges you face in maintaining and making repairs to your units?

Question 8: If the City were to do one thing to help balance the needs of tenants and property owners during a substantial remodel of an existing unit, what would that be?

Question 9: If you have experienced eviction due to a substantial remodel of your unit, what was your experience? Please describe the circumstances and the consequences in a few sentences.

Summary of Key Ideas

For ease of reference a summary of the key ideas from the open-ended questions is provided below. The detailed survey responses can be found in Attachments B and C.

1. Tenants believe the city should be more involved and hands on with the process of remodels and rental upkeep with more prerequisites of the title of Substantial Remodel should it continue to be a just cause for evictions.
2. Tenants believe that the city should remove Substantial Remodel as a Just Cause completely as it is observed of being abused.
3. Have the city create more incentives for owners to maintain their properties, instead of having to do a high-cost substantial remodel.
4. Property Owners believe process for pulling permits for home improvements is too slow and renovation costs are too high; in addition, there is enough government interference with property management and rent costs, thus they would prefer to leave the current ordinance as is, and let the current moratorium end without any additional modifications to existing laws.
5. Property Owners believe the pandemic and eviction moratorium set them back financially with their property.
6. Tenants believe there needs to be more affordable housing in the city and/or more strict rent control laws.
7. Tenants believe there should be more protections from evictions and require owners to provide temporary housing and stop rent increases; therefore, the City should be more involved in the oversight of the eviction process.
8. Tenants believe that Investment companies are contributing to the high cost of housing because they are purchasing apartment buildings that used to be affordable and are increasing the rent with their renovations.
9. The significant majority of tenants and tenant advocates support the proposed Option 1: Implement a Tenant Habitability Program similar to the Los Angeles model.
10. Property Owners are having difficulty finding affordable and reliable contractors so property improvements are difficult, therefore additional regulations would be an unnecessary additional burden for them. Property owners would like additional information and oppose the implementation of a new Tenant Habitability Program.

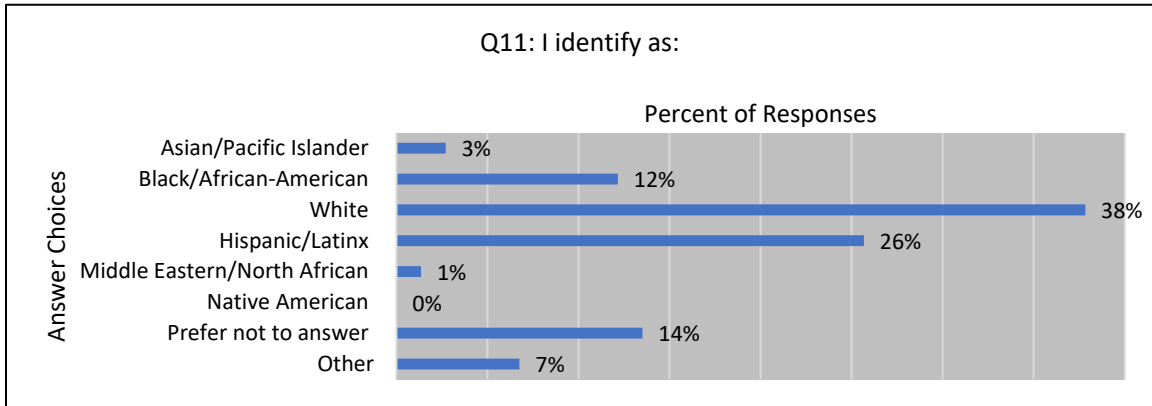
D. Demographic Questions

Question 10 asked respondents what their zip code of residence is. As shown below, the three most common responses were 90814 (thirty-four percent or 34% of responses), 90802 (sixteen percent or 16% of responses), and 90803 (nine percent or 9% of responses).

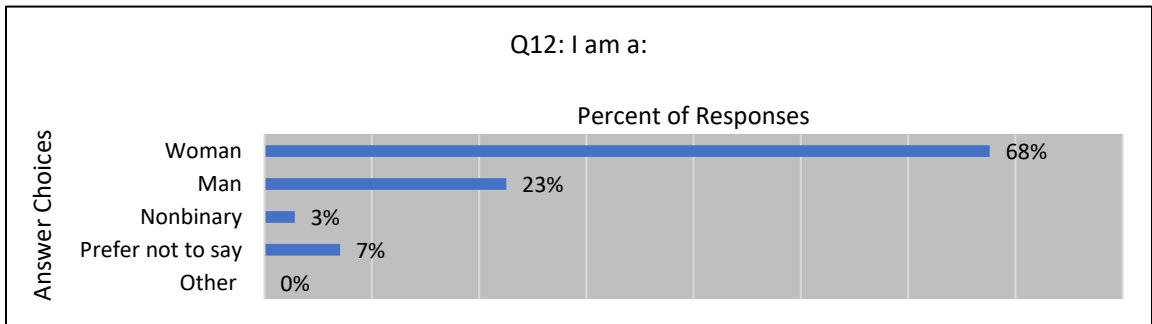
- 90814 encompasses Carroll Park, Alamitos Heights and the 4th Street Corridor.
- 90802 encompasses East Village, Alamitos Beach, and Long Beach Downtown area.
- 90803 encompasses Belmont Shore, Belmont Heights, Marina and Marina Pacifica.

Zip Code	Number of Responses	Percent of Responses
90712	0	0%
90715	0	0%
90716	0	0%
90740	0	0%
90755	0	0%
90801	0	0%
90802	11	16%
90803	6	9%
90804	5	7%
90805	4	6%
90806	3	4%
90807	4	6%
90808	0	0%
90810	4	6%
90812	0	0%
90813	6	9%
90814	23	34%
90815	1	1%
90822	0	0%
90831	0	0%
90832	0	0%
90833	0	0%
90834	0	0%
90835	0	0%
90840	0	0%
90842	0	0%
90844	0	0%
90846	0	0%
90847	0	0%
90848	0	0%
90853	0	0%
90899	0	0%

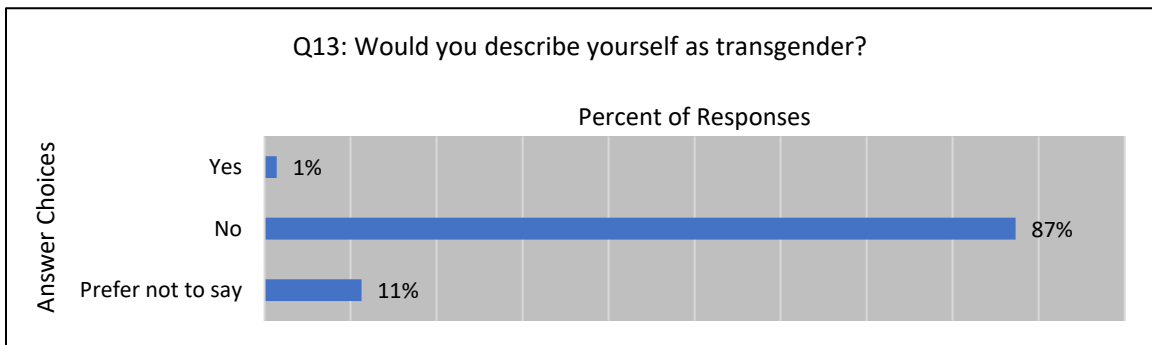
Question 11 asked respondents about their racial or ethnic identity. As shown in the graph below, the racial groups in descending order were as follows: White (thirty-eight percent or 38%), Latinx (twenty-six percent or 26%), Black (twelve percent or 12%), Other (seven percent or 7%), and Asian (three percent or 3%). Of those who identified as Asian or Pacific Islander, two respondents identified themselves as having more specific ethnicities (one Cambodian and one Vietnamese).



Question 12 asked respondents about their gender identity. As shown in the graph below, the majority of respondents were women (sixty-eight or 68%), followed by men (twenty-three percent or 23%), and non-binary persons (3 percent or 3%).



Question 13 asked respondents if they described themselves as transgender. Shown in the graph below, the majority of respondents were not transgender (eighty-seven percent or 87%), while eleven percent (11%) preferred not to answer and one percent (1%) identified as transgender.



ATTACHMENT A:
**Summary of Key Takeaways from Public
Workshop**
September 22nd, 2021

SUBSTANTIAL REMODEL TENANT DISPLACEMENT SOLUTIONS



Summary of Key Takeaways Public Meeting Listening Session September 22, 2021

Number of attendees: 70 Attendees (Excluding City Staff and Consultant Team)

1. Twenty-six (26) attendees gave public comments sharing stories of their experiences with eviction, substandard housing, and displacement associated with substantial remodels.
2. Twelve (12) attendees specifically expressed support for Solution #1, the establishment of a Tenant Habitability program. Property Owners do not support Solution #1, given that there are already enough limitations on rental properties and the Pandemic, and the rent moratorium has set them back enough.
3. Those who participated in the comment portion of the meeting believed that evictions should be tracked by the City to gather data and help understand the magnitude of the problem and trends.
4. Several participants (tenants and property owners) believed there was a lack of clarity around what constitutes a substantial remodel in practice and how it is defined
5. Strong support from Tenants and their advocates for a just and fair process for managing remodels with more remodel incentives from the city.
6. A participant cited that many recent evictions during the pandemic have occurred after small upgrades that take less than 40 days (i.e. plumbing repair).
7. Concerns expressed from tenants regarding corporate real estate firms that acquire and remodel large properties for private gain, transforming the community and displacing residents who need affordable rent.
8. Tenant representatives expressed those landlords should provide temporary relocation of renters at no cost for tenants instead of evictions.
9. After the lifting of the moratorium on evictions related to COVID restrictions, future tenancy is uncertain and there is fear of eviction among renters.
10. Many tenants have either experienced eviction firsthand or have seen it happen to friends, neighbors, and family members. Many feel uncertain about their housing stability, which causes a great deal of stress and anxiety regarding their future living situation and whether or not they will be able to afford to remain in Long Beach.

11. Residents and their advocates have concern that substantial remodels are used as a loophole for raising rents.
12. There are concerns that tenants (mostly low-income tenants of color) will be evicted for reporting a code violation or making their own improvements to the rental property. Lack of regular maintenance by the landlord, even after tenants have brought up the need for repairs, can result in substandard housing.
 - a. Substandard housing conditions, if not addressed, can result in long term degradation to the property and eventually result in eviction due to unsuitable living conditions.
13. Code enforcement is active in Long Beach but does not monitor all projects (including some substantial remodels).
14. Residents and their advocates believe citywide rent control measure could help limit the rise in rent after renovations.
15. Prefer the City to provide more education to both tenants and landlords regarding substantial remodels so they are aware of their rights and responsibilities.

ATTACHMENT B:

Survey Responses - Open Ended Questions (English)

Q6 For tenants and property owners: Do you have any recommendations the City should explore to help property owners make substantial improvements to rental housing without permanently displacing residents?

Answered: 62 Skipped: 20

#	RESPONSES	DATE
1	Have city subsidize some very low cost housing that renters could rent while housing is being renovated. Give former tenant first choice at rerenting, with increase not exceeding x% over their rent before renovation. x% might be 10%.	10/1/2021 3:42 PM
2	Give tenant opportunity to purchase a home	9/30/2021 5:09 PM
3	Allow displaced tenants to return at the same rent.	9/30/2021 12:35 PM
4	Specifically define substantial remodel. Require the LB Building Dept. to inspect and review units and plans for substantial remodel before a landlord can evict tenants. Also, the City should not approve permits if the proposed work could be completed in less time. Or, in the case of ANY remodel, require that the landlord pay to temporarily relocate the tenant into another rental equal to their existing one until the work is completed regardless if it takes more than 30 days. Afterwards, the tenant should be able to move back into their unit at their previous rent. This latter suggestion would be much more cost effective and timely than the first one.	9/30/2021 12:00 PM
5	Yes - help us tenants with a fund to help us move we want nice new modern apartments but need public funds to help us when owners want to renovate	9/30/2021 11:45 AM
6	OPTION 1	9/30/2021 8:51 AM
7	Bugs, rude management saying we have bugs because our houses are dirty when repairs had to be done to our apartment that left holes in our apartment walls, floors and our cabinets sat outside with the elements. Homeless stealing our mail.	9/29/2021 10:59 PM
8	Option 1 is a great way to go. Also, we have to value people more than profit.	9/29/2021 4:58 PM
9	Reduce cost of rent since is really expensive	9/29/2021 4:31 PM
10	If the tenant cannot remain in the home while remodel is ongoing then Require owners to return 100% of deposit w/ interest and a minimum of 3 months rent at current average rate. This would minimize false claims for remodel. Owners can avoid payout of they allow tenants to return at the same rate they were paying. If tenants have an option to return owners should assist with some food and temporary housing costs. I understand remodels are desperately needed but in a time when homelessness is out of control, homeless services are minimal and difficult to attained, and the fact that there simply isn't anywhere to move to, it's just extremely unfair and unjust to ask tenants to leave with only 1 months worth of rent	9/29/2021 4:24 PM
11	The city should really take into consideration of option 1. Get rid of substantial remodel as a means to evict tenants. This is unjust and was previously unlawful.	9/29/2021 4:07 PM
12	Your focus should be on incentivizing rental housing improvements and secondly focus on government assistance to help tenants relocate. No one should expect their current housing and rent will always remain the same. If you do not make it easy/cost effective for property owners to improve their property you will end up with duct tape and Bondo repairs covering hidden damage with resulting long-term damage. I've heard rumors that would require property owners to foot the bill of temporary lodging, do a substantial remodel, and yet not be allowed to get market rent. Sounds like a good way to make sure no one does a substantial remodel.	9/29/2021 11:20 AM
13	Starting out by making small changes or constant upkeep of housing problems. The problems in housing are resolved constantly so that's why everything is old and then there is this need to renovate immediately because of that. If property owners constantly tried to fix problems when tenants address them then there wouldn't be a need to renovate because everything has been kept up to date.	9/29/2021 10:47 AM
14	Please do not be so tough on independent property owners we are not the enemy. We feel bad for tenants but our hands are tied too. Money is tight and improvements very expensive. It is almost impossible to get things done with tenants in the property. Let property owners feel that the City of LB is our friend, not foe.	9/28/2021 5:54 PM
15	Owners should be held for relocation	9/28/2021 5:46 PM
16	Maintenance on a regular bases, don't wait until a major repair is needed	9/28/2021 12:44 PM
17	Closer City attention on code violations that could exceedingly improve rental properties. I think renters would tolerate property improvements if they knew that their rent was not going to be immediately increased or that they would not be displaced, in other words document the intentions.	9/28/2021 12:44 PM
18	The city should not allow landlords to evict tenants while renovating units.	9/28/2021 11:49 AM

19	Yes. Require that Dept. of Building and Safety review the plans for the proposed substantial remodel to determine if it requires more than 30 days to complete and submit corrections to landlords before permits are issued. Require that landlords insert performance clauses in contracts to ensure that the remodel will be completed in the required timeframe so that tenants/landlords benefit. Contractors are known to run more than one job at the same time which unnecessarily delays completion of yours. Performance clauses paying a bonus for early completion or a substantial penalty for each day completion is late solves this problem. Fine landlords who purposely submit unnecessary changes to contractors that delay the project past promised completion which would cause tenant eviction. All materials and fixtures can be vetted, approved and ordered prior to start of construction. I have run a company in this industry.	9/28/2021 10:57 AM
20	Make it easier to evict nuisance and disruptive tenants.	9/28/2021 10:36 AM
21	Offer funding for this to upkeep aging places as well as ensure appliances / apartment needs are present and up to code. Not allowing tenants living somewhere already to pay for improvements nor have expenses increased.	9/28/2021 2:14 AM
22	Some times these remodels can be done without displacement. My landlord has evicted numerous tenants on the guise of remodel but really just to put in new flooring and triple the price of rental unit. I have been a tenant in same property for 34 years and have same carpet, linoleum and appliances as 34 years ago. I know I pay less rent than my neighbors due to tenancy for all this time, but I am stressed every day that I may get eviction notice.	9/27/2021 9:29 PM
23	Tenant should be able to stay in unit while being renovated	9/27/2021 3:44 PM
24	They can offer tenants a chance to stay	9/27/2021 1:25 PM
25	Require an approval process for the remodel to determine if displacement is actually required, require landlords to pay for temporary lodging or relocation of tenants, and restrict the amount and frequency of rent increases.	9/27/2021 1:17 PM
26	If an actual remodel is needed for safety the reasons the owner should relocate the tenant temporarily until work is completed then allow the tenant back into their original home WITH THE SAME RENT PRICE as before.	9/27/2021 11:38 AM
27	Come with up additional temporary housing, maybe City-owned housing units, that are used and paid for by tenants that have been displaced due to remodels	9/27/2021 11:21 AM
28	Inspection from the city. The unit of our building don't even need to be remodeled. The new owners used that trick to simply double the rent. Also the remodeling of an unit in our building took around a week. The owner could have just given the option to vacate the premises to remodel and come back after it.	9/27/2021 10:59 AM
29	Renovate as units become available.	9/27/2021 10:13 AM
30	adopt a continuance maintenance approach, use the property inspection program and enforce the health/safety/building codes on an on-going basis.	9/27/2021 10:09 AM
31	Give tenants the option of temporary misplacement.	9/27/2021 10:09 AM
32	Please explore how often there is displacement due to substantial remodel before you try to solve for this problem.	9/27/2021 9:57 AM
33	Several Requirement: Building PERMITS required for remodel "excuse" to be used, only significant danger for long periods of time, to tenants, should require them to move. VOUCHERS from landlords providing equivalent place to live during process for the SAME rent amount and "right of return" at same rent amount when work is done. NO rent increase (1 year) clause after work completed and no rent increase for new tenants after work done. City stops demolition and replacement of older building housing unless the rents are the same as housing replaced. Focus on rehab of older buildings or previously commercial buildings, rather than demolition and higher cost housing to replace older buildings.	9/27/2021 9:54 AM
34	Help landlords keep moving Long Beach forward and encourage permitted improvements. The city could set up a fund to help tenants with financial hardship. Housing supplier should only be responsible for one months rent as a payment to assist tenant.	9/27/2021 9:12 AM
35	PARKING	9/27/2021 7:39 AM
36	Yes, depending on the EXTENT of REHABILITATION OR RESTRUCTURING of the premises. Just as the CITY requires APPROVED prerequisites to the GRANTING & ISSUANCE of a PERMIT for RECONSTRUCTION to ALL LANDLORDS, and PERIODIC CITY INSPECTIONS to conform to the LANDLORDS' approved plans, LB LANDLORDS must sign UNDER PENALTY OF PERJURY that such PLANS will NOT displace but merely INCONVENIENCE such intended TENANTS at the LANDLORD's EXPENSE with a 30-60 day WRITTEN ADVANCE NOTICE. There MUST be PROOF OF LEGAL SESERVICE and ACKNOWLEDGEMENT OF RECEIPT by such select TENANT(S). Further, a full and completely executed EXPLANATORY ATTACHMENT must be affixed indicating the specific anticipated DATES and TIMES of TENANT DISPLACEMENT which must unequivocally STATE that the RESIDENT(S) will be restored to their lawful tenancy upon COMPLETION of the REHABILITATED APARTMENT(S); and that there will be NO INCREASED or RAISED RENT for AT LEAST SIX-MONTHS to ONE-YEAR's time, depending on the length of tenancy, age of tenancy, financial burden, and other material personal considerations to be given prior to FIRST OFFERING those TENANT(S) the option to PAY and ACCEPT such INCREASED RENT, which will NOT EXCEED comparable market rent value.	9/26/2021 2:08 PM

37	I am a long time landlord very aware of the fact that rents have helped me create an asset for my family. I am most concerned about ensuring that tenants are fairly treated, which is why I support requirements for significant relocation assistance to tenants if there's a genuine need to make substantial improvements and a requirement that landlords who've rented out substandard properties not be allowed to use "substantial remodel" as an excuse to force out tenants.	9/25/2021 6:41 PM
38	Option 1 is what I believe is best I have seen my neighbors being evicted from there apartments because of substantial remodeling they were not told that rent would go up when they returned they could no longer afford the apartment and had to leave they had no other choice they could were basically evicted we can't have the rents increase higher because of this many of these people have lives here for years I believe creating a program where they help the apartments being fixed but still protect the tenants would work tenants and myself are afraid to speak about work needed in the apartments because we are afraid of becoming victims of substantial remodeling.	9/25/2021 2:52 PM
39	Eliminate substantial remodel as a just cause for eviction and create a renovation administration program to set up a fair process for repairs.	9/25/2021 1:47 PM
40	You can't make substantial improvements on an occupied unit and you can't afford to invest \$25,000-\$50,000 per unit and re-rent at the same rate. This will halt any major renovation project if owner's are required to maintain below market rents following major improvements.	9/24/2021 2:46 PM
41	I am still not aware of a major problem that involves 60 day notices in LB. So far, all that we have heard, (verbal) are stories about evictions with no data to substantiate it and if we are to believe that there were 800+ "evictions/non renewal of leases from March 2020 to March 2021 that is less than 1% of the tenant population, so we shouldn't be forming a RAP or passing a citywide ordinance. What we should be doing is penalizing those that are violating the law and hard. However, before all that the City should be sending out communications to tenants and landlords on what their rights are and what can/can't be done.	9/23/2021 5:17 PM
42	The property owners should relocate and finance the move..and families continue to pay the same amount of rent they were already paying...Don't need any money in hand as I told them..just find me a place and pay deposit...and first month's rent..But they charged me for the 2 months I lived there and I only received my 1500. deposit which went toward the new place \$500.00 deposit and \$3200.00 month rent.Between the harassment...stress...auto problem ...and move ..I couldn't think anymore..I was just tired...so tired...	9/23/2021 4:23 PM
43	City should go with OPTION 1	9/23/2021 1:16 PM
44	Allow housing providers and tenants to develop their own solutions. Small housing providers have a heart and mean well for their tenants. If council feels legislation must be crafted, do so to address only the REITs and other major investors for whom the tenants are just numbers. Exclude housing providers with fewer than 12 units.	9/23/2021 11:00 AM
45	Clarify what substantial improvements are. You cannot leave tenants in a property where the owner is replacing electrical systems, opening walls to change old galvanized plumbing to cooper, changing out old clay sewer systems, putting in new windows and remodeling each unit with new kitchens, bathrooms, flooring. All this must be done with permits from the City of Long Beach. Permits need to be pulled and paid for outlining the extensive improvements prior to tenants vacating. This is very important for the City to allow owners to improve/refurbish/remodel these old buildings on the owners money and it improves the City and the housing stock. It is impossible to have the tenants remain in the property with this type of remodeling. Clarify what substantial remodel is and confirm with the permit process.	9/23/2021 10:48 AM
46	Consider offering grants for tenants and low interest loans and property tax reductions for property owners affected by the need to substantially improve an aging property. It would be short-sighted to implement ordinances that disincentivize private investment capital from coming to our City to improve our aging housing stock.	9/23/2021 10:08 AM
47	No. Legislating depressed rental revenue for owners will mean many will not be able to afford to do the needed supportive/habitability renovations.	9/23/2021 9:44 AM
48	Giving a detailed plan of the scope of the project to the city, including the potential impacts on the tenants and why tenants need to be temporarily relocated. Renters should be noticed of the project at least 3 months in advance and compensated for temporary relocation.	9/23/2021 9:31 AM
49	They should negotiate a convenient time for tenants to be out of the unit - for example when a family might go on summer vacation to relatives - and focus on repairs that are actually necessary, like replacing leaky pipes or addressing wiring issues, and not worry about replacing cabinets in units with long-term tenants who don't have an issue with the existing ones. I've been in my apartment for 30 years, and pipes and wiring have been replaced within the last 15 years, so there's no urgency for the new owners to replace them again. My 50-year old cabinets are sturdier, and more practically designed than the cheap ones they put in the rehabbed units that don't have enough storage space. While they were putting new windows in other units they were rehabbing, they put new windows in occupied units as well - replacing 2- year old security windows with lesser quality manual lock windows that look exactly the same from the outside.	9/22/2021 11:10 PM
50	There is no reason why substantial remodel should be a just cause for eviction. A landlord should be required to submit a plan with clear descriptions of the true scope of renovation work, and the potential impact of the project and why temporary relocation for tenants is required for any major renovation project. Substantial remodel has been abused as a reason to evict long term tenants and families...	9/22/2021 6:23 PM
51	Have planned remodels (e.g., a year or more notice) and verify the need of this is a reason for evicting someone. Avoid these types of evictions by providing alternative accommodations	9/22/2021 5:02 PM

52	The PRIMARY ISSUE is that developers consider collateral damage "cost of doing business". People like the lady I care for could die if they make an extra \$20, and they would not care. So, this substantial remodel loophole is being used to aggressively and violently remove folks that need housing to survive. Since they stand to gain the most from attacking the most vulnerable/lowest rental, it systematically promotes exploitation.	9/22/2021 2:01 PM
53	Offer incentives to lower renovation costs (rebate programs)?	9/22/2021 1:37 PM
54	I do not think making rental property owners cover moving costs or relocation fees is justified if they want to remodel their own apartment building/units. I would understand perhaps giving the tenants a longer period of time in which they have to move instead of just 60 days but if you give them 3-6 months to move out then you should not have to cover any sort of moving costs or relocation fees. In addition, if the city makes it so that tenants who were displaced for the remodel get to move back in at their same rent price then I guarantee property owners won't remodel units until they are vacant. You are going to create even more slumlords if that happens. The more the city tries to control what property owners can and can't do the more rent prices will go up and the less upgrades to apartments there will be. You are taking away any kind of incentive that property owners have to put money back into their investments.	9/22/2021 11:49 AM
55	Between rent control, just cause evictions, lack of supply, you need substantial improvements to create better quality units and to create an availability of vacancies. Right now, vacancies are in short order and rents are going higher and higher. Without a supply that is meeting the demand of this city, it will continue to happen. I think the city should explore options in lease limits. Apartments are not meant to be lived in for 12, 15, 20 years. You can maintain them but after that much time, it needs work. Since we have rent control, I think a 10 year lease limit would create more available units. After 10 years, the owner has the right to terminate the lease to upgrade the unit and return the security deposit in full to the tenant. You would create more turnover of units and the tenant would be able to expect to live somewhere for 10 years.	9/22/2021 11:15 AM
56	The day I moved in there was a need for substantial remodel which the landlord was aware of and refused to fix and now you think its fair for me to be evicted if he claims he will fix it after I have been asking for 4 years? Recommendations: - Fix problems before renting unit out and if it is not then "just cause" should not be applicable. -Knowing that buildings are so old, the city should require inspections of units when tenants move out so property owners know what renovations to make. AND require an inspection before putting property on the market. I have serious issues going on in my home that are significantly impacting my health and I am hesitant to report it for fear of being evicted, when there is a severe shortage in housing availability. I've held up my end of the lease and I would not consider my eviction "just cause" when I pay rent month after month and am living in a hazardous environment.	9/22/2021 10:03 AM
57	I think it important to allow property owners to renovated our older housing stock without financing handicapping them. Construction and material stocks are high. If you want owners to properly maintain and upgrade their housing, then you can't handicap them with tenants being able to move back at the same rent. That would make no financial sense and owners would never renovate properties. I suggest a higher tenant relocation fee for those owners who plan to do a substantial remodel and have to displace the existing tenants.	9/22/2021 8:55 AM
58	N/a	9/21/2021 10:46 PM
59	Subsidize the rent of low income households as long as the adults are all working.	9/21/2021 4:42 PM
60	I wish I did, my property will be 100 years old in 2022.	9/21/2021 4:40 PM
61	Maybe the City can subsidize the tenants move/incentives or provide housing while owners exercise their right to improve their property for the betterment of all, including the City.	9/21/2021 4:33 PM
62	Get out of the way.	9/15/2021 3:40 PM

Q7 Property Owners: What are the biggest challenges you face in maintaining and making repairs to your units?

Answered: 27 Skipped: 55

#	RESPONSES	DATE
1	Cooperation from tenants and quality workmanship and cost of labor	9/30/2021 5:10 PM
2	Escalating costs for just about everything. On older buildings it is necessary to consider your first estimate on a repair to be the base line for additional surprises. I usually multiply my estimates times "3" to get a probable cost. Replacement parts for older buildings can also be very difficult to find and sometimes impossible, requiring replacement on an entire fixture. Also, the sizes/dimensions for wood and moldings are different in older building and can often require custom work costs.	9/29/2021 11:20 AM
3	Money to do repairs. Getting a good workman in a timely manner as most a very busy as owners are "hanging" on waiting for their services. Many are delayed and remodeling is thrown off. Repair and remodeling costs exceed the allowed increases. (Remodeling might need to be done but we need to collect increases based on improvements.	9/28/2021 5:58 PM
4	N/a	9/28/2021 11:49 AM
5	Uncooperative tenants.	9/28/2021 10:37 AM
6	Proper budgeting; and on-going maintenance.	9/27/2021 10:10 AM
7	Making necessary repairs and keeping my tenants safe while also making a profit from my properties.	9/27/2021 9:58 AM
8	Finding reliable workmen and women to do repairs. This is why I have my tenants do the repairs or coordinate with repair persons, in lieu of rent at times. I do repairs or replace appliances at once, with them coordinating the changes. I involve them in making decisions and being involved in upgrades. I only asked that they advise me if problems with paying full rents during pandemic. I assisted them to apply for Renter's Assistance funding.	9/27/2021 9:57 AM
9	Permit process is slow and backlogged. High costs and tenants who don't comply	9/27/2021 9:13 AM
10	N/A - I am a tenant.	9/26/2021 2:09 PM
11	Cost of repairs and improvements. Slow process on permits.	9/25/2021 6:41 PM
12	Government interference and ridiculous delays in obtaining permits.	9/24/2021 2:48 PM
13	1. Cost 2. Time	9/23/2021 5:17 PM
14	Cost of repairs and city legislation and regulation.	9/23/2021 11:01 AM
15	The cost of these improvements. Costs for lumber, cooper, , fixtures, etc. and labor have skyrocketed. Tenants not taking care of the new improvements.	9/23/2021 10:52 AM
16	1) Collecting rents, 2) Uncooperative residents and 3) coordinating repairs.	9/23/2021 10:09 AM
17	Increasingly high costs to do significant renovation, e.g.; roof replacement, plumbing replacement, wiring replacement	9/23/2021 9:45 AM
18	N/A	9/23/2021 9:31 AM
19	None currently, perhaps cost or timing in the future	9/22/2021 5:02 PM
20	No incentive for upgrading units when we can't increase rents more than 5% + CPI. Not being able to terminate tenancy in order to remodel units with paying hefty costs/fees.	9/22/2021 11:55 AM
21	Apartments are not meant to be lived for 12,15,20 years. Lots of wear and tear builds up, things that go beyond regular maintenance. Plus, as value of property goes up over time, long term tenants tend to pay under market rent. As enough time passes, real upgrades and remodels are necessary. It is not worth the expense to do those things if you are unable to reset the rent to market value.	9/22/2021 11:21 AM
22	Tenants. Tenants often are the ones who cause the damage to units. You also have to work around their schedule. In addition, material and construction costs are at all time highs.	9/22/2021 8:55 AM
23	N/a	9/21/2021 10:46 PM
24	Rent control and eviction moratoria incentivize tenants not to move and not to pay rent. This makes it difficult to afford routine maintenance (causing deferred maintenance) or if the unit never turns over, the quality of the housing stock is negatively impacted requiring substantial renovations of vacant apartments when possession of the apartments is restored to owners.	9/21/2021 4:46 PM
25	I haven't raised rent through out pandemics and if I need to pay for relocation of the tenants to make the repairs I might have to limit repairs that should be done because of the cost.	9/21/2021 4:43 PM
26	High costs & finding good & available contractors.	9/21/2021 4:34 PM
27	Getting good people at a reasonable price.	9/15/2021 3:40 PM

Q8 If the City were to do one thing to help balance the needs of tenants and property owners during a substantial remodel of an existing unit, what would that be?

Answered: 61 Skipped: 21

#	RESPONSES	DATE
1	see answer to 6	10/1/2021 3:42 PM
2	Give the tenant an opportunity to purchase	9/30/2021 5:11 PM
3	Protect the tenants from substantial remodel evictions.	9/30/2021 12:36 PM
4	Require landlords to temporarily relocate tenants to other equal housing regardless in the event of any remodel and reinstate them back into their unit at the same previous rent. This assures tenants of being able to hang on to affordable units, eliminates the need for City review of plans prior to remodel approval to police landlords, and cuts bureaucratic red tape for landlords. Only total gutting of a building should allow evictions.	9/30/2021 12:07 PM
5	OPTION 1	9/30/2021 8:51 AM
6	Free rent and utilities	9/29/2021 11:00 PM
7	Not evict tenants.	9/29/2021 8:43 PM
8	Be more involved in the process. Tenants shouldn't be tricked out their place of residence.	9/29/2021 4:59 PM
9	-PROPER COMPENSATION TO LEAVE -ABILITY TO RETURN AT THE SAME RENTAL RATE -FOR OWNERS W/ MULTIPLE PROPERTIES THEY SHOULD REHOUSE TENANTS IN ANY VACANT UNIT -OWNERS SHOULD BE REQUIRED TO SHOW PROOF OF WHAT IS NEEDED AND THEN SHOW THEY FOLLOWED THROUGH. -OWNERS SHOULD BE REQUIRED TO SHOW PROOF OF THEIR NEED AND INTENTION, AND GET PERMISSION FROM CITY BEFORE FOLLOWING THROUGH WITH EVICTION	9/29/2021 4:29 PM
10	Find a program, just like option 1 offers, to manage landlord availability to maintain units without evicting tenants.	9/29/2021 4:08 PM
11	Have enough affordable rental housing available so that tenets can find other housing.	9/29/2021 12:40 PM
12	Setting expectations – I don't expect my building to be habitable forever without significant improvements/upgrades and costs and tenants should not expect their apartment will be forever the same.	9/29/2021 11:33 AM
13	Maybe find an alternative solution before immediately jumping to renovating. I think a good idea to make sure property owners keep up with fixing what goes wrong in a particular property would be charging a small fee that the tenants pay but ensures that owners have to fix whatever goes wrong given that the tenant is paying.	9/29/2021 10:50 AM
14	A tax credit during the remodel.	9/28/2021 6:02 PM
15	Set a ceiling on rental properties. Easier for the tenant to relocate and pay the same rent	9/28/2021 5:47 PM
16	Make sure tenants are not evicted	9/28/2021 2:32 PM
17	Be up front with tenants and attempt to come to an interim agreement with them that can be documented and that is fair for both parties regarding a work around for displacement and potential rental increases following renovation. After all, it can't be all bad to continue to collect rent while renovating.	9/28/2021 12:47 PM
18	Allow tenants to stay in hotels paid for by the owners during remodel and have a written law that tenants will be allowed the property after remodel. Also if the city offered to step in to advocate for the tenants the would be helpful.	9/28/2021 11:51 AM
19	Please see my answer with specific recommendations to this request in the previous question	9/28/2021 10:59 AM
20	Proper notice with reasonable time for alternative housing.	9/28/2021 10:38 AM
21	Provide aid to prevent cost affecting tenants as well as require specific calculation of any relocation cost and provide 100% cost cover or deduction from payments.	9/28/2021 2:16 AM
22	Property owners are raking it in. My former landlord was making over \$100,000 PER MONTH in income for her properties. City needs to do whatever it can to ascertain that these "substantial" remodels are indeed just that. Tenants need to be protected.	9/27/2021 9:32 PM
23	It should work out for the tenant and owner	9/27/2021 3:47 PM
24	Make the property owner pay the relocation and temporary housing costs	9/27/2021 1:18 PM
25	Actually keep track of WHAT the Substantial Remodel permits are for. If only a cosmetic remodel, eviction should not be allowed AT ALL. Defining Substantial Remodel to begin with and not allowing loopholes that created this mess.	9/27/2021 11:39 AM
26	Provide temporary housing for the tenant	9/27/2021 11:22 AM

27	The balance is doing what is fair. There is a difference between an old building poorly maintained that really needs repairs and remodeling and a building well maintained that doesn't need remodeling but owned by greedy owners who want to insanely increase the price of the rent. The city should inspect a property before a landlord evicts his tenants to make sure the substantial remodeling is justified and not abusive.	9/27/2021 11:04 AM
28	To mandate that the property owner not increase the rent beyond the point that the current resident won't be able to afford to live there anymore.	9/27/2021 10:25 AM
29	Don't allow owners to evict tenants. Some remodeling can be done with the tenants still occupying the unit.	9/27/2021 10:11 AM
30	have a case navigator for the tenant throughout the process	9/27/2021 10:10 AM
31	Housing vouchers that PROVIDE a place for them to live during danger periods of renovations, if any risk. They would pay same as rent during this period. Right to return at same rent would be part of this agreement for renovation period and their housing return would be faster than months long, in the majority of cases.	9/27/2021 10:00 AM
32	Allowing property owners to remodel as they see fit, make a process for removing tenants if they are unsafe during a substantial remodel. Define substantial for the record, study the problem as it pertains to this issue happening right now.	9/27/2021 9:59 AM
33	Set up a fund that will assist tenants who qualify for rental assistance	9/27/2021 9:13 AM
34	Parking safety	9/27/2021 7:40 AM
35	Please refer to my previous Response #6. I believe that by applying those equitable prerequisites whereby the CITY oversees and preapproves the LANDLORD's intent PRIOR to ANY notification to the TENANT, and that the LANDLORD provides CLEAR, UNAMBIGUOUS VERBIAGE and TIMELY ADVANCE NOTICE to be SERVED on and RECEIVED by such TENANT will prevent BAD FAITH consequences which would prevail disadvantageously against the TENANT, in particular. It is the willful, unconscionable, and sometimes inhumane displacement with little or no warning which causes disastrous and even life-changing harmful consequences which the LANDLORD alone has sole control and foreknowledge. What should be realized is that the actions of UNCARINGLY BAD or PREDATORY LANDLORDS often results in HOMELESSNESS through no fault of even a LAWABIDING tenant. The untold costs can be catastrophic as one's PHYSICAL HEALTH, WELFARE, and EMOTIONAL WELLBEING is strongly aligned to the STABILITY of one's HOME, FAMILIAR LIVING & TRAVEL ENVIRONMENTS, PROXIMITY TO FAMILY, FRIENDS, MEDICAL CARE, SHOPPING, PUBLIC TRANSPORTATION, and the like, can wreak havoc for the remainder of one's life— especially where SENIORS, DISABLED, FINANCIALLY- and/or MENTALLY-CHALLENGED persons with untold ranges of INFIRMITIES are concerned. Worse, we are ALL living in TROUBLED TIMES with an UNCEASING PANDEMIC resulting in even GREATER COLLATERAL DAMAGE to too many of the disenfranchised and seemingly discarded HUMAN members of our 21st Century society. While I do not have a pet or care animal, for many persons those are other considerations which come into play as such individuals are dependent on the companionship, love, and responsive interaction with such animals. When relocating to my present residence, my NATURAL PLANTS were ESSENTIAL to my intended wellbeing as I had nurtured, groomed, and lovingly designed and created a beautiful and exceptionally unique MINIATURE DESERT ROCK GARDEN of LIVE PLANTS which have mostly survived to this day. Without an OUTDOOR BALCONY to maintain my horticultural collection, which was soothing to my inner spirit and a balm to subdue the external cruelties and alarmingly unwelcomed abuses which miseries I was compelled to suffer to maintain an affordable roof over my head in the twilight of my life, I could not have survived that LONG BEACH CORPORATE LANDLORD and his MANAGEMENT's sadistic exploitations, fraud, corruption, and abusive humanities which have not ceased with other elderly and unprotected souls.	9/26/2021 2:39 PM
36	Require fair compensation and relocation assistance for tenants.	9/25/2021 6:42 PM
37	Removing substantial remodeling and applying options one to protect the tenants from being victims of eviction having rent control because they have a increased the rent by hundreds because of the substantial remodeling people could no longer afford to go back the apartments that they were renting also having the landlord fix apartments issues when they are small instead of waiting for the issue to get bigger and costing more money that will come out of the tenants pockets by increasing the rent just because the landlord did take the responsibility when he should of .	9/25/2021 2:59 PM
38	Require landlords to submit a plan with clear descriptions of the renovation, its impact on tenants, and why relocation is or would be required. Require landlords to provide tenants with either temporary, alternate or comparable housing, or temporary relocation assistance.	9/25/2021 1:50 PM
39	subsidize the rents for tenants returning to a substantially remodeled unit at market rates. Otherwise, no owner can afford to make this kind of investment if rents are frozen at below market rates.	9/24/2021 2:51 PM
40	possibly giving the tenants more prior notification. more than 60 days	9/23/2021 5:18 PM
41	Give the Public the INFORMATION needed .. Because I was so afraid...and without information people PARISH..	9/23/2021 4:25 PM
42	OPTION 1	9/23/2021 1:19 PM
43	The City needs to clarify in detail what substantial remodel is! The City must CONFIRM with the pulling of permits. Substantial remodel to me is upgrading the major systems and upgrading the old 1920's through 1950's original units. The tenants that live in Long Beach will benefit in the long run by having improved housing stock to live in within the City. Not old dilapidated buildings and units.	9/23/2021 11:05 AM
44	Exclude small housing providers from legislation. The problem that council seeks to address is caused by the big players.	9/23/2021 11:03 AM
45	Provide grants to tenants and grants, low interest loans or tax incentives for property owners.	9/23/2021 10:10 AM
46	Stay out of it! This is a very low-percentage occurrence.	9/23/2021 9:48 AM
47	To give tenants adequate compensation for temporary relocation and to ensure property owners keep the rent the same for tenants to return.	9/23/2021 9:33 AM

48	Help subsidize the temporary relocation of tenants, for example providing grants equivalent to 2 months in a furnished short-term rental place like a Homewood Suites or similar, allowing tenants to just continue to pay their regular rent to their landlord, and landlords to be only out of pocket for the actual rehab expenses.	9/22/2021 11:14 PM
49	There is no reason why substantial remodel should be a just cause for eviction. A landlord should be required to submit a plan with clear descriptions of the true scope of renovation work, and the potential impact of the project and why temporary relocation for tenants is required for any major renovation project. Substantial remodel has been abused as a reason to evict long term tenants and families...	9/22/2021 6:24 PM
50	Weigh toward the needs of tenants. As a property owner, I have more rights and privileges than tenants.	9/22/2021 5:03 PM
51	Allow the tenant to refuse eviction for reasonable grounds. The substantial remodels are not for health reasons, they are voluntary. If there exists a public health risk due to the eviction then it should not be allowed. This is important during covid.	9/22/2021 2:03 PM
52	Protect tenants in place and offer hotel rooms while units are being renovated	9/22/2021 1:38 PM
53	Give the tenant more than 60 days to move out. Perhaps 90 days or even 100 days. Remodels don't need to happen asap but tenants should not require more than 90-100 days to find another place to live.	9/22/2021 11:56 AM
54	I would say you could protect tenants from new property buyers who are using the current rules to kick out tenants when they want to flip a building. I think you can help the property owners, by allowing owners who have owned their own buildings a year or 2 to be able to do what they want when they want. I think lease limits would give both tenants and owners clear communication that someone cannot reside in apartment for 10 year plus.	9/22/2021 11:27 AM
55	Since there is a housing shortage, property owners should be required to place tenants in new home (for those who own multiple properties they should give tenants an opportunity to move into a vacant unit at the same rental rate), They should be required to financially compensate tenants who have to leave, pay for moving costs, and pay for rental difference of new place (ex. I currently pay \$1100 for a 1bedroom which is about 50% of my income, if I was forced to leave, a 1bedroom is now \$1400-1650, that \$300-550 more a month I cannot afford and I am the sole income earning for my family.)	9/22/2021 10:15 AM
56	Require a higher relocation fee paid to tenants. This would allow them to find new housing and the cost would be offset by the moving allowance, while also allowing property owners to renovate their properties.	9/22/2021 8:56 AM
57	Just do not allow it unless there is an actual safety issue. It is not fair that I've already had to move once, and will likely receive another eviction due to remodeling if this rule changes. That would be two evictions due to remodeling in less than 5 years. This is not fair to me. If an owner insists on doing remodeling, then they should pay for me to get a hotel for a couple weeks while they do their remodeling. Or wait until I move on my own terms to do remodeling.	9/21/2021 10:49 PM
58	Provide more affordable housing so that natural turnover occurs and tenants feel at ease moving to a different apartment when repairs are needed. Turnover gives opportunities for property owners to maintain their units.	9/21/2021 4:48 PM
59	Allow property owners to request the tenants to move to complete the needed repairs or the property will become more in disarray. More work longer needed vacancies to make repairs.	9/21/2021 4:47 PM
60	Be equitable to both tenants AND owners.	9/21/2021 4:34 PM
61	Get out of the way.	9/15/2021 3:41 PM

ATTACHMENT C:

**Survey Responses - Open Ended Questions
(Spanish with English Translation)**

Q6 Para los propietarios: ¿Cuáles son los mayores retos a los que se enfrenta para mantener y reparar sus unidades?

Answered: 2 Skipped: 3

#	RESPONSES	DATE
1	No aplica	9/30/2021 9:36 PM
2	Pues el no poder tener otro lugar para cuando ellos arreglen nos muevan a otro lado	9/23/2021 9:18 PM

#	TRANSLATED RESPONSES	DATE
1	Does not apply.	9/30/2021 9:36 PM
2	Well, having somewhere to go when they arrange to evict us.	9/23/2021 9:18 PM

Q7 Para los inquilinos y propietarios: ¿ Tiene alguna recomendación que el ayuntamiento deba explorar para ayudar a los propietarios a realizar mejoras sustanciales en las viviendas en alquiler sin desplazar permanentemente a los residentes?

Answered: 4 Skipped: 1

#	RESPONSES	DATE
1	Dar prioridad a que regresen a su vivienda y se respete la cantidad que se estaba pagando (no aumentar exageradamente el alquiler)	9/30/2021 9:46 PM
2	strabajar de la mano del propietario para que no aga injusticias y saber si de verdad el propietario tiene problemas para resolverlo O solo wuiere sacar provecho de la ley actual hacer el cambio juntos claro favoreciendo al inquilino	9/28/2021 6:40 PM
3	Pues hacer viviendas para poder vivir en mejores condiciones ho comprar casas de recursos bajos	9/23/2021 9:20 PM
4	OPCION 1	9/23/2021 1:33 PM

#	TRANSLATED RESPONSES	DATE
1	Give priority to return to your home and respect the amount that was being paid (do not increase the rent excessively.)	9/30/2021 9:46 PM
2	Work hand in hand with the landlord so that he does not cause injustices and find out if the landlord really has problems to solve OR if he just wants to get out of the current law. Make changes together clearly favoring the tenant.	9/28/2021 6:40 PM
3	Well, build houses to live in better conditions or buy low-income houses.	9/23/2021 9:20 PM
4	Option 1	9/23/2021 1:33 PM

Q8 Si la ciudad tuviera que hacer una cosa para ayudar a equilibrar las necesidades de los inquilinos y de los propietarios durante una remodelación sustancial de una unidad existente, ¿qué sería?

Answered: 4 Skipped: 1

#	RESPONSES	DATE
1	primero no desalojar inquilinos y ayudar para tener un techo mientras esta lo remodelacion y por su puesto tener en cuenta que no nos suban la renta por remodelacion	9/28/2021 6:43 PM
2	La ciudad tiene q aprobar algo en los aptos q estén bien echos	9/23/2021 9:21 PM
3	OPCION 1	9/23/2021 1:33 PM
4	No hay ninguna razón por la cual una remodelación sustancial deba ser una causa justa de desalojo. Se debe exigir al propietario que presente un plan con descripciones claras del alcance real del trabajo de renovación y el impacto potencial del proyecto y por qué se requiere la reubicación temporal de los inquilinos para cualquier proyecto de renovación importante. Se ha abusado de una remodelación sustancial como motivo para desalojar a inquilinos y familias a largo plazo.	9/22/2021 6:19 PM

#	TRANSLATED RESPONSES	DATE
1	Do not evict tenants, help us keep a roof over our heads while it is being remodeled, and of course take into account to not raise our rent for remodeling.	9/28/2021 6:43 PM
2	The City must approve something that makes sure the remodeling work is well done.	9/23/2021 9:21 PM
3	Option 1	9/23/2021 1:33 PM
4	There is no reason why a substantial remodel should be just cause for eviction. The landlord should be required to submit a plan with clear descriptions of the actual scope of the renovation work and the potential impact of the project and why temporary relocation of tenants is required for any major renovation project. A substantial remodel has been abused as a reason to evict tenants and long-term families.	9/22/2021 6:19 PM

Q9 Si ha experimentado un desalojo debido a una remodelación sustancial de su unidad, ¿cuál fue su experiencia? Describa las circunstancias y las consecuencias en unas pocas frases.

Answered: 3 Skipped: 2

#	RESPONSES	DATE
1	He recibido carta de desalojo y demanda por retencion aun despues de avisarle al propietario que estabamos en ina pandemia y teniamos una moratoria, esto nos a provocado extres problemas familiares el mas grande dolor es ver a tus hijos tristes porque dicen mama yo no quiero vivir en la calle , les pido no permitan que los propietarios se aprovechen de la ley atual para llenar sus bolsillos de dinero y dejarnos sin nuestro salario nuestros hijos necesitan ir ala universidad y ser personas profecionales y puexan Portar a nuestra hermosa ciudad, que se ve mal con tanto desamparado pero ellos no tienen la culpa la culpa es de la sociedad que los apuesto en esa situacion por los altos costos de renta.	9/28/2021 6:36 PM
2	Nos quieren sacar para arreglar los daños q realmente desde el año 2018 ya estaba este problema muy serio mojo ollos	9/23/2021 9:16 PM
3	En el 2018 mi arrendador fumigó porque teníamos chinches en el edificio y nos envió fuera del edificio por 3 días, algunos de nosotros estuvimos fuera por 7 días porque nuestros apartamentos estaban más infectados con chinches que los otros, y el arrendador no proporciono vivienda temporal para cualquiera de los inquilinos, teníamos que buscar por nuestra cuenta con amigos y familiares, y algunos tenían 2 o 3 hijos, recientemente el arrendador arreglara algunas cosas en mi departamento y me dijo que si arreglaba algo , mi alquiler aumentaría, o tal vez tendría que estar fuera por dos días, pero él no promete que podré regresar al departamento, y si se da cuenta de que es demasiado costoso. entonces me desalojara	9/22/2021 6:18 PM

#	TRANSLATED RESPONSES	DATE
1	I have received an eviction letter and demand for retention even after notifying the owner that we were in a pandemic and we had a moratorium. This has caused us other family problems. The biggest pain is seeing your children sad because they say, "mom I don't want to live on the street." I ask you not to allow the owners to take advantage of the current law to fill their pockets with money and leave us without our salary. Our children need to go to university and become professional people, so they can support to our beautiful city, which looks bad with so much homelessness, but they are not to blame, it is the fault of society that put them in that situation due to the high costs of rent.	9/28/2021 6:36 PM
2	They want to evict us to fix the damages that really have been there since 2018, there was already this very serious problem.	9/23/2021 9:16 PM
3	In 2018 my landlord kicked us out of the building for three days to fumigate for bed bugs. Some of us spent 7 days without our homes because some apartments were worse than others. The landlord did not provide us with temporary housing, so we had to search for a place live with friends or family. Some of us even with 2 or 3 children. Recently, my landlord had to fix some things in my apartment and told me that if I fixed something my rent would either go up or I'd have to be away for a couple days while it gets fixed. But there are no promises that I will be able to return to the apartment. If the rent goes up any more, then I'll be evicted.	9/22/2021 6:18 PM

Tenant and Housing Advocates and Property Owner Stakeholder Meetings Summary of Key Takeaways

Tenant Representatives and Housing Advocates – Meeting held Aug. 25, 2021

- Would like to remove incentives that prompt some property owners to use “substantial remodel” as a means for eviction.
- Concerned that tenants won’t say anything about units in poor repair, so they don’t get evicted.
- Solutions should focus on people rather than buildings (people first).
- Current relocation payment is not enough for families; the relocation should consider moving costs, the number of people in the current unit, temporary housing, first month and last month rent requirement.
- Can’t rely on landlords and “hope” they follow rules; would like City to serve as a “referee” between tenants and landlords.
- Concerned that tenants are not connected to understanding of their rights and rely on advocacy groups to advocate for them.
- Prefer adoption of a Tenant Habitability Program.
- Would like the City to oversee substantial renovation remodels and require property owners to outline and submit a plan to the City prior to start of construction that outlines: impacts of construction, construction schedule, relocation justification.
- Need definition of what a substantial remodel is and would like City to establish habitability standards (who enforces, etc). Would also like “necessary repairs” to be defined (what is included? What is duration?).
- If relocated, tenants should be able to stay in same community so that tenants aren’t “pushed out” of their neighborhoods. Desire safe healthy spaces where tenants can stay where they are. Whether tenants are temporarily or permanently relocated; find ways to keep them in same community.

Property Owners and Managers – Meeting held Aug. 26, 2021

- Would like to see quantitative data to understand more about the specifics of the Just Cause Ordinance (how many are non-compliant or how many unnecessary evictions have occurred)

as a result in the current wording of the ordinance) to contextualize premise around the problem better. Would like to have more information on who is at risk and specific examples of where this has been an issue. Would like this information before providing recommendations or feedback on the solutions the City is proposing related to changing the existing ordinance.

- If data is proven (from landlord perspective) penalize landlords that are not complying versus all property owners. Existing laws in place regulate this issue already.
- If the issues are being created by a few property owners that are not complying with the City's Just-Cause Ordinance, then those property owners should be addressed on a case-by-case basis rather than creating a change to the ordinance that affects properties citywide.
- Would like term "substantial remodel" to be more clearly defined.
- AB 1482 (California Tenant Protection Act of 2019) already in place to ensure people are not being displaced for things such as carpet replacement.
- Suggest it would be helpful to track additional information such as how many substantial remodels have occurred with evictions, availability of current rental housing stock and those properties in need of an update for council to review as they are making future recommendations.
- Property owners have experienced strain due to moratoriums placed upon them from the pandemic; significant amount of money from the COVID-19 stimulus package has not been allocated for property owners, and landlords have had to had accept deferred rent and fees.
- Concerned financial impact of the options City is currently considering will fall on landlords without any financial incentives for the property owners (potentially causing an unintended disincentive to remodel aging rental units).

What does AB 1482 do?

Statewide law that went into effect on January 1, 2020 and expires on January 1, 2030.

- Requires a landlord to have a "just cause" to terminate a tenancy.
- Limits annual rent increases to no more than 5% + local CPI (CPI = inflation rate), or 10% whichever is lower.
- A tenant may not waive their rights to these protections and any agreement to do so by the tenant is void as contrary to public policy.
- If a unit is already covered by San Francisco's local eviction and/or rent increase regulations, the unit remains subject to those local regulations and the statewide law does not remove or replace those tenant protections.

To request this information in an alternative format or to request a reasonable accommodation, please contact the Development Services Department at longbeach.gov/lbds and 562.570.3807. A minimum of three business days is requested to ensure availability; attempts will be made to accommodate requests with shorter notice.



Long Beach Housing Justice Coalition

September 14, 2021

Patrick Ure, Bureau Manager
Housing and Neighborhood Services Bureau
Long Beach Development Services
Sent via Electronic Mail

Re: Substantial Remodel Evictions & Renovation Administration Program

Dear Mr. Ure,

The Housing Justice Coalition (HJC) is a collaborative group comprised of non-profit organizations, community groups and individuals with a mission to build community power by supporting tenant-led movements, passing policies that protect tenants, advancing equitable development that serves the community, and increasing community ownership of land. We appreciate being included in the City-hosted stakeholder meetings regarding removing substantial remodel as a just cause reason for eviction from Long Beach Municipal Code and replacing it with a structure for tenants and landlords to work together to ensure safe and affordable housing in Long Beach. After the City-hosted meeting on August 25, HJC gathered to consolidate requests for the program itself, for future presentations to the community and City Council, and for the upcoming combined stakeholder meeting on September 22. This letter provides additional input and requests regarding the City's plan for removing substantial remodel evictions and creating a renovation administration program.

I. HJC Supports Potential Solution 1: Removing Substantial Remodel Evictions and Creating a Renovation Administration Program

As mentioned in the August 25 meeting by city staff and advocates, over 61% of Long Beach households rent their homes and over 82% of housing in Long Beach is over 40 years old. These statistics show the vital need for a program to prevent the loss of affordable housing and establish a system for safe and healthy units. These needs are also recognized in the City's draft Housing Element as essential to meeting Long Beach's housing goals and obligations. In the August 25 meeting, city staff provided three options for stakeholders to consider regarding substantial remodel evictions. **It is HJC's position that the first option is the only option that ensures safe and affordable housing, eliminating the substantial remodel eviction and providing a system for repairs on the city's aging housing stock.**

The substantial remodel eviction as a just cause reason in the state and Long Beach tenant protection laws allow for landlords to evict tenants based solely on remodeling a unit. Once the tenants are removed, the once affordable unit can be brought to market rate rent, thus losing critical affordable housing in the city. In the August 24, 2021, memorandum from the city manager to the Mayor and City Council, city staff stated, "Substantial remodel evictions are a

serious issue that can detrimentally impact the lives of renters in the City and should be addressed."

1. Investment in Affordable Housing

During the August 25 meeting, city staff reported that the initial costs to create a Renovation Administration Program (RAP) was about \$2 million. However, the program would charge fees on rental units moving forward essentially creating a revenue-neutral program. Investing in the RAP now would save possibly hundreds of affordable housing units from being brought to market rate rents. As the City is currently looking to increase affordable housing and investing in no-net-loss and affordable housing preservation policies, the RAP program would support these goals. It would maintain the current affordable housing stock while providing a system for tenants and landlords to work together to ensure that the housing is safe. Keeping these current housing units affordable helps the City reach its regional housing need allocation, thus preventing the potential loss in millions in grants from the state and federal government.

2. The Alternate Potential Solutions 2 & 3 Proposed Do Not Meet the Goal of Protecting Safe and Affordable Housing

The city presented two alternate potential solutions regarding substantial remodel evictions during the presentation on August 25. As confirmed by the city attorney in attendance, neither of these options eliminate substantial remodel evictions from Long Beach. The result of these proposals is placing a higher price (although not much higher) on substantial remodel evictions, which still allow for landlords to evict tenants solely for the purpose to remodel a unit. Neither option accomplishes the goal of maintaining safe and affordable housing in the city. They simply let a property owner pay their way out of maintaining safe and healthy housing for current residents. Therefore, HJC does not support the adoption of either option 2 or 3. Eliminating substantial remodel evictions is the only way to ensure preservation of affordable housing.

II. Model RAP after the City of Los Angeles's Tenant Habitability Program

HJC supports a city program that would remove substantial remodel evictions; require landlords to submit a plan with clear descriptions of scope of renovation work, the potential impact of the project and why temporary relocation for tenants is required for any major renovation project; create a city division to assist with preparation of, evaluation, and approval of those plans; require landlords to provide tenants with either temporary, alternate and comparable housing or temporary relocation assistance; and allow lack of approved plan as an affirmative defense in any eviction lawsuit.

The City of Los Angeles provides a great model for reaching all of these goals: the Tenant Habitability Program (THP). The THP is clear for both landlords and tenants to understand the process. HJC supports a RAP modeled after the Los Angeles THP. While some details of the THP are not applicable because Long Beach does not have a rent stabilization ordinance, the structure of the program accomplishes the goals listed above.

III. Eliminate Potential Bias in Potential Solution Presentations

During the presentation at the August 25 meeting, the City did not provide a balanced approach in presenting the three potential solutions proposed. The only potential solution that showed consequences was option 1, which was the only option that would meet the City's goal of eliminating substantial remodel evictions from the ordinance. This presentation potentially creates a bias towards the alternate options 2 & 3, which did not have any negative consequences listed.

As mentioned above, there are multiple consequences associated with options 2 & 3: (1) they do not eliminate substantial remodel evictions, which the City has noted itself can detrimentally impact the lives of renters, and would not be in the best interest of over 61 percent of the city population, who are renters; and (2) losing affordable units to substantial remodel evictions could potentially cost the City millions in grants by eliminating affordable housing units and thus not meeting the City's state and federal requirements for affordable housing.

HJC requests a more balanced approach to presenting the three options by providing information on potential cons for the alternate options 2 & 3 when presenting to the Mayor, City Council and the public.

IV. Create Space in Final Stakeholder Meeting to Discuss RAP Policies

Finally, HJC requests space in the final stakeholder meeting to discuss RAP policies and procedures in potential solution option 1. During the first stakeholder meeting, the three options were presented to the attendees and much of the meeting was digesting the options as a whole, rather than having the ability to provide input for policies within the options.

We look forward to the meeting on September 22, 2021. Thank you again for inviting us to these meetings. If you have questions, you can speak with anyone from our coalition. We would be happy to schedule a time to discuss this further. Melody Osuna from the Legal Aid Foundation of Los Angeles can be reached at (213) 640-3935 or meosuna@lafila.org.

Sincerely,

Housing Justice Coalition

Abraham Zavala, Long Beach Residents Empowered (LiBRE)
Andrew Mandujano, Long Beach Tenants Union
Victor Sanchez, Long Beach Coalition for Good Jobs and a Healthy Community
Elsa Tung, Long Beach Forward
Myron Wollin, Long Beach Gray Panthers
Susana Sngiem, United Cambodian Community
Jan Victor Andasan, East Yard Communities for Environmental Justice
Gary Hytrek, California Faculty Association Long Beach Chapter
Melody Osuna, Legal Aid Foundation of Los Angeles (LAFLA)
Wayne Marchyshyn, Veterans For Peace Chapter 110
Kayte Deioma, Independent Tenant Activist and Tenant

CC:

Christopher Koontz, Long Beach Development Services
Alem Hagos, Long Beach Development Services
Meggan Sorensen, Long Beach Development Services
Rich Anthony, Deputy City Attorney
Wendy Nowak, Placeworks
Alexsundra Captan, Placeworks
Councilmember Cindy Allen, CD 2
Councilmember Suely Saro, CD 6

From: Kayte Deioma <kayte@kaytedeioma.com>

Sent: Tuesday, September 14, 2021 1:14 PM

To: Patrick Ure <Patrick.Ure@longbeach.gov>; mglorg.lb@gmail.com;
longbeachgraypanthers@gmail.com; meosuna@lafla.org; beto.lbre@gmail.com; jessica-centrocha@centrocha.org;
elsa@lbforward.org; emurphy@lbcc.edu; Gary.Hytrek@csulb.edu;
janvictor.eycej@gmail.com; leannan7@gmail.com; gretchen.swanson3@gmail.com;
susana.sngiem@ucclb.org; vsanchez@laane.org; mike@murchisonconsulting.net;
keith@leomurrayprop.com; e_hutchison@paragonequities.net; john@edmondgroupllc.com;
fsutton@caanet.org; dan@aoausa.com; joaniweir@aol.com; philh@pwr.net; danielle@aagla.org;
christines@pwr.net; rebecca@aoausa.com

Cc: Christopher Koontz <Christopher.Koontz@longbeach.gov>; Wendy Nowak <wnowak@placeworks.com>; 'Alexsundra Captan' <acaptan@placeworks.com>; Alem Hagos <Alem.Hagos@longbeach.gov>

Subject: RE: Substantial Remodel Displacement Solutions

-EXTERNAL-

Hi Patrick and Team,

I reviewed the notes from the tenant and landlord meetings. I don't know how well the landlords' comments were represented, but I feel that the summary of the Tenant Representatives and Housing Advocates meeting left out major concerns we discussed - like the rapid loss of affordable units due to substantial remodel and lack of rental stock at the rental rates of the units being "upgraded". It also framed some things in a way that missed the point or leaves out significant context.

- The first statement - "Would like to remove incentives that prompt some property owners to use "substantial remodel" as a means of eviction" should continue..."in order to double the rent and flip the building for a huge profit, removing affordable housing units from the market, increasing neighborhood density and causing parking shortages due to higher occupancy per apartment to afford higher rents." The issue is also removing the incentive for real estate speculators to overpay for buildings based on their plans to do this, driving up prices so that people who want to own rental property as a long-term investment rather than flipping it, can't buy into the market.
- The statement - "Current relocation payment is not enough for families...etc." implies there should still be some dollar amount set, when our discussion was primarily that there should not be. There is no restriction to a landlord offering a tenant a financial incentive to leave voluntarily, so there is no need to set a dollar amount that would allow a landlord to force a tenant out permanently instead of providing temporary re-housing during remodel. The tenant always has the option of accepting a payment offered to permanently relocate rather than a temporary relocation option if the financial incentive makes economic sense to them. That was the actual discussion.
- The statement "Prefer the adoption of a Tenant Habitability Program" is accurate, but fails to provide the context provided by the Assistant City Attorney that a Tenant Habitability Program or Renovation Administration Program is the best legal option for removing substantial remodel as a just cause for eviction, and is the only option that protects tenants and maintains affordable housing while facilitating landlords' ability to make substantial renovations.

To address a few issues in the summary of the Property Owners and Managers meeting:

- I'd like to see quantitative data too, but the City hasn't collected data on how many of the units where remodel permits were pulled were occupied prior to remodel, and property owners have not been required to report when they issue notices to terminate tenancy for remodel, so I don't know where you'd be able to find any data to compile.
- Substantial remodel should be more clearly defined, but even with a stricter definition should not be considered a "just cause" for eviction, just temporary relocation and return.
- When looking at current rental housing stock as a factor for whether you should be able to permanently relocate a tenant, you can only look at rental stock at the same rent you're replacing, not hundreds of dollars more. There's the rub.
- There is still a lot of rent relief money for landlords unclaimed. If the landlords are having trouble accessing it, that needs to be addressed separately with the City. It sucks that they cut it to 80%, but that's still a significant amount.

I look forward to continuing the discussion in the meeting next week.

Regards,

Kayte Deioma
Tenant Activist



September 21, 2021

Mr. Patrick Ure
Manager, Housing and Neighborhood Services Bureau
Department of Development Services
City of Long Beach
411 W. Ocean Blvd., 3rd Fl.
Long Beach, CA 90802

Cc: Honorable Mayor Robert Garcia and Members of the City Council

Subject: Substantial Remodel Lease Terminations

Dear Mr. Ure:

On behalf of a coalition comprised of the region's businesses, property owners, investors, managers and suppliers of rental homes, and REALTORS®, we are following-up to our August 26, 2021 meeting with Long Beach City staff and PlaceWorks, Inc. relative to agenda item no. 35 (21-0608) considered by the City Council on July 6, 2021.

PRIOR UNANIMOUS COUNCIL ACTION SHOULD BE HEEDED

The Long Beach Development Services Department (LBDS) has created a webpage, presentation material, meeting notes, memo(s), etc. on this matter that fail to fully incorporate, adequately capture, and reasonably follow the direction provided by the City Council on July 6, 2021, and as recorded in the accompanying meeting minutes:

A motion was made by Councilwoman Allen, seconded by Councilwoman Saro, to approve recommendation, as amended, for the ordinance to [1] prohibit substantial remodel evictions based on building permits issued on or after July 6, 2021; [2] the temporary prohibition to be in effect until December 31, 2021, it may be extended by the City Council to accommodate the ongoing feasibility program, or it may be terminated prior to December 31, 2021, if the City Council does not move forward with any such program; [3] the feasibility program to study the scope and impact of the eviction problem related to renovations, and to explore options outside of legislative options; [4] develop a plan to address those who are at risk of eviction due to a permit issued prior to July 6, 2021; [5] reach out to additional organizations than those listed in the staff letter; and [6] to consider civil penalties or other sanctions for bad actors who are issuing invalid termination notices.

This coalition submitted a written request on August 20, 2021 to LBDS for further information on the “scope and impact of the eviction problem related to renovations...[which] likely aligns with work already being conducted by City staff as directed by the Council to study.” The data sought includes how many complaints LBDS has received on this issue over the past two years; how many such complaints are currently or were made on properties that have (or have not) obtained permits for substantial modification work; the general nature of such complaints; and how many of the complaints were generated by individuals living at the property in question.

LBDS’ (Mr. Ure’s) response was: “The Housing and Neighborhood Services Bureau has not received any complaints from any individuals regarding substantial remodels.” This would appear to indicate that “a [Staff] plan to address those who are at risk of eviction due a permit issued prior to July 6, 2021...and a report regarding interim measures to assist those facing eviction” would be rendered futile since LBDS has no record of alleged tenant displacement.

Part of the Council directive was “to explore options outside of legislative options...and to consider civil penalties or other sanctions for bad actors who are issuing invalid termination notices.” Such research by LBDS would have yielded insight to the current superseding state laws in place and other proposed measures that have dealt specifically with eviction moratoria.

CURRENT STATE LAW PROVISIONS AND PROTECTIONS

Since the start of the pandemic, the California State Legislature has passed various eviction moratoria to keep residents housed. The Tenant Protection Act of 2019 (“AB 1482”), effective January 1, 2020, was temporarily suspended and consequently superseded by the COVID-19 Tenant Relief Act of 2020 (“AB 3088”), the Eviction Moratorium Extension and State Rental Assistance Program (“SB 91”), and most recently the State Rent Moratorium Extension and the COVID Rental Housing Recovery Act (“AB 832”).

AB 3088 temporarily required all residential landlords in California to comply with the just cause eviction procedures of AB 1482 in order to find a tenant guilty of unlawful detainer on or after March 1, 2020 and before July 1, 2021. Under AB 832, these same just cause eviction rules were extended through September 30, 2021. This is the case (for condos and single-family homes), even when the property would otherwise be exempt under AB 1482.

Under these new laws (i.e., AB 3088, SB 91, and AB 832), a landlord cannot evict on the basis of “substantial rehabilitation”, which is one of the “no fault” reasons under AB 1482 (unless for the purpose of maintaining habitability). Of course, as a practical matter, neither can the landlord evict on the basis of nonpayment of rent. So, while such state laws are and have been in effect there are only ten “at-fault” reasons and three “no-fault” reasons.

Furthermore, the Judicial Council of California approved on April 6, 2020 rules, including effectively suspending all unlawful detainer actions until ninety days after California’s COVID-19 state of emergency ends. This suspends the issuance of a summons and entry of defaults in unlawful detainer actions, meaning new unlawful detainer cases cannot be filed in most circumstances, unless there is a health and safety reason.

PROBLEMATIC PUSH FOR RENT CONTROL PROGRAM

According to LBDS staff, a tenant habitability program (THP) “is only part of a rent control program, there is still a significant cost to administering such a program, likely averaging \$2 million annually. The City would need to cover these costs for the initial two-year start-up period...future costs would be passed on to property owners and likely trickle down to tenants [and] needed property repairs may be avoided by owners.”

As part of a City memo dated May 11, 2021, LBDS staff described that “since January 2021, the [Building and Safety] Bureau has experienced a 50 percent vacancy rate, up from 27 percent vacancy overall in 2020...permit turnaround times, customer communication, and overall development review process have not met the City’s goals nor the needs or expectations of our customers.” Given LBDS staff’s own assessment of its “lack of administrative infrastructure”, a THP does not appear to be viable.

Moreover, in its March 2019 report on tenant assistance policies, LBDS staff states “the results of this survey and further research by City staff show local just-cause ordinances to be an infrequently adopted policy approach to enhance housing stability...”, underscoring how such rent control programs ultimately contribute to a drop in the quality, quantity, safety, and habitability of the existing rental housing stock over time.

PRIORITIZING EXISTING, UNUSED RENTAL ASSISTANCE

According to the State of California Business, Consumer Services and Housing Agency (BCSH), so far the state has provided \$526 million of the \$2.2 billion that renters have applied for and only a portion of the \$5.2 billion in federal funds from the U.S. Department of Treasury’s Emergency Rental Assistance (ERA) program set aside for rent relief that is eligible for distribution.

As you are aware, the Long Beach Emergency Rental Assistance Program (LB-ERAP), part of the Long Beach Recovery Act, is designed to assist landlords and income-eligible tenants (renters) who have experienced financial loss or hardship due to COVID-19 through rental assistance. According to City staff’s August 24, 2021 memo, the LB-ERAP has leveraged over \$50 million in state and federal funds and “approved more than \$3.6 million in payments and an additional \$4.8 million in payments are ready for final approval.” **This means more than \$40 million is still available for eligible Long Beach residents who need rental assistance.**

In accordance with City Council action on June 15, 2021, the City Manager was requested to establish a policy for any tenant facing an imminent eviction to be provided with special priority assessment under the LB-ERAP. Additionally, the City also participates in the countywide Stay Housed L.A. County program that provides legal assistance and support for tenants facing eviction amid the COVID-19 pandemic. City data and analysis on the extent to which these resources are being utilized would help inform strategies to ensure all available LB-ERAP funding is deployed.

CONCLUDING THOUGHTS

In March 2020 the City Council adopted Ordinance No. ORD-20-0007 to enact “more protective” measures than state law affecting substantial remodel of residential real property and the issuance of termination of tenancy notices, and since that time the City has acknowledged that it has not received any complaints of violations of the ordinance.

Beginning in August 2020, state law (AB 3088, SB 91 and AB 832) extended just cause evictions to all properties and prevented termination of tenancy based on the intent to demolish or to substantially remodel the residential real property unless to comply with California Health and Safety Code.

Through spring 2022, property owners are required to take steps in compliance with state law to demonstrate that they have made a good faith effort to seek rental assistance for a tenant or that they worked with a tenant who is seeking relief before seeking the termination of residential tenancy.

Before the City considers new bureaucracy and unwieldy programs, LBDS staff should first look to disburse the \$40 million in available LB-ERAP funding to those tenants attesting that they could not pay rent due to COVID and subsequently explore how ORD-20-0007 might be effectively implemented going forward.

Respectfully,

Elaine Hutchison, Interim President
Apartment Association Southern Cities (AACSC)

Fred Sutton, Senior Vice President of Government Affairs
California Apartment Association (CAA)

Jeremy Harris, President and CEO
Long Beach Area Chamber of Commerce (The Chamber)

Phil Hawkins, Chief Executive Officer
Pacific West Association of REALTORS® (PWR)

Keith Kennedy, President
Small Property Owners Association (SPOA)

From: John Edmond <john@edmondgroupllc.com>

Sent: Tuesday, September 21, 2021 8:43 PM

To: Kayte Deioma <kayte@kaytedeioma.com>; Patrick Ure <Patrick.Ure@longbeach.gov>; mglorg.lb@gmail.com; longbeachgraypanthers@gmail.com; meosuna@lafila.org; beto.lbre@gmail.com; jessica-centrocha@centrocha.org; elsa@lbforward.org; emurphy@lbcc.edu; Gary.Hytrek@csulb.edu; janvictor.eycej@gmail.com; leannan7@gmail.com; gretchen.swanson3@gmail.com; susana.sngiem@ucclb.org; vsanchez@laane.org; mike@murchisonconsulting.net; keith@leomurrayprop.com; e_hutchison@paragonequities.net; fsutton@caanet.org; dan@aoausa.com; joaniweir@aol.com; philh@pwr.net; danielle@aagla.org; christines@pwr.net; rebecca@aoausa.com; Christopher Koontz <Christopher.Koontz@longbeach.gov>; Meggan Sorensen <Meggan.Sorensen@longbeach.gov>; Alem Hagos <Alem.Hagos@longbeach.gov>; Richard Anthony <Richard.Anthony@longbeach.gov>; Tom Modica <Tom.Modica@longbeach.gov>; Linda Tatum <Linda.Tatum@longbeach.gov>; Robert Garcia <Robert.Garcia@longbeach.gov>; Mary Zendejas <Mary.Zendejas@longbeach.gov>; Cindy Allen <Cindy.Allen@longbeach.gov>; Suzie Price <Suzie.Price@longbeach.gov>; Daryl Supernaw <Daryl.Supernaw@longbeach.gov>; Stacy Mungo <Stacy.Mungo@longbeach.gov>; Suely Saro <Suely.Saro@longbeach.gov>; Roberto Uranga <Roberto.Uranga@longbeach.gov>; Al Austin <Al.Austin@longbeach.gov>; Rex Richardson <Rex.Richardson@longbeach.gov>; Mayor <Mayor@longbeach.gov>; Council District 1 <District1@longbeach.gov>; Council District 2 <District2@longbeach.gov>; Council District 3 <District3@longbeach.gov>; Council District 4 <District4@longbeach.gov>; Council District 5 <District5@longbeach.gov>; Council District 6 <District6@longbeach.gov>; Council District 7 <District7@longbeach.gov>; Council District 8 <District8@longbeach.gov>; Council District 9 <District9@longbeach.gov>; Diana Tang <Diana.Tang@longbeach.gov>; Ray Morquecho <Ray.Morquecho@longbeach.gov>; Connor Lock <Connor.Lock@longbeach.gov>; Jack Cunningham <Jack.Cunningham@longbeach.gov>; Barbara Moore <Barbara.Moore@longbeach.gov>; Summer Smith <Summer.Smith@longbeach.gov>; Chork Nim <Chork.Nim@longbeach.gov>; Celina Luna <Celina.Luna@longbeach.gov>; Jonathan Kraus <Jonathan.Kraus@longbeach.gov>

Cc: Christopher Koontz <Christopher.Koontz@longbeach.gov>; Wendy Nowak <wnowak@placeworks.com>; 'Alexsundra Captan' <acaptan@placeworks.com>; Alem Hagos <Alem.Hagos@longbeach.gov>

Subject: Re: in search of a common understanding of the problem

-EXTERNAL-

Hi Housing Advocates, Owners and City Staff,

Hi Kayte, we have mutual friends and I welcome grabbing some coffee to discuss this more with you.

After watching the Property Owners and Managers Stakeholder meeting, I wanted to attempt to reframe the problem we're addressing in a way that makes sense to everyone so we're trying to solve the same set of problems, because it seems we're communicating at cross-purposes.

CONTEXT

The issue pre-dates that pandemic and the eviction moratoriums and has nothing to do with the specific limitations of the last 2 years. We have been talking to City Council (and County and State reps) about this issue ever since AB 1482 went into effect, and before. At its basis, here are the issues and context.

1. Long Beach has an affordable housing shortage. Rent under \$1000/month for a 1-bedroom apartment on the market is virtually unheard of. Average is \$1900.

Long beach has a housing crisis. There is not enough housing being built and the city needs to look inward for solutions to make it easier to build more housing at all levels of income. There is not enough housing for all income groups. This is creating downward pressure on affordable housing. Supply is not keeping up with demand. Is \$1000 / month for a one bedroom a marker of affordability? In that case, the entire state of California and the entire West Coast is above the affordability marker.

2. Older properties with long-term tenants have lower rents, and may also be in most need of repair (sometimes not).

We have an aging property base with aging property owners. As new property owners buy old assets, they want to make improvements and might need to cancel leases to make that happen. There is no evidence of an overwhelming speculative market that would displace large groups of tenants than what would be in a normal market. Most property owners do everything they can to keep tenants that pay rent.

3. Every low rent tenant displaced for substantial remodel removes an affordable unit from the market, and sends that person or family into a marketplace they may not be able to afford, putting low income families and individuals at risk of homelessness.

We see no evidence to support the claim that low rent tenants are being displaced for substantial remodels.

4. Older buildings with low rents are being targeted by investment companies who know they can kick everyone out for substantial remodel and double the rents.

We see no evidence of this happening in long beach at an any scale. We are open to exploring measures to applying to publicly traded companies (Blackstone Group Inc. BX NYSE) and pension funds that are purchasing buildings and evicting families on a wide-scale basis. That being said, there should be no law against individuals, small companies or large corporations buying any amount of property. We hope the City will work towards helping families buy a home in their neighborhood and close to their preferred schools.

5. **Data:** From December 2019 through March 2020, **over 100 families in a dozen apartment complexes** received 60-day notices to terminate tenancy for substantial remodel (I have addresses, real data, real people, 48 units in my complex alone). The ones who could afford to move, did. Dozens, who couldn't afford to move, have been temporarily protected by the eviction moratoriums, and are still fighting to be able to stay in their homes, schools and neighborhoods. Ask the Council members who have spent hours listening to tenants address this issue at Council meetings if there have been "no complaints."

Please share your data with us so that we can have a better understanding of the problem. If there was property owner who did send 60-day notices to terminate tenancy for substantial remodel during the time they were prevented from doing so we would welcome all the legal remedies available to you and any tenant. If it was done at a time that it was legal, then the tenants should have received tenant

relocation money. We are open to understanding the full extent of this issue but see no evidence that it is a routine problem before the pandemic or expect it to occur when things normalize. Today we have a healthy 4% vacancy rate in Long Beach.

6. Although there are a few bad actors (owners and managers) who don't do necessary repairs or owners who claim a remodel is substantial when it's not, they are NOT the ones being addressed here. **This is about using substantial remodeling to eliminate affordable housing with no viable replacement housing available.**

Several years ago, Tenant groups said property owners where not doing enough to make repairs, upgrades and make properties more habitable. Now you are asking for the city to make it very difficult to make improvements on the property.

7. I don't have documentation of how many apartment buildings have been sold in Long Beach in the last 2 years that would be eligible to evict everyone for substantial remodel if there's no protection in place when the moratorium expires, but one of you in real estate might be able to look that up to estimate how many more buildings are at imminent risk. A new owner is not a guarantee that the building would be substantially remodeled and the rent doubled if permitted, but there is a strong likelihood.

If a property owner cannot receive a return on their investment, they will not make improvements.

8. The URGENCY is that when the temporary moratoriums expire, more real people are at risk of immediately receiving 60-day notices for all the projects that have been held off due to the temporary moratoriums.

We see no evidence of this at all. We did not see it before the pandemic, during and see no evidence of it happening in the future.

THE PROBLEMS TO SOLVE

In my view, the problems we are trying to solve are: how can we

1. Keep people in their homes (or provide equivalent housing (size, location, quality) at the same rent)

This is a statement rather than identifying a problem. No tenant will be evicted from their rented apartment if they pay rent and/or if they applied for rental assistance.

2. Prevent the loss of affordable units in Long Beach

We would advocate for creating more affordable housing units by making it easier to build more housing.

3. Allow owners to provide necessary upgrades to old housing stock without going broke or displacing tenants.

Property owners are already making improvements without displacing tenants. There are times when the remodel is substantial, and the property owner can cancel the lease but has to give appropriate notice and pay relocation funds. This property right is necessary in certain cases.

4. Discourage over-paying for apartment buildings by corporations seeking to double the rents and incentivize investment by non-profit affordable housing developers and local landlords who care about the community.

We would be interested in seeing what the distinction would be from property owners and publicly traded companies. We have not seen locally this happening but understand that it could be a concern.

SOLUTIONS WE HAVEN'T DISCUSSED

While protecting tenants who are most vulnerable is the priority, and I think a THP/RAP program would best do that, there are other things that might be discussed to balance out what landlords might be giving up, such as:

1. Potential grants for repairs for small owners who can't afford the repairs without raising rent

We welcome this happening, and it would be helpful. Small property owners have had a hard time not receiving rents and have whipped out retirement and savings. It will take many years to recoup their losses, and this might help improve property and keep small property owners owning the local properties.

2. Potential "split the difference" property tax breaks for new owners who maintain existing rents in affordable buildings so they would pay more than the previous owner, but less than the new rate based on purchase price (County would have to do that)

We would have to understand this more.

3. Finding funds to qualify more properties for tax credit or Section 8

Many small property owners do and would like to accept Section 8. It can be difficult filling out the paperwork and making the improvements needed to qualify. We welcome this discussion as well.

I appreciate the majority of landlords in Long Beach who try to be fair to tenants and provide reliable housing. Thank you for acknowledging most property owners are fair to tenants. Most tenants are great as well. Mike Murchison said that it's unnecessary to create a law that protects only the 1 or 2% of tenants affected, but I would argue that the good property owners who aren't trying to exploit the substantial remodel exemption to raise the rent on low rent units to market rate have nothing to be concerned about under a new ordinance. I can't speak for Mike Murchison, however I would say that if true that over 100 families were given notice when they should not have there are legal remedies for the tenants. If it was done legally there should be renter assistance and proper notice. Most property owners work with their tenants this issue does not require sweeping legislation that will negatively impact property owners and tenants. So there should be no barrier to putting a new program in place that would require landlords to give tenants the option of temporarily relocating and coming back under the same rent terms. It's only the handful of "bad actors" who should be concerned that their plans will be thwarted.

A substantial investment should allow an owner to recover their investment over time.

Giving the tenants the option to temporary relocate and come back on same rent does not give owners a fair incentive for a substantial remodel. Owners can't charge rents greater than the market, or the law will allow. (AB1482)

Just my 2 cents (and a few dollars more)

From: Kayte Deioma <kayte@kaytedeioma.com>

Sent: Tuesday, September 21, 2021 5:33 PM

To: Patrick Ure <Patrick.Ure@longbeach.gov>; mglorg.lb@gmail.com;
longbeachgraypanthers@gmail.com; meosuna@lafla.org; beto.lbre@gmail.com; jessica-centrocha@centrocha.org;
elsa@lbforward.org; emurphy@lbcc.edu; Gary.Hytrek@csulb.edu;
janvictor.eycej@gmail.com; leannan7@gmail.com; gretchen.swanson3@gmail.com;
susana.sngiem@ucclb.org; vsanchez@laane.org; mike@murchisonconsulting.net;
keith@leomurrayprop.com; e_hutchison@paragonequities.net; john@edmondgroupllc.com;
fsutton@caanet.org; dan@aoausa.com; joaniweir@aol.com; philh@pwr.net; danielle@aagla.org;
christines@pwr.net; rebecca@aoausa.com

Cc: Christopher Koontz <Christopher.Koontz@longbeach.gov>; Wendy Nowak <wnowak@placeworks.com>; 'Alexsundra Captan' <acaptan@placeworks.com>; Alem Hagos <Alem.Hagos@longbeach.gov>

Subject: in search of a common understanding of the problem

-EXTERNAL-

Hi Housing Advocates, Owners and City Staff,

After watching the Property Owners and Managers Stakeholder meeting, I wanted to attempt to reframe the problem we're addressing in a way that makes sense to everyone so we're trying to solve the same set of problems, because it seems we're communicating at cross-purposes.

CONTEXT

The issue pre-dates that pandemic and the eviction moratoriums and has nothing to do with the specific limitations of the last 2 years. We have been talking to City Council (and County and State reps) about this issue ever since AB 1482 went into effect, and before. At its basis, here are the issues and context.

1. Long Beach has an affordable housing shortage. Rent under \$1000/month for a 1-bedroom apartment on the market is virtually unheard of. Average is \$1900.
2. Older properties with long-term tenants have lower rents, and may also be in most need of repair (sometimes not).
3. Every low rent tenant displaced for substantial remodel removes an affordable unit from the market, and sends that person or family into a marketplace they may not be able to afford, putting low income families and individuals at risk of homelessness.
4. Older buildings with low rents are being targeted by investment companies who know they can kick everyone out for substantial remodel and double the rents.
5. **Data:** From December 2019 through March 2020, **over 100 families in a dozen apartment complexes** received 60-day notices to terminate tenancy for substantial remodel (I have addresses, real data, real people, 48 units in my complex alone). The ones who could afford to move, did. Dozens, who couldn't afford to move, have been temporarily protected by the eviction moratoriums, and are still fighting to be able to stay in their homes, schools and neighborhoods. Ask the Council members who have spent hours listening to tenants address this issue at Council meetings if there have been "no complaints."
6. Although there are a few bad actors (owners and managers) who don't do necessary repairs or owners who claim a remodel is substantial when it's not, they are NOT the ones being addressed here. **This is about using substantial remodeling to eliminate affordable housing with no viable replacement housing available.**

7. I don't have documentation of how many apartment buildings have been sold in Long Beach in the last 2 years that would be eligible to evict everyone for substantial remodel if there's no protection in place when the moratorium expires, but one of you in real estate might be able to look that up to estimate how many more buildings are at imminent risk. A new owner is not a guarantee that the building would be substantially remodeled and the rent doubled if permitted, but there is a strong likelihood.
8. The URGENCY is that when the temporary moratoriums expire, more real people are at risk of immediately receiving 60-day notices for all the projects that have been held off due to the temporary moratoriums.

THE PROBLEMS TO SOLVE

In my view, the problems we are trying to solve are: how can we

1. Keep people in their homes (or provide equivalent housing (size, location, quality) at the same rent)
2. Prevent the loss of affordable units in Long Beach
3. Allow owners to provide necessary upgrades to old housing stock without going broke or displacing tenants.
4. Discourage over-paying for apartment buildings by corporations seeking to double the rents, and incentivize investment by non-profit affordable housing developers and local landlords who care about the community.

SOLUTIONS WE HAVEN'T DISCUSSED

While protecting tenants who are most vulnerable is the priority, and I think a THP/RAP program would best do that, there are other things that might be discussed to balance out what landlords might be giving up, such as:

1. Potential grants for repairs for small owners who can't afford the repairs without raising rent
2. Potential "split the difference" property tax breaks for new owners who maintain existing rents in affordable buildings so they would pay more than the previous owner, but less than the new rate based on purchase price (County would have to do that)
3. Finding funds to qualify more properties for tax credit or Section 8

I appreciate the majority of landlords in Long Beach who try to be fair to tenants and provide reliable housing. Mike Murchison said that it's unnecessary to create a law that protects only the 1 or 2% of tenants affected, but I would argue that the good property owners who aren't trying to exploit the substantial remodel exemption to raise the rent on low rent units to market rate have nothing to be concerned about under a new ordinance. So there should be no barrier to putting a new program in place that would require landlords to give tenants the option of temporarily relocating and coming back under the same rent terms. It's only the handful of "bad actors" who should be concerned that their plans will be thwarted.

Just my 2 cents (and a few dollars more)

Kayte

Kayte Deioma
(562) 209-3001

From: Kayte Deioma <kayte@kaytedeioma.com>

Sent: Tuesday, September 21, 2021 10:02 PM

To: 'John Edmond' <john@edmondgroupllc.com>; Patrick Ure <Patrick.Ure@longbeach.gov>; mglorg.lb@gmail.com; longbeachgraypanthers@gmail.com; meosuna@lafla.org; beto.lbre@gmail.com; jessica-centrocha@centrocha.org; elsa@lbforward.org; emurphy@lbcc.edu; Gary.Hytrek@csulb.edu; janvictor.eycej@gmail.com; leannan7@gmail.com; gretchen.swanson3@gmail.com; susana.sngiem@ucclb.org; vsanchez@laane.org; mike@murchisonconsulting.net; keith@leomurrayprop.com; e_hutchison@paragonequities.net; fsutton@caanet.org; dan@aoausa.com; joaniweir@aol.com; philh@pwr.net; danielle@aagla.org; christines@pwr.net; rebecca@aoausa.com; Christopher Koontz <Christopher.Koontz@longbeach.gov>; Meggan Sorensen <Meggan.Sorensen@longbeach.gov>; Alem Hagos <Alem.Hagos@longbeach.gov>; Richard Anthony <Richard.Anthony@longbeach.gov>; Tom Modica <Tom.Modica@longbeach.gov>; Linda Tatum <Linda.Tatum@longbeach.gov>; Robert Garcia <Robert.Garcia@longbeach.gov>; Mary Zendejas <Mary.Zendejas@longbeach.gov>; Cindy Allen <Cindy.Allen@longbeach.gov>; Suzie Price <Suzie.Price@longbeach.gov>; Daryl Supernaw <Daryl.Supernaw@longbeach.gov>; Stacy Mungo <Stacy.Mungo@longbeach.gov>; Suely Saro <Suely.Saro@longbeach.gov>; Roberto Uranga <Roberto.Uranga@longbeach.gov>; Al Austin <Al.Austin@longbeach.gov>; Rex Richardson <Rex.Richardson@longbeach.gov>; Mayor <Mayor@longbeach.gov>; Council District 1 <District1@longbeach.gov>; Council District 2 <District2@longbeach.gov>; Council District 3 <District3@longbeach.gov>; Council District 4 <District4@longbeach.gov>; Council District 5 <District5@longbeach.gov>; Council District 6 <District6@longbeach.gov>; Council District 7 <District7@longbeach.gov>; Council District 8 <District8@longbeach.gov>; Council District 9 <District9@longbeach.gov>; Diana Tang <Diana.Tang@longbeach.gov>; Ray Morquecho <Ray.Morquecho@longbeach.gov>; Connor Lock <Connor.Lock@longbeach.gov>; Jack Cunningham <Jack.Cunningham@longbeach.gov>; Barbara Moore <Barbara.Moore@longbeach.gov>; Summer Smith <Summer.Smith@longbeach.gov>; Chork Nim <Chork.Nim@longbeach.gov>; Celina Luna <Celina.Luna@longbeach.gov>; Jonathan Kraus <Jonathan.Kraus@longbeach.gov>

Cc: Christopher Koontz <Christopher.Koontz@longbeach.gov>; Wendy Nowak <wnowak@placeworks.com>; 'Alexsundra Captan' <acaptan@placeworks.com>; Alem Hagos <Alem.Hagos@longbeach.gov>

Subject: RE: in search of a common understanding of the problem

-EXTERNAL-

Hi John and team,

Please stop saying there's no evidence just because you weren't at the meetings when 30 to 40 different tenants have showed up at City Council meetings multiple times to share our stories of being evicted for substantial remodel. It takes a lot of fortitude to speak up at a council meeting, so there are a lot more people who quietly sent emails or just sucked it up and moved.

The complex I live in has two buildings originally totaling 48 units. My landlady of 30 years sold the building in August of 2019 to a capital investment company out of Santa Monica whose website's clearly states their mission is to maximize profits for investors, not to provide housing. On January 6, 2020, we all received 60-day notices for substantial remodel from the new property management company. A quick search revealed that this property management company and its clients have a history of paying top dollar for lower rent buildings in nice neighborhoods, evicting all the tenants for remodel, doubling

the rents and flipping the building within 5 years. Yelp reviews and research by real estate agent friends agreed.

The initial 60-day notice was withdrawn when the City enacted the ordinance requiring that permits be attached, but we received a 2nd 60 day notice on 9/23/2020 during the moratorium, which was withdrawn when we challenged it based on the moratorium, and a 3rd notice 12/1/2020, which was again withdrawn when challenged based on the moratorium. There is no doubt that my neighbors and I are at risk of receiving another 60-day notice to terminate tenancy if it is legal for them to do so.

In this research and working with tenant rights groups and being contacted through Nextdoor, I have met or spoken to tenants of several other buildings managed by the same company, some of which have received even greater pressure and more abuse from the management company because the owner of the management company also owns the building and doesn't have to answer to other owners. A couple of those buildings are now totally converted and everyone has moved out, but at least 3 still have original tenants fighting to stay in their homes. This property management company does not act any better to new tenants paying double the rent than original tenants. They fail to do necessary repairs in a timely manner and ignored security concerns - like a broken front door lock and garage break in - until new tenants went over their head to the owner. So in addition to predatory gentrification, the property management company is a "bad actor" as far as not providing good property management.

I mentioned to Daryl Supernaw two buildings in the 4th District that used to provide affordable student housing that have been taken over by this company and are no longer affordable. He said he had tried to convince the owners not to sell the building and even prioritized paving that street as an incentive for them not to sell, but he said even though they weren't looking to sell in the first place, the offer was too good to refuse. I would call that targeting.

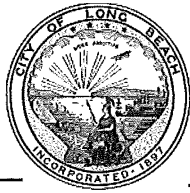
I am not naming names in this public forum and putting myself at further risk, but there is another property management company that specifically targets the lowest rent properties in low income neighborhoods and has a long history of being abusive to tenants and failing to do repairs in an effort to get tenants out and increase rents. They represent buildings all over Southern California, not just Long Beach. Three properties they manage on Daisy, Orange and 64th Street are all under eviction notice and at least one has had eviction processes move forward despite the moratorium, although they haven't received a court date, and likely would not prevail under current law. They are mostly occupied by immigrant families with children, so they are easy targets, but they are learning their rights and fighting back. Some of these tenants do pay less than \$1000/month for their poorly maintained apartments because they've been there a long time, and my point was that there is nowhere for them to find a replacement apartment at that rate.

In total, I have 19 building addresses of 2 to 27 units each (I just counted) that have been confirmed with the City permit office, including the two buildings in my complex, representing well over 100 units that are in the middle of this substantial remodel issue. The remaining original tenants in those buildings are all in immediate danger of losing our homes when the temporary moratorium ends if something else doesn't take its place.

So please stop telling me there's no evidence. We are the evidence.

Kayte

Kayte Deima
(562) 209-3001



CITY OF LONG BEACH

R-19

DEPARTMENT OF DEVELOPMENT SERVICES

333 West Ocean Blvd., 3rd Floor, Long Beach, CA 90802 (562) 570-5237

April 2, 2019

HONORABLE MAYOR AND CITY COUNCIL
City of Long Beach
California

RECOMMENDATION:

Receive and file the 2018 Report on Tenant Assistance Policies;

Direct the City Attorney to prepare a Tenant Relocation Assistance Ordinance implementing Recommendation One, utilizing the Baseline Relocation Assistance Components and Applicability Requirement Option Two; and,

Direct the City Manager to take the necessary steps to implement Recommendations Two through Five, as presented. (Citywide)

DISCUSSION

On January 16, 2018, the City Council requested the City Manager to present research and findings on potential policies to support tenants, protections for senior renters, rental assistance programs, and support for renters to move into homeownership. Policy considerations were to include: (1) a "Seniors First" policy to ensure that vulnerable seniors receive priority in rental assistance and relocation assistance; (2) options for new and/or expanded rental assistance and relocation programs; (3) tenant support policies in other cities; (4) input from local housing and property owner organizations, including a "meeting of the minds" between the groups; (5) resources and enforcement tools to pursue negligent landlords (persistent code violators); and, (6) options for maintaining restrictive covenants in place (affordable housing preservation). The City Council also asked for a report on citywide rental rates.

In response, staff initiated a significant research and stakeholder engagement effort, the results of which are contained in the attached Report on Tenant Assistance Policies dated March 2019 (Report), which was transmitted to the City Council on March 18, 2019 (Attachment A).

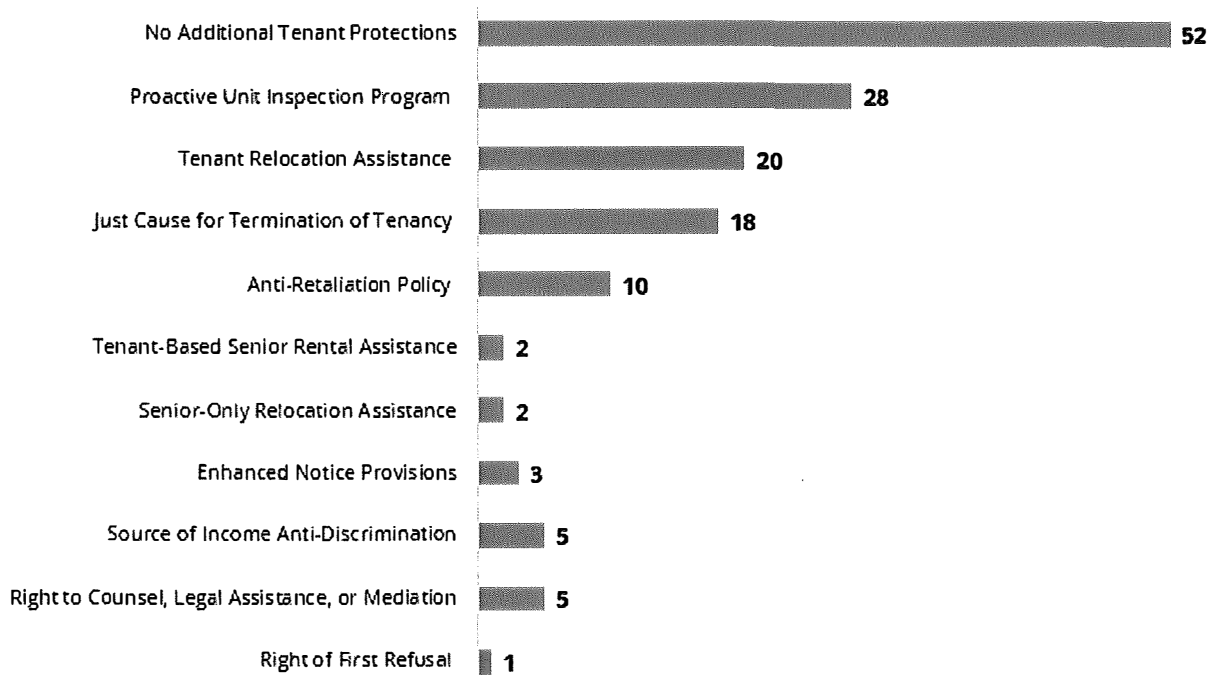
The Report contains basic information on California law that governs tenant and landlord rights and responsibilities, as well as existing Long Beach tenant assistance policies including the Proactive Rental Housing Inspection Program (PRHIP), condominium conversion requirements, code enforcement tenant relocation assistance, maintenance of low-income housing in the Coastal Zone, and the LBCIC Local Housing Preference Policy.

A survey of 115 various jurisdictions in California and several other states in the country is included in the Report. A total of 63 jurisdictions offered tenant assistance policies that include some form of tenant assistance above what is required by California State law. The most common policy, aside from a multifamily housing inspection program, is some form of tenant relocation assistance, which was adopted by 20 out of the 115 jurisdictions. There were 52 jurisdictions that had not adopted any additional tenant assistance policies. A chart summarizing the various types of tenant assistance among the cities surveyed is below.

Summary of Tenant Assistance Policies Among 115 Cities Surveyed*

TENANT ASSISTANCE POLICIES

Number of Cities in Study with Adopted Policy (Out of 115)



**Survey consisted of 106 cities in CA: 100 largest and 6 smaller jurisdictions; 8 cities and 1 state outside of CA.*

For comparison purposes, staff also prepared an overview of the relocation assistance policies adopted by the ten largest cities in California (Attachment B). These cities can be broadly grouped into three categories: those who have not adopted local relocation programs (Anaheim, Bakersfield, Sacramento, and San Diego); those who have codified state requirements for relocation assistance, typically in the case of a Notice to Vacate as a result of a code enforcement action (Fresno and Long Beach); and, those cities that have expanded relocation assistance requirements, typically tied to a rent stabilization program (Los Angeles, Oakland, San Francisco, and San Jose).

The Report also analyzed housing stock and market data in the City and observed an upward trend in the sales of existing apartment buildings and the number of building rehabilitations. The Report also indicated an increase in mean rents citywide, and a slight reduction in the citywide vacancy rate.

Included in the Report is information on the additional funding for prosecution of code enforcement cases approved by the City Council as part of the FY 19 budget adoption process, and an update to research on increased pathways to homeownership for lower income households, which were requested by the City Council on February 6, 2018. A more detailed report on homebuyer assistance programs will be provided to the City Council at a later date.

To assist with the stakeholder engagement process, the City contracted with PlaceWorks, Inc., a local planning firm. The following groups participated in the stakeholder engagement process:

- Apartment Association, California Southern Cities
- Better Housing for Long Beach
- California Apartment Association
- Centro CHA, Inc.
- Housing Long Beach
- Legal Aid Foundation
- Long Beach City College
- Long Beach Community Action Partnership
- Long Beach Forward
- Long Beach Gray Panthers
- Long Beach Interfaith Community Organization
- Long Beach Residents Empowered (LiBRE)
- Minority Property Owners Association
- Small Property Owners Alliance of Southern California
- United Cambodian Community

Two three-hour focus group meetings were initially held, one for tenant advocates on August 14, 2018, and another for property owner advocates on August 29, 2018. Based on input provided at these two meetings, some policy priorities and areas of common ground were established. Both groups indicated a desire to keep and protect good tenants.

The third and fourth focus group meetings, held on September 26, 2018 and October 9, 2018, respectively, are referred to as "Meetings of the Minds," as they brought representatives from both owner and tenant interests together. During the third meeting, participants were asked to focus on housing issues specific to Long Beach, seek a balance between tenant assistance and property owner investments, and consider unintended consequences of potential policies. Participants from both advocacy groups explored ideas to help keep quality tenants in Long Beach, and the conversation began to focus toward developing a tenant relocation assistance policy. The fourth meeting focused on the details of what a policy would include. Although there was some agreement that a relocation policy would be helpful, there were differences of opinion on the scope of the policy in terms of types of rental properties subject to the policy, eligibility of a tenant for relocation assistance, and the amount of required relocation assistance. A detailed narrative on the stakeholder meetings and comments from the stakeholder groups are included in the Report.

Everyone Home Long Beach

On May 21, 2018, the City launched the Everyone Home Long Beach (EHLB) Initiative to address housing and homelessness in Long Beach and convened the EHLB Taskforce (Taskforce) comprised of a diverse group of Long Beach leaders appointed by Mayor Robert Garcia, and chaired by California State University, Long Beach President Jane Conoley. Designed to build on the City's comprehensive homeless services and affordable housing efforts already underway, EHLB created innovative approaches to provide new pathways into housing and prevent residents from falling into homelessness.

The Taskforce held five meetings between the months of June and November 2018, and prepared the EHLB Recommendations (Attachment E), which includes 41 policy recommendations that were presented to, and received by, the City Council on December 11, 2018. Included among those policy recommendations is Recommendation 3a to support and implement tenant assistance policies that include:

- A Tenant Relocation Assistance Policy that provides relocation assistance to households impacted by rising rents and displacement.
- Rapid rehousing security deposit assistance for displaced very low-income seniors.
- Setting aside Housing Choice Vouchers for displaced extremely low- and very low-income seniors.
- Establishing a communication framework with HUD, affordable apartment owners with expiring covenants or rental assistance contracts, and residents to improve and increase housing preservation opportunities.
- Support to increase the State's noticing requirements for a no-fault termination of tenancy to a minimum of 90 days.

Tenant Relocation Assistance Policy Recommendations

Based on the research and data contained within the Report as well as input from stakeholder groups and the EHLB Recommendations, staff recommends that the City Council adopt five tenant assistance policies. The baseline policy recommendation is to require owners of multi-family rental apartment buildings to pay relocation assistance to qualified displaced households. Four additional policy recommendations do not impose additional requirements on property owners, but provide tenant assistance through City-funded programs or initiatives.

Staff sought to craft policies that assist tenants without being overly complex or onerous on property owners. Below are the baseline components of a potential Tenant Relocation Assistance Ordinance followed by options for the amount of the relocation benefits, the type of rental properties that would be affected, and the type of household that would be eligible for assistance (Applicability Requirements). This information is also provided in the attached Relocation Options Matrix for ease of comparison (Attachment C).

Baseline Relocation Assistance Components

Component 1. Trigger for Relocation Assistance:

Relocation assistance is triggered upon A or B below:

- A. Notice of rent increase of 10 percent or more in any 12-month period.
- B. Notice to vacate issued to a tenant who has not:
 1. Failed to pay rent
 2. Violated terms of the lease or rental agreement
 3. Materially damaged property
 4. Interfered with other tenants
 5. Committed violence or assault
 6. Used premises for unlawful activity
 7. Engaged in unlawful use or dealing of drugs
 8. Conducted animal fighting
 9. Engaged in unlawful use of weapons or ammunition

Component 2. Conditions of Relocation Assistance:

- Rent must be paid during noticing period or relocation benefits are not required.
- Households removed under provisions 1 through 9, or evicted, are not eligible for relocation benefits.
- Tenants vacating voluntarily do not receive relocation benefits.
- Tenants receiving a rent increase of 10 percent or more must notify property owner within 7 days of their intent to stay or leave with relocation benefits.
- Rental security deposits must be returned per California law.
- Tenants must be given reasonable accommodation to cure causes for termination per California law.

Other requirements/enforcement provisions of Relocation Assistance Ordinance:

- Owners must include relocation information in lease and rental agreements.
- Owners must report relocation payments to the City.
- Owners must notify the City when an entire building is being vacated.
- Relocation benefits will be paid to the household, not to each individual occupant.
- Affordable rent-restricted properties are exempt.
- Enforcement will include a "Private Right of Action," and breach of local law as an "Affirmative Defense to an Unlawful Detainer."

In addition to the Baseline Relocation Assistance Components described above, the following three Applicability Requirement Options provide further detail on implementation of relocation assistance and include consideration of the amount of the relocation benefits, the type of rental properties that would be affected, and the type of household that would be eligible for assistance. The options are provided for consideration, should the City Council choose to modify staff's recommendations, and the varying criteria could be combined in several different ways to create a proposed Tenant Relocation Assistance Ordinance.

Applicability Requirement Options:

Option One

In addition to the Baseline Relocation Assistance Components, the relocation amount would be \$4,500 for all unit types, based on provisions of LBMC 21.60, plus an additional \$2,000 for senior and disabled households and an additional \$1,000 for moving expenses. This option would apply to all rental properties with two or more rental units (duplex and above). All applicable households would be eligible for relocation assistance regardless of income.

Option Two (Recommended)

In addition to the Baseline Relocation Assistance Components, the relocation amount would be equal to two months' rent based on the current Housing Authority Rent Payment Standards (Attachment D) for a similar unit size in the same ZIP code. This option would apply to all units in multi-family rental properties with four or more units. Only lower- and moderate-income households earning 120 percent of the Area Median Income (AMI) and below would be eligible for relocation assistance (moderate-income and below).

Option Three

In addition to the Baseline Relocation Assistance Components, the relocation amount would be \$4,500 for all properties and households. This option would apply to all multi-family rental properties with ten units or more. Only lower-income households earning up to 80 percent of the AMI would be eligible for relocation assistance (low-income and below).

Following are the five policy recommendations for the City Council's consideration:

Recommendation One

Prepare a Tenant Relocation Assistance Ordinance that requires owners of multi-family rental apartment buildings to pay relocation assistance to qualified displaced households. This recommendation includes the Baseline Relocation Assistance Components described above combined with Option Two Applicability Requirements.

Recommendation Two

Create a "Seniors First" security deposit assistance program for displaced very low-income senior residents (The City will use HOME funds to provide security deposit assistance to qualified senior households aged 62 and above).

Recommendation Three

Create a set-aside of up to 25 Emergency Housing Choice Vouchers for displaced extremely low- and very-low income senior residents.

Recommendation Four

Establish a communication framework with the HUD Public Housing Office and area Section 202 (affordable elderly housing) and Section 811 (housing for persons with disabilities) providers to discuss rehabilitation and covenant preservation opportunities.

Recommendation Five

Include a recommendation in the City's State Legislative Agenda to support an increase to the State's noticing requirement for a no-fault termination of tenancy to a minimum of 90 days.

This matter was reviewed by Deputy City Attorney Richard F. Anthony and by Budget Analysis Officer Julissa José-Murray on March 25, 2019.

TIMING CONSIDERATIONS

City Council action is requested on April 2, 2019.

FISCAL IMPACT

The total cost to develop the Report was approximately \$130,000, of which \$90,000 was for staff costs and \$40,000 for consultant services and other costs associated with stakeholder meetings and production of the Report. Funding was provided by the Housing Development Fund (SR 135) in the Development Services Department (DV). The Report is a document that provides options for preventing and mitigating impacts of tenant displacement through various programs to be developed and considered by the City Council under separate actions. The fiscal impact of programs that result from this Report will be determined when future actions are recommended to the City Council. There is no local job impact associated with this recommendation.

Under the currently proposed model, this program would require little administration from City staff, and would be administered by landlords with their tenants in accordance with requirements outlined in the Long Beach Municipal Code.

HONORABLE MAYOR AND CITY COUNCIL

April 2, 2019

Page 8 of 8

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



LINDA F. TATUM, AICP
DIRECTOR OF DEVELOPMENT SERVICES

APPROVED:


PATRICK H. WEST
CITY MANAGER

LFT:PU:AH:ac:kb
R:\CITY COUNCIL\2019 COUNCIL LETTERS\IDS - TENANT ASSISTANCE POLICY V12 (FINAL AS OF 3.22.2019).DOCX

Attachments: Attachment A – TFF dated March 18, 2019 and Report on Tenant Assistance Policies
Attachment B – Relocation Assistance Policies -Ten Largest California Cities
Attachment C – Relocation Options Matrix
Attachment D – Housing Authority Rent Payment Standards
Attachment E – Everyone Home Long Beach Recommendations



City of Long Beach
Working Together to Serve

ATTACHMENT A

Memorandum

Date: March 18, 2019

To: Patrick H. West, City Manager *P.H.W.*

From: Linda F. Tatum, FAICP, Director of Development Services *LT*

For: Mayor and Members of the City Council

Subject: Report on Tenant Assistance Policies

At its January 16, 2018 meeting, the City Council requested the City Manager to present research and findings on potential policies to support tenants, protections for senior renters, rental assistance programs, and support for renters to move into homeownership. Policy considerations were to include: (1) a "Seniors First" policy to ensure that vulnerable seniors receive priority in rental assistance and relocation assistance; (2) options for new and/or expanded rental assistance and relocation programs; (3) tenant support policies in other cities; (4) input from local housing and property owner organizations, including a "meeting of the minds" between the groups; (5) resources and enforcement tools to pursue negligent landlords (persistent code violators); and, (6) options for maintaining restrictive covenants in place (affordable housing preservation). The City Council also asked for a report on citywide rental rates.

In response, staff initiated a significant research and stakeholder engagement effort, the results of which are contained in the attached Report on Tenant Assistance Policies dated March 2019 (Report) (Attachment A). The Report is tentatively scheduled to be presented to the City Council on April 2, 2019, and its content is summarized below.

The Report contains basic information on California law that governs tenant and landlord rights and responsibilities, as well as existing Long Beach tenant assistance policies including the Proactive Rental Housing Inspection Program (PRHIP), condominium conversion requirements, code enforcement tenant relocation assistance, maintenance of low-income housing in the Coastal Zone, and the LBCIC Local Housing Preference Policy.

A survey of 115 various jurisdictions in California and several other states in the country is included in the Report. Of those who responded to the survey, 52 did not have any form of tenant protection policy above what is required by California state law, while the rest of the jurisdictions have tenant protection policies in various degrees. Of the 63 jurisdictions with tenant protection policies, the most common policy, aside from a multifamily unit inspection program, is some form of tenant relocation assistance, which was adopted by 20 out of the 115 jurisdictions.

For comparison purposes, staff also prepared an overview of the relocation assistance policies adopted by the ten largest cities in California (Attachment B). These cities can be broadly grouped into three categories: those who have not adopted local relocation programs (Anaheim, Bakersfield, Sacramento, and San Diego); those who have codified state

requirements for relocation assistance, typically in the case of a Notice to Vacate as a result of a code enforcement action (Fresno and Long Beach); and, those cities that have expanded relocation assistance requirements, typically tied to a rent stabilization program (Los Angeles, Oakland, San Francisco, and San Jose).

The Report also analyzed housing stock and market data in the City and observed an upward trend in the sales of existing apartment buildings and the number of building rehabilitations, although this activity is occurring in a relatively small percentage of the overall multifamily housing stock. The report also indicated an increase in mean rents citywide, and a slight reduction in the citywide vacancy rate.

Included in the Report is information on additional code enforcement funding approved by the City Council as part of the FY 19 budget adoption process, and an update to research on increased pathways to homeownership for lower income households, which were requested by the City Council on February 6, 2018. A more detailed report on homebuyer programs will be provided to the City Council at a later date.

The Report presents the feedback from the four stakeholder engagement meetings staff conducted with tenant and property owner stakeholders. Two three-hour focus group meetings were initially held, one for tenant advocates on August 14, 2018, and another for property owner advocates on August 29, 2018. The third and fourth focus group meetings, held on September 26, 2018 and October 9, 2018 respectively, included both stakeholder groups.

As previously mentioned, City staff will bring an agenda item to the April 2, 2019 City Council meeting to discuss the Report. Additionally, based on all the research and outreach conducted, for the April 2nd meeting staff will outline several recommendations for the City Council to consider, including tenant relocation assistance, and several other recommendations that do not impose additional requirements on property owners but provide tenant assistance through City-funded programs or policy initiatives. The recommended tenant relocation assistance policy will include multiple options for consideration so as to provide information and a range of possibilities to craft a potential tenant relocation assistance policy.

If you have questions regarding this matter, please contact Patrick Ure, Housing and Neighborhood Services Bureau Manager, at Patrick.Ure@longbeach.gov or (562) 570-6026.

LFT:PU:MJ:
R:\TO-FROM-FOR MEMOS\2019\19-0313 DRAFT TENANT ASSISTANCE REPORT TFF_V3.DOCX

ATTACHMENTS

- A. REPORT ON TENANT ASSISTANCE POLICIES
- B. RELOCATION ASSISTANCE POLICIES OF THE 10 LARGEST CALIFORNIA CITIES

CC: CHARLES PARKIN, CITY ATTORNEY
LAURA L. DOUD, CITY AUDITOR
TOM MODICA, ASSISTANT CITY MANAGER
KEVIN JACKSON, DEPUTY CITY MANAGER
REBECCA GARNER, ADMINISTRATIVE DEPUTY TO THE CITY MANAGER
PATRICK URE, HOUSING AND NEIGHBORHOOD SERVICES BUREAU MANAGER
MONIQUE DE LA GARZA, CITY CLERK (REF. FILE #18-0096)

REPORT ON TENANT ASSISTANCE POLICIES

MARCH 2019



(This page intentionally left blank.)

TABLE OF CONTENTS

- TABLE OF CONTENTS 1**
- I. EXECUTIVE SUMMARY 1**
 - SUMMARY OF PROCESS & ANALYSIS 1
 - SUMMARY OF STAKEHOLDER PARTICIPATION PROCESS..... 1
- II. RESEARCH AND ANALYSIS 3**
 - INTRODUCTION..... 3
 - EXISTING TENANT PROTECTION POLICIES..... 3
 - EXISTING RENTAL ASSISTANCE PROGRAMS 13
 - SENIOR RENTER HOUSEHOLD ISSUES AND ASSISTANCE PROGRAMS 17
 - HOUSING PRESERVATION PROGRAMS..... 20
 - HOMEOWNERSHIP PROGRAMS 22
 - SURVEY OF EXISTING TENANT AND SENIOR PROTECTION POLICIES..... 23
 - HOUSING STOCK & MARKET BACKGROUND DATA 39
 - CITYWIDE RENTAL RATES..... 43
- III. STAKEHOLDER PARTICIPATION PROCESS 45**
 - TENANT ADVOCATES FOCUS GROUP MEETING – AUGUST 14, 2018..... 46
 - OWNER ADVOCATES FOCUS GROUP MEETING – AUGUST 29, 2018 47
 - MEETING OF THE MINDS #1 – BOTH ADVOCACY GROUPS – SEPTEMBER 26, 2018..... 48
 - MEETING OF THE MINDS #2 – BOTH ADVOCACY GROUPS – OCTOBER 9, 2018..... 51
- IV. SUMMARY OF KEY POINTS..... 55**
- V. APPENDICES 1**
 - APPENDIX A – SURVEY & RESULTS 2
 - APPENDIX B – HOUSING AUTHORITY FISCAL YEAR 2019 PAYMENT STANDARDS 4
 - APPENDIX C – HCV INCENTIVES REPORT, JUNE 30, 2017..... 5
 - APPENDIX D – LONG BEACH CENTER FOR HEALTHY AGING GAP ANALYSIS 6
 - APPENDIX E – RELOCATION ASSISTANCE POLICIES..... 7
 - APPENDIX F – REPORT ON CITYWIDE RENTAL RATES 16
 - APPENDIX G – STAKEHOLDER FOCUS GROUPS..... 17
 - APPENDIX H – STAKEHOLDER COMMENTS 18

I. EXECUTIVE SUMMARY

On January 16, 2018, the City Council directed staff to conduct research and present findings on the following items related to residential rental housing:

- Policies that support tenants
- Protections for senior renters
- Expanded rental assistance and relocation programs
- Support for renters to move into homeownership
- A seniors-first program with priority in rental assistance programs
- Policies that support tenants adopted in other cities
- Preservation of affordability covenants
- Added resources for code enforcement
- Stakeholder engagement
- Report on citywide rental rates

Summary of Process & Analysis

In response to these requests, Staff took the following steps to develop informed policy recommendations to address these issues.

- Compiled background information on Federal, State, and local laws regulating tenant and landlord rights and responsibilities;
- Compiled background information on existing Long Beach policies and programs that assist renter households, including assistance for seniors;
- Surveyed 115 cities nationwide and compiled a summary of key tenant assistance policies;
- Assembled information on the City's housing preservation efforts;
- Compiled data on the local rental market, including a breakdown of building type, recent trends in rental housing ownership, and building permit trends;
- Conducted four stakeholder focus group meetings with tenant and apartment owner advocacy organizations, including two "Meeting of the Minds" events intended to provide combined stakeholder input on potential new policy recommendations; and,
- Prepared a Report on Tenant Assistance Policies (Report).

Summary of Stakeholder Participation Process

City Council directed staff to conduct a "Meeting of the Minds" with property owner and tenant stakeholder groups. Staff conducted a series of four stakeholder focus group meetings, intended to build consensus between property owner and tenant groups around potential tenant protection and assistance policies as well as gather input relating to opportunities and concerns around tenant assistance policies.

Stakeholders presented a diverse range of concerns and perspectives on certain housing issues. Staff and the consultant team from PlaceWorks recorded and synthesized the input received during these four meetings and incorporated them into the Report.

II. RESEARCH AND ANALYSIS

Introduction

On January 16, 2018, the City Council directed the City Manager, through the Department of Development Services and the Housing Authority, to conduct research and present findings on the following items related to residential rental housing:

- Policies that support tenants
- Protections for senior renters
- Expanded rental assistance and relocation programs
- Support for renters to move into homeownership
- A seniors-first program with priority in rental assistance programs
- Policies that support tenants adopted in other cities
- Preservation of affordability covenants
- Added resources for code enforcement
- Stakeholder engagement
- Report on citywide rental rates

This report contains the results of staff's research and includes an overview of existing California laws and programs affecting renter households; existing City of Long Beach ordinances and programs, some of which exceed State law; the results of research on programs offered in other cities; information on multi-family property ownership characteristics, building permits, and market conditions; a description of the extensive outreach and stakeholder engagement process; and draft recommendations for a citywide policy relating to tenant relocation assistance.

Existing Tenant Protection Policies

California law governs tenant and landlord rights and responsibilities in the State. In addition, the City of Long Beach has implemented specific policies that provided additional requirements. The following section will provide an overview of the existing laws applicable within the city, a summary of results from Staff's survey of tenant protection policies adopted by 115 local agencies throughout California and other progressive states in the country. This section provides an overview of existing State of California tenant protection laws.¹

Relocation Assistance

California law requires that lower-income residents be provided with relocation assistance if the reason for relocation falls under the following categories.

¹ Department of Consumer Affairs. "California Tenants: A Guide to Residential Tenants' and Landlords' Rights and Responsibilities." Revised July 2012

- If they are displaced from their unit due to code enforcement action that results in a Notice to Vacate. In this case, the property owner is required to pay relocation benefits.
- If the unit they are occupying is being acquired by a public agency for a public use, the federal Uniform Act of 1970 requires that they be given 90-days written notice and are eligible for relocation payments for replacement dwellings in a comparable location at a price affordable to the household. In this case, the public agency is required to provide relocation benefits.

Rental Agreements and Leases

There are basically two types of rental agreements: a periodic rental agreement or a lease. Both establish the tenant's right to live in a rental unit.

A periodic rental agreement establishes the tenancy period or time between the rent payments, and is generally referred to as a month-to-month rental agreement. This type of agreement creates a month-to-month tenancy.

A lease creates a longer tenancy, typically for a year or more. It provides the security of longer agreement/tenancy, and usually stipulates maximum rent increases and other occupancy terms. A lease provides more security, but it binds the tenant to remain in the unit for the entire length of the lease period.

Rent Increases

If a tenant has a lease for more than 30 days, the rent cannot be increased by the landlord during the term of the lease, unless the agreement allows for rent increases. If the tenant has a periodic rental agreement, the landlord can increase the rent, but is required to give proper notice in writing notifying the tenant of how much the increased rent is and when the increase goes into effect. California law guarantees at least 30 days' advance written notice of a rent increase for a month-to-month (or shorter) periodic rental agreement.

Under the law, a landlord must give tenants at least 30 days' notice if the rent increase is 10 percent (or less) of the rent charged at any time during the 12 months before the rent increase takes effect. Landlords must give at least 60 days' notice if the rent increase is greater than 10 percent. These percentages are calculated based on the lowest rent charged during the preceding 12 months, and the total of the new increase and all other increases during the period.

According to California Civil Code 827(b) and (c), longer notice periods apply if required, for example, by statute, regulation, or contract, with 30 days' additional notice required if the rent increase is greater than 10 percent. Tenants receiving housing assistance vouchers such as the Housing Choice Voucher are typically required to be given 60 days' written notice of a rent increase. However, Civil Code 827(c) exempts the landlord from this requirement if the increase is caused by a change in the tenant's income or family composition as determined by a recertification required by statute or regulation.

Termination of Tenancy – Without Cause

California law allows a landlord to terminate a periodic rental agreement (month-to-month tenancy) by properly giving the tenant a 30-day or 60-day notice, even if the tenant has no violations of the agreement or if the tenant has not done any activities that would allow the landlord to use a three-day eviction notice. Service of a 30- or 60-day notice is considered a termination of tenancy as allowed by law. A tenant may also terminate a periodic tenancy by giving 30-day written notice to the landlord, and no reason is required.

A landlord must give the tenants a 60-day advance written notice that the tenancy will end if all tenants have lived in the rental unit for a year or more, or a 30-day notice if any tenant has lived in the rental unit less than one year. For tenants who have a lease agreement, a landlord must give the tenants a 60-day advance written notice before the date of the lease expiration that the lease will not be renewed if all tenants have lived in the rental unit for a year or more, or a 30-day notice if any tenant has lived in the unit less than one year. For renters using a Housing Choice Voucher, a 90-day notice is required for termination of tenancy without cause.

Termination of Tenancy – With Cause

If a tenant fails to abide by the terms of the rental agreement, a landlord can give a tenant a three-day notice to vacate the unit. The Code of Civil Procedure states that a landlord can use a written three-day notice to vacate if a tenant has done any of the following:

- Failed to pay the rent.
- Violated any provision of the lease or rental agreement.
- Materially damaged the rental property.
- Used the premises for an unlawful purpose.
- Substantially interfered with other tenants.
- Committed domestic violence or sexual assault against, or stalked another tenant or subtenant on the premises.
- Engaged in drug dealing, unlawfully used, cultivated, imported, or manufactured illegal drugs.
- Using the building or property to conduct dogfighting or cockfighting.
- Unlawful conduct involving weapons or ammunition.

State law requires that this notice to vacate be conditional if the tenant's violation is curable, such as repairing property damage or failing to pay rent. If the landlord gives the tenant a three-day notice because of a failure to pay the rent, the notice must accurately state the amount of rent that is due, as well as detailed instructions on how the rent due may be paid. The landlord may not require that unpaid rent be paid in cash.

Eviction (Unlawful Detainer)

An Eviction (Unlawful Detainer) refers to a civil case brought by a landlord/owner who is suing a tenant to obtain a court order giving the landlord/owner the right to regain

possession of the property from the tenant. In an eviction case, the landlord must serve a notice to vacate or a notice to pay rent or quit on the tenant before the complaint is filed. An unlawful detainer action may only be filed if the tenant refuses to comply with the notice to vacate and does not either pay the rent or quit the premises².

Coastal Zone Requirements

The Mello Act, enacted in 1982, is a state law intended to protect and increase the supply of affordable housing in California's Coastal Zone. The law imposes the following primary duties on California cities and counties:

1. Under GC Section 65590 (b) the city or county may not approve a project that removes or converts existing housing units occupied by low or moderate income households unless provision is made for their one-for-one replacement with new affordable units. The replacement units must be in the Coastal Zone, within the same jurisdiction as the proposed project. If location inside the Coastal Zone is infeasible, then the replacement units may be located within three miles of the Coastal Zone's inland boundary. Exceptions apply if the new use is coastal dependent or coastal related, or the existing use consists of ten or fewer residential units, all of which must be either single-family homes or duplex units. The exceptions may only be granted if the city or county finds that providing the replacement units is infeasible.
2. Under GC Section 65590 (c), a city or county may not approve a project that will replace existing residential units with non-residential uses unless it finds that a residential use is no longer feasible at the project site or the new use is coastal dependent. This rule applies to both market-rate and affordable units. If the city or county approves the project, then any existing affordable units must be replaced pursuant to the rules set forth in Section 65590 (b).
3. Under GC Section 65590 (d), a city or county may not approve a new housing development unless it provides the affordable units it can feasibly provide. If provision of affordable units on-site is infeasible but provision off-site is feasible, then the units must be provided either elsewhere in the Coastal Zone or within three miles of its inland boundary. If both on- and off-site provision are infeasible then no affordable units are required at all.

The Mello Act's final provision, GC Section 65590(k), provides cities and counties with the opportunity to opt out of the default standards itemized above and develop their own ordinances that address the provision of affordable housing in the Coastal Zone. Under this section, the City of Long Beach has adopted Chapter 21.61 of the Long Beach Municipal Code to address this. Staff is currently working to update the In-Lieu Fee schedule contained in LBMC 21.61 to reflect the financial gap associated with the provision of below market rate housing within the Coastal Zone in Long Beach.

² Excerpted from the California Department of Consumer Affairs, 2012. "California Tenants: A Guide to Residential Tenants and Landlords' Rights and Responsibilities"

Anti-Retaliation

Existing State statutes and case law currently provide broad legal protections for tenants from the retaliatory actions of their landlords. These laws (often referred to as “Anti-Retaliation Statutes”) make it illegal for a landlord to retaliate against a tenant for exercising the tenant’s legally protected rights with respect to their landlord/tenant relationship. Under State Civil Code Sec. 1942.5, relief for a tenant in the case of landlord retaliation can be both monetary and injunctive (e.g., a court order preventing an eviction). Penalties for a landlord engaging in retaliatory conduct can include actual damages, attorney’s fees, and punitive damages if the landlord is found to have acted with fraud, oppression or malice.³

Some of a tenant’s legally protected rights include the right to:

- Complain to a landlord about unsafe or illegal living conditions.
- Complain to a government agency, such as a City building or health inspector, about unsafe or illegal living conditions.
- Assemble and present the tenant’s views collectively—for example, by joining or organizing a tenant union.
- Withhold rent for an uninhabitable or unsafe dwelling unit.

Under the legal principle of “retaliatory eviction,” a landlord is not allowed to terminate a tenancy if the landlord’s motivation or intent for the termination stems from reprisal against the tenant for exercising his or her legal statutory rights. State law presumes that a landlord has a retaliatory motive if the landlord attempts to terminate a residential tenancy or takes other retaliatory action within six (6) months after the tenant has exercised any of the following tenant rights:

- Using the repair and deduct remedy, or telling the landlord that the tenant will use the repair and deduct remedy.
- Complaining about the condition of the rental unit to the landlord, or to an appropriate public agency after giving the landlord notice.
- Filing a lawsuit or beginning arbitration based on the condition of the rental unit.
- Causing an appropriate public agency to inspect the rental unit or to issue a citation to the landlord.

Existing Long Beach Tenant Assistance Policies

The City of Long Beach has implemented several tenant assistance programs. These programs, in some cases, exceed California state law requirements that are designed to assist and protect renter households in the city. This section provides information on these policies and programs as well as their current implementation status.

³ Cal. Civ. Code § 1942.5

Tenant Relocation Program (LBMC 21.60)

The Tenant Relocation Program (LBMC 21.60) is intended to mitigate problems caused by displacement of very low- and low-income households, and to provide relocation assistance to very low- or low-income households displaced due to demolition or condominium conversion⁴. This program supplements the requirements in California Health and Safety Code section 17975, which states that tenants displaced by order of an agency due to serious building code violations⁵, are entitled to relocation assistance from their landlord, as well as the federal Uniform Act of 1970, which requires relocation assistance payments for cases in which displacement occurs because of property acquisition or demolition by a federal agency or federally assisted program⁶.

This Tenant Relocation Program requires that very low- and low-income renter households may not be displaced from housing for these reasons unless first given prior written notice of intended displacement on a form provided or approved by the Housing and Neighborhood Services Bureau, at least eighteen (18) months prior to the intended date of displacement. Relocation benefits required by this Chapter shall be paid by the owner or designated agent directly to the tenant household after the issuance of a 180-day notice.

Notice shall include, but are not limited to, an advisement as to the availability of relocation benefits. Owners shall not evict tenant households to avoid their responsibility to pay relocation benefits. Qualified tenant households receiving thirty (30) or sixty (60) day notices to terminate or quit the premises after approval of the condominium's tentative tract map shall be presumed eligible and entitled to collect relocation assistance.

Under the Tenant Relocation Program, very-low and low-income households displaced due to demolition or condominium conversion as provided in LBMC 21.60 are entitled to \$3,941 in relocation costs, escalated by the Consumer Price Index (CPI) annually. The base amount as of January 1, 2018 is \$4,500. Additionally, very low- and low-income households with a disabled member are entitled to be reimbursed for structural modifications to their previous home, up to a value of \$2,500. Households with a qualifying senior citizen or disabled member as defined in LBMC 21.60 are entitled to an additional payment of \$2,000.

Tenant Relocation and Code Enforcement (Order to Vacate) (LBMC 18.25)

If a residential unit in the City is found to have severe code violations that threaten the life and safety of occupants, tenants may be required to vacate the structure to allow for extensive repairs or demolition. If relocation is necessary to abate a substandard building or condition, the Building Official shall issue and serve an "order to vacate" in accordance with Sections 18.20.140 through 18.20.170.

⁴ Long Beach Municipal Code Chapter 21.60

⁵ Health & Safety Code 17975

⁶ 61 USC § 4601-4655

As part of the City's code enforcement activity, the City inspector will conduct an inspection and document any violations and/or substandard conditions and advise the owner of the violation and of the action to be undertaken to remedy the violation. The City inspector will also decide whether repairs or other actions to abate substandard buildings can be reasonably accomplished without relocation of the tenant or household.

Proactive Rental Housing Inspection Program (LBMC 18.30)

Since 1966, the City's Health and Human Services Department has operated a proactive inspection program for properties consisting of four or more residential units. This program was designed to ensure that the City's rental housing complies with standards for health, safety, and welfare of the public in compliance with California Health and Safety Code Section 17920. Beginning in Fiscal Year 2013, this proactive inspection program was transferred to the Code Enforcement Bureau in the Department of Development Services as part of the City's Government Reform efforts to centralize similar services.

In June 2015, the City Council adopted an ordinance amending the Long Beach Municipal Code by adding chapter 18.30 relating to a Proactive Rental Housing Inspection Program (PRHIP). This ordinance codified the existing PRHIP program within the LBMC. In accordance with the Municipal Code, the City is authorized to conduct periodic proactive inspections of residential rental properties to assure compliance with all applicable building, housing, and sanitation codes and ordinances.

In calendar year 2017, the City's Code Enforcement Bureau conducted 12,584 proactive inspections under PRHIP, opened 1,035 new cases, and closed 1,108 cases of code violations.

With regards to the Council's request for added resources for Code Enforcement and programs addressing blight in communities, \$150,000 in funding for the City Prosecutor's office was approved by the City Council as additional resources to prosecute Code Enforcement and Proactive Rental Housing Inspection Program (PRHIP) cases. Furthermore, the City Council's adopted FY19 budget included instructions for the City Manager to work with Development Services to implement a comprehensive tracking system for code enforcement violations with special attention to Proactive Rental Housing Inspections, to better understand the effectiveness of the program.

Condominium Conversion (LBMC 20.32)

The CA Subdivision Map Act contains protections for residential tenants, including required noticing periods for intent to convert, termination of tenancy, and exclusive right to purchase the unit upon conversion.

The City's Condominium Conversion process allows a single lot (real property), whether residential, industrial, or a commercial building under single ownership with two or more units, to be divided to allow individual ownership of each unit along with common ownership of shared space such as driveways, front and side yards, and the walls of the

building. All condominium conversion projects must satisfy the requirements of the City's Housing Services Bureau before the Planning Bureau will accept an application for condo conversion. Chapter 20.32 of the LBMC requires that the current property owner is responsible for giving each current tenant and each prospective tenant all applicable notices, documents, and rights as required by the LBMC, which clarify ambiguities present in the State law as well as outline additional protections against eviction and noticing. These local requirements are as follows:

- Each tenant shall be given at least sixty (60) days written notice prior to filing a tentative condominium map for the rental property.
- Each tenant shall be given written notice of the public hearing on the tentative map at least ten (10) days prior to the public, which must contain at minimum, an estimate as to the length of time before the conversion, if approved, would result in the termination of the tenancy; an explanation of the tenant's rights and benefits if the conversion is approved; and the grounds upon which the Planning Commission can deny the request for conversion.
- Each tenant shall be given a copy of the written staff report, at least three (3) days prior to the hearing date.
- At least ten (10) days written notification of a tentative map for the proposed condominium conversion, and a statement that no evictions will occur because of conversion for at least 180 days.
- Written notification at least ten (10) days prior to final map approval of the conversion by the City Council, including any relocation benefits for low- and very-low income households in accordance with LBMC 21.60. The sub-divider shall specify when the tenants will be eligible for these benefits, and the tenants may not be evicted for at least 180 days after the date as specified.
- For projects of five units or more, tenants shall receive written notice within ten days of the final subdivision public report.
- No tenant removals shall occur because of conversion for at least 180 days from approval of a tentative map, and the end of the 90-day period of the exclusive option to purchase the unit. If a property owner does not offer the units for sale to the tenants within two (2) years of approval of the final map, the minimum 180 days' notice prior to the eviction, including a 90-day exclusive option to purchase, shall be provided to each tenant prior to eviction when the owner decides to offer the units for sale.
- Very-low or low-income households shall not be displaced from housing unless first given prior written notice of the intended conversion, on a form provided or approved by the City, at least 18 months prior to the intended date of displacement.

Additionally, each tenant shall be given the first right of refusal for the purchase of an occupied unit, or other available rental units in the building upon the same terms and

conditions that the units will be initially offered to the public, or on terms more favorable to the tenant.

An update to the Condominium Conversion ordinance was identified as part of the 2014-2021 Housing Element Work Plan and was additionally adopted as a formal policy by the Council in May 2017 (Housing Policy 2.3). Staff conducted initial investigation into condominium conversions in the city, best practices in condominium conversion policy, and outreach to stakeholder groups such as Housing Long Beach and the Apartment Association, California Southern Cities. This research revealed concerns with the potential loss of rental housing stock to condominium conversion citywide, and staff worked with a consultant to identify policy options for regulating the rate of condominium conversions. Housing staff are working with the City Attorney's Office to draft an amendment to LBMC 20.32 relating to condominium conversions.

Maintenance of Low-Income Housing in the Coastal Zone (LBMC 21.61)

The City of Long Beach enacted LBMC 21.61 in accordance with the Mello Act of 1982 to maintain the present number of very-low, low- and moderate-income housing units within the coastal zone and to require that any applicant for a coastal development permit, as a condition of permit issuance, be responsible for replacing existing very-low, low- and moderate-income housing on a one-to-one basis. In addition, no certificate of occupancy shall be issued prior to the satisfaction of this responsibility. The provision does not apply if the residential structure has been condemned and requires the expenditure of 50% or more of the improvement value, not including land value, to meet applicable building codes. It also does not apply if the removal is for the purposes of building two or fewer new residential units, or converting two or fewer rental units to condominium type units.

The noticing requirements for demolition or condominium conversion provided in LBMC 21.60 apply to instances of replacement housing for very low-, low-, and moderate-income housing in the Coastal Zone, except for when the residential structure has been condemned and requires more than 50% of the improvement value to meet code, or when the removal is for the purpose of building two or fewer residential units or converting two or fewer rental units to condominium-type units.

An update to the Coastal Zone In-Lieu Fee was included in the 2014-2021 Housing Element Work Plan and was additionally adopted as a formal policy by City Council in May 2017 (Housing Policy 2.3). A nexus study to identify the cost of replacement housing in the Coastal Zone as conducted in 2017, and outreach to stakeholder groups was conducted to identify potential additional amendments to modernize the ordinance. Staff is working with the City Attorney's Office to draft an amendment to the in-lieu fee schedule contained in LBMC 21.61, relating to maintenance of low-income housing the Coastal Zone.

LBCIC Local Housing Preference Policy

In March 2010, the Long Beach Community Investment Company (LBCIC) adopted the Local Housing Preference Policy. To the extent permissible under applicable state and federal law, people who live and/or work in the City of Long Beach are given priority over other persons to rent or purchase affordable housing units assisted or supported by the City of Long Beach or the LBCIC. This Policy applies to all developers, owners, and their agents providing affordable housing assisted or supported by the City/LBCIC in whole or part.

Priority is given to eligible households in the following order:

1. Eligible households that have been involuntarily displaced in Long Beach.
2. Eligible households that reside in Long Beach.
3. Eligible households that work or are active participants in an educational or job training program in Long Beach.

To qualify as an involuntarily displaced household, an applicant must have been involuntarily displaced at any time and not found permanent replacement housing. The applicant must demonstrate that they have been displaced by disaster or government action, or are currently experiencing homelessness.

To meet the residency qualification, an applicant's principal place of residence must be in Long Beach as of the date of application to live in a City/LBCIC-assisted project. The applicant must demonstrate evidence of residency, such as a driver's license, voter registration, utility bill, or other reasonable proof of residency.

To meet the education or employment requirement, an applicant must be employed within Long Beach, be notified that they are hired to work in Long Beach, or are actively enrolled in an educational or job training program as of the date of the application. The applicant must demonstrate evidence such as pay stubs, W-2 forms, tax returns, employer certification, job offer letter, verification from an educational or job training facility of active enrollment, or other reasonable proof of employment or educational status.

In addition to the eligibility requirements for residency, the owner/developer must also submit a marketing and selection plan that will fulfill the Local Housing Preference Policy. The marketing plan must include the initial sales price or rents as well as the preference and priority system, shall initially target advertising and marketing efforts within a 1-mile radius of the project site; and after 30 days, within the entirety of Long Beach. The selection plan must include unit descriptions, income criteria, preference and priority system, application requirements, and selection criteria.

Applicants must be maintained on a priority list, listed in order of preference; the owner/developer is required to fill any vacant units by selecting income-eligible applicants in compliance with the local preference and priority ranking system, first from the priority list, and then from a lottery of equally eligible candidates.

Finally, the owner/developer must submit a compliance report to certify that applicant selection was consistent with the local preference and priority ranking system. These records must be maintained for two years after the date of occupancy, and the LBCIC reserves the right to monitor an owner/developer's compliance status.

Fair Housing & Tenant-Landlord Counseling

The City of Long Beach contracts with the Fair Housing Foundation (FHF) to administer the City's comprehensive Fair Housing Program, including:

- Fair Housing Complaint Intake, Investigation, and Resolution
- Education and Outreach Activities and Presence
- Landlord and Tenant Counseling, Mediations, and Referrals
- Activities for Implementation of the Assessment of Fair Housing (AFH) and Consolidated Plan Goals and Objectives.

Since its inception in 1964, FHF has provided these landlord and tenant services to the City of Long Beach. Through a contract with the Department of Development Services, FHF provides a wide range of tenant and landlord services citywide, including education and outreach; workshops and seminars on tenant and landlord rights and responsibilities; and counseling and mediation. FHF also provides general landlord and tenant issues. Renters may contact FHF for issues including eviction notices, lease terms, Housing Choice Vouchers, alleged discrimination, unequal treatment, and rent increases. Landlords may also utilize FHF's services for issues including problem tenants, rules and regulations, and guidance on notice requirements such as rent increases.

Existing Rental Assistance Programs

Rental assistance programs in Long Beach are administered through the Housing Authority of the City of Long Beach (HACLB). These programs are designed to provide rental subsidies to property owners on behalf of very low-income residents. Qualified households pay 30% of their income toward rent, and the Housing Authority pays the difference. Currently, HACLB, in partnership with more than 2,500 property owners, assists approximately 6,400 households that lease units in the City of Long Beach through the following programs:

Housing Choice Voucher Program (HCV)

The HCV program, formerly known as the Section 8 voucher program, was initiated by HUD through the Housing and Community Development Act of 1974. This tenant-based rental assistance program offers very low-income tenants a housing assistance subsidy so that the household can rent a privately-owned residence. The 2019 Housing Authority Fair Market Rent payment standards are attached in Appendix B.

To be eligible for assistance, an applicant must be either a very low-income family (defined as less than 50% of area median income) or a low-income family in any of following categories:

- A low-income family that is continuously assisted under the 1937 Housing Act.
- A low-income family physically displaced by rental rehabilitation activity under 24 CFR part 511.
- A low-income non-purchasing family residing in a HOPE 1 or HOPE 2 project.
- A low-income non-purchasing family residing in a project subject to home ownership program under 24 CFR 248.17.
- A low-income family displaced as a result of the prepayment of a mortgage or voluntary termination of mortgage insurance contract under 24 CFR 248.165.
- A low-income family residing in a HUD-owned multifamily rental housing project when the project is sold, foreclosed or demolished by HUD.

In order to receive assistance, a family member must be a U.S. citizen or eligible immigrant. A family is eligible for assistance as long as one member is a citizen or eligible immigrant. Families with at least one eligible member are referred to as “mixed families” and are given notice that their assistance will be pro-rated.

Ranking preferences are used to prioritize eligible applicants on the waiting lists. The following applicant categories receive a ranking preference:

- Residency Preference – Families who live or work in Long Beach or have been hired to work in Long Beach.
- Veteran Preference – Members of the U.S. armed forces, and veterans or their surviving spouses.
- Elderly Households – A family whose head or sole member is at least 62 years old.
- Disabled Households – A family whose head or sole member is a person with a disability or handicap as defined in the Social Security Act.
- Families – Two or more persons residing together or intending to reside together whose incomes are available to meet the family's needs.
- Other singles – One-person households in which the individual member is not elderly, disabled, or displaced by government action. These households cannot be selected for assistance before any elderly family, disabled family, or displaced single.

The Housing Authority uses a point system to organize the waiting list and order ranking preferences. Categories receive preference in the following order: Residency, then Veteran, then Elderly/Disabled/Family, and finally Other singles.

The Housing Authority currently has an allocation of 6,693 Housing Choice Vouchers, and efforts to encourage owner acceptance of these vouchers is ongoing. The average utilization of a Housing Choice Voucher in 2017 was 87%.

Waiting List

Prospective residents may apply to an online waiting list to be awarded rental assistance through the Housing Authority. As of May 2018, the waiting list for housing vouchers was closed, with approximately 32,000 households on the waiting list for HCV, HOPWA, and

Project-Based Vouchers. For an eligible household, the typical wait time is between one (1) and five (5) years.

Housing Opportunities for Persons Living with AIDS (HOPWA)

Since the early 1990s, HUD has funded HOPWA to assist households where one or more members of the household are HIV positive or have AIDS. Currently, the HACL B receives funds to operate two HOPWA housing programs:

1. The HOPWA Tenant-Based Rental Assistance Program is modeled after the HCV program and follows the same rules and regulations.
2. The HOPWA Short-Term Assistance Program (STAP), provides periodic grant(s) on an “as needed” basis to help low-income residents catch up with rent and utility payments, and pay moving expenses. The STAP grants offer two types of financial assistance: Short-Term Rent, Mortgage and Utilities assistance and Permanent Housing Placement assistance.

The eligibility requirements for the STAP grants under HOPWA are as follows:

1. AIDS, Symptomatic HIV or diagnosed HIV+ with an unrelated disability.
2. Income of no more than \$3,538 per month for a single individual (Family Units amounts may vary).
3. An applicant must be living in or moving to Los Angeles County.
4. An applicant must have a source of income that does not exceed 80% of the gross median income in Los Angeles County as defined annually by HUD.
5. Households consisting of single individuals or two adults may not spend less than 40% of gross income; family households of three or more may not spend less than 30% of gross income for rent/mortgage and utilities.
6. Additional eligibility criteria may apply depending on financial assistance request.

In 2017, the Housing Authority was awarded \$1.25 million in grant funds for the HOPWA program. There are currently 114 households in Long Beach receiving rental assistance, supportive services, and case management. The Housing Authority is currently using 60% of the allocated vouchers in this program.

Veteran's Affairs Supportive Housing (HUD-VASH)

The 2008 Consolidated Appropriations Act provides \$75 million in funding for the HUD-VASH voucher program, as authorized under section 8(o)(19) of the U.S. Housing Act of 1937. The HUD-VASH program combines HCV rental assistance for homeless veterans with case management and clinical services provided by the U.S. Department of Veterans Affairs at its medical centers and in the community. Generally, the HUD-VASH program is administered in accordance with regular HCV requirements. However, the Act allows HUD to waive or specify alternative requirements to effectively deliver and administer HUD-VASH voucher assistance to veterans in need.

In 2017, the Housing Authority administered 705 VASH vouchers with an overall lease-up rate of 70%, with 537 units leased up under the program.

Shelter Plus Care (SPC) and Homeless Assistance Program

The Shelter Plus Care Program provides rental assistance for hard-to-serve people experiencing homelessness with disabilities, in connection with supportive services funded from sources outside of the program. SPC is a program designed to provide housing and supportive services on a long-term basis for homeless persons with disabilities and their families, who are living in places not intended for human habitation or in emergency shelters. The HACLB offers rental assistance payments through three components:

1. Tenant-Based Rental Assistance,
2. Sponsor-Based Rental Assistance,
3. Section 8 Moderate Rehabilitation Program for Single-Room Occupancy Dwellings.

Challenges

In recent years, the Housing Authority has encountered challenges in maintaining high lease-up rates for rental assistance programs. This is largely due to market conditions including low vacancy rates, high rents, and an overall lack of rental housing supply.

On April 4, 2017, the City Council requested the City Manager, Health and Human Services Department, and Development Services Department to develop an incentive package to encourage landlord acceptance of subsidized tenants through the HCV program. The Health and Human Services Department and Development Services Department reviewed the available options for the requested incentive program and provided the following information and opportunities for an incentive program in a memorandum to City Council dated June 30, 2017. The identified opportunities address the following requests:

- **Align and streamline the current City-mandated inspections with the HUD-mandated HCV inspections.**

Development Services will provide a list of all buildings scheduled for PRHIP inspections in the upcoming 30 days to the Housing Authority. When the Housing Authority is scheduled to conduct an inspection in one of the PRHIP scheduled buildings, the departments will coordinate inspections to reduce burden on the landlord and the tenant.

- **Waive various permits and inspection costs for apartment owners who accept HCVs.**

Staff analyzed the potential impacts of waiving PRHIP fees for apartment owners who accept HCVs. Given the relatively small benefit to the property owner when compared to the overall negative impact on the efficacy of the PRHIP program due to revenue losses, staff did not recommend adoption of a fee waiver.

- **Create a damage mitigation fund that provides financial assistance to landlords to mitigate damage caused by tenants during their occupancy under the HCV program; and provide landlords vacancy permits to hold units while the landlord is going through the HCV program approval process.**

The HACLB will utilize County of Los Angeles Measure H funds for holding fees, a damage mitigation fund of up to \$2,000 over the security deposit for damages caused by tenants in the first year of occupancy; and move-in assistance for security and utility deposits; and appliances for tenants to expedite a tenant taking possession of the unit. The Housing Authority has requested Measure H funding for 275 homeless families.

Additionally, the Housing Authority will provide a program matching the incentives outlined above for the first 75 new rental units provided to existing voucher holders who are not considered homeless by federal definition, but are unattached to a unit and have exceeded 150 days of seeking housing with their voucher.

The full report and recommendations are included in Appendix B.

Senior Renter Household Issues and Assistance Programs

This section outlines existing issues facing senior households in Long Beach as well as programs and policies intended to assist this segment of the population. Senior assistance programs are generally administered by the Department of Health and Human Services, while development of deed-restricted senior affordable housing is administered by the Department of Development Services, Housing and Neighborhood Services Bureau.

Among these programs, age eligibility can vary for seniors depending on the regulatory agency. For example, people age 62 and over qualify as “elderly” for the Housing Choice Voucher and Low-Income Housing Tax Credit Programs. However, under the HUD Housing for Older Persons Act, senior housing facilities or communities intended and operated for occupancy by persons 55 and over may qualify as “senior housing” and are exempt from age discrimination laws.

Existing Senior Housing Stock

There is a total of 3,155 rental housing units restricted specifically for senior citizens in Long Beach. Of these units, 2,917 are deed-restricted for lower-income seniors, with the

rest being rented at market rate. These 2,917 deed-restricted units make up 45% of the 6,477 income-restricted affordable housing units citywide.

Senior Housing Production

Since 2013, a total of 453 housing units restricted to senior residents have either been completed or are under construction in the city. This represents 52% of the total of 868 total deed-restricted affordable units that have been completed or are under construction in the same time frame. These projects are shown in the following table.

It is important to note that lower-income senior residents are also eligible to apply for deed-restricted affordable housing that is not specifically restricted to senior populations.

Project	Year Completed	Senior Units
Senior Arts Colony	2013	120
Ramona Park Apartments	2014	60
1044 Maine Ave. Apartments	2014	11
21st and Long Beach Apartments	2015	40
Immanuel Place Apartments	2016	24
Beacon Pointe Apartments	Under Construction	120
	TOTAL	453

Senior Demographics

Over 62,000 people over the age of 62 live in the City of Long Beach, comprising about 13% of the citywide population⁷. The population of senior citizens varies across the city, with the largest concentration living in ZIP Code 90805, followed by 90808, 90803, and 90815. Of people in Long Beach 65 and older, 14.0% live below the poverty level. This number is higher than the California average of 10.3% and slightly higher than the Los Angeles County rate of 13.4% of seniors living in poverty. Additionally, the number of seniors living alone in Long Beach presents another challenge for healthy aging. In Long Beach, 28.7% of people 65 and older live alone, which is higher than both the California rate of 23.3% and the Los Angeles County rate of 22.5%⁸.

Rental Assistance and Security Deposit Assistance

The Housing Authority of the City of Long Beach administers several tenant-based rental assistance programs that assist senior renters. The Section 8 Housing Choice Voucher program currently has an Elderly preference for applicants over 62, who receive

⁷ U.S. Census Bureau. 2016 American Community Survey 5-year Estimates

⁸ www.livewelllongbeach.org

additional eligibility points and are prioritized on the waiting list. Additionally, seniors are eligible for project-based vouchers at many existing senior communities, including CityView, American Gold Star Manor, and 21st and Long Beach, which contain over 600 housing units for low-income older adults. Additionally, Beacon Pointe, currently under construction, will contain 120 units assisted with project-based vouchers for low-income older adults.

Tax Credit Financing Limitations

Tax Credits are a major funding source for affordable housing projects in California, and the allocation of these Tax Credits (both competitive 9% credits and 4% tax credits) is governed by the California State Treasurer's Tax Credit Allocation Committee (TCAC). For competitive 9% Tax Credit projects, the TCAC regulations favor large family and special needs projects (projects for disabled residents and/or those experiencing homelessness), which are allocated the most Tax Credits each year. In contrast, senior projects are allocated the fewest Tax Credits per year. Given this allocation methodology imposed by TCAC, it is typically more difficult for senior projects to be awarded 9% Tax Credits than large family or special needs projects.

Long Beach Healthy Aging Center Analysis

In 2017, the City of Long Beach partnered with FUSE Corps to host an executive-level fellow to design a coordinated and data-driven system for delivering and financing services to seniors. The FUSE fellow also aimed to develop a system for measuring and communicating the economic and social value of services provided to seniors to help the city leverage potential public funding and private-sector partnerships, with the overarching goal of improving the quality of life for the city's older adult residents by linking them to a coordinated health and social service continuum of care.

During the Aging Reimagined 2.0 Conference on May 1, 2018, the Department of Health and Human Services presented an analysis conducted by the FUSE Fellow entitled "Establishing Care Systems for an Age-Friendly Community." This study identified major gaps in the services that the City of Long Beach currently offers its older adult residents, and identified opportunities for improving citywide livability for older adults.

The study found that 25% of Long Beach residents are 50 years of age or older and are at risk of being displaced by high rents. These residents are at risk of homelessness or are forced leave the city. Furthermore, despite efforts by the Housing Authority to encourage private rental owners to accept acceptance of Housing Choice Vouchers for seniors, a December 2016 study by the Department of Health and Human Services found that of thirty-one (31) buildings listed as accepting HCVs, four (4) no longer were accepting the vouchers; and of the remaining twenty-seven (27), only three (3) vacant apartments were available. The full report and findings can be found in Appendix C.

The Department of Health and Human Services recently established a new office on aging, the Long Beach Healthy Aging Center, which will oversee the numerous senior assistance programs citywide.

Housing Preservation Programs

California Housing Element law requires cities to identify, analyze, and propose programs to preserve existing multi-family rental units that are currently restricted to low-income housing use. The following data must be included for the Housing Element of a city's General Plan to be certified by the California Department of Housing and Community Development (HCD):

- An inventory of rent-restricted low-income housing projects in the City and their potential for conversion;
- An analysis of the costs of preserving and/or replacing the units at-risk and a comparison of these costs;
- An analysis of the organizational and financial resources available for preserving and/or replacing the at-risk units; and
- Programs for preserving the at-risk units.

These items can be found in the City's adopted 2013 to 2021 Housing Element (Housing Element).

Long Beach has a total of 6,477 restricted housing units in properties throughout the city. This housing stock includes all multi-family rental units assisted under federal, state, and local programs, including the Federal Department of Housing and Urban Development (HUD), state and local bond programs, projects funded with local Redevelopment and Home Investments Partnerships Program (HOME) funds, and density bonus housing units. Typically, these projects are rent and income-restricted through long-term affordability covenants lasting 30 to 55 years. Also, many of the projects have HUD Section project-based 8 contracts.

From time to time, income-restricted properties are at-risk of conversion to non-income-restricted market-rate housing due to expiring affordability controls or expiring Project-Based Section 8 rental assistance contracts. The Housing Element lists 21 projects totaling 1,600 units that may be considered at-risk. These projects are primarily at risk of becoming market-rate due to the potential expiration of existing covenants or Project-Based rental assistance contracts. Project-Based Section 8 contracts started to expire in 1997, and are typically renewed for a five-, ten-, or twenty-year term.

Housing staff regularly monitors these at-risk projects, and are kept informed of expiring affordability through State-mandated noticing requirements. In the last ten years, the City has assisted with the preservation of 2,008 at-risk units in eleven projects (Table 1.) The projects were preserved through refinance or extension of Project-Based HCV contracts. The City provided technical assistance and assisted during project refinancing. Funding was provided for the acquisition and rehabilitation of Beachwood Apartments, which is the only project which required City funding. Staff will continue to implement its housing preservation strategies, which have been successful in recent years in preserving the stock of affordable housing in the City.

TABLE 1. AT-RISK HOUSING PRESERVATION

AT-RISK HOUSING PRESERVATION 2007-2018			
PROJECT	HOUSING TYPE	YEAR	UNITS
Plymouth West	Senior	2007	195
New Hope Home	Senior	2010	140
Baptist Gardens/ Providence Gardens	Senior	2011	200
Covenant Manor	Senior	2013	100
Seamist Tower	Senior	2015	75
American Gold Star Manor	Senior	2015	348
Brethren Manor/ City View	Senior	2015	296
Springdale West	Senior	2015	410
St. Mary Tower	Senior	2015	148
Beachwood Apartments	Senior	2017	46
Federation Tower	Senior	2018	50
TOTAL UNITS			2,008

Homeownership Programs

The City does not currently offer any homebuyer assistance programs due to a lack of affordable housing funding. However, the Department of Development Services (DS) has a long and successful history of providing a variety of first-time homebuyer programs. The City and The Long Beach Community Investment Company (LBCIC) also have a nearly 20-year relationship with Neighborhood Housing Services of Los Angeles County (NHS), and other similar agencies that provide a variety of services, training, and programs to first-time homebuyers. Since the early 2000s, the City and LBCIC have loaned nearly \$50 million to over 1,200 first-time homebuyers.

Although there are no currently available City-funded first-time homebuyer programs, the department provides information about other available programs on the DS website, including a new \$25,000 grant program offered by Wells Fargo through NHS.

Staff is encouraged by the City Council's interest in homebuyer programs, and hopeful for future opportunities to fund such programs. With respect to the Council's requests of January 16, and February 6, 2018, both relating to homebuyer assistance programs, staff has accomplished the following:

- Met with representatives from NHS three times, including two tours of their Center for Sustainable Communities in Compton;
- Met with representatives from Affordable Housing Clearinghouse;
- Met with representatives from Home Preservation & Prevention, Inc. (HPP Cares);
- Met with representatives from Hong Kong and Shanghai Banking Corporation (HSBC);
- Met with representatives from Home Point Financial Corporation;
- Met with Economic Development (ED) Department staff;
- Scheduled additional meetings with ED staff to discuss their efforts to advance economic inclusion, and how we can include future homebuyer programs as part of this important initiative;
- Obtained an extensive analysis on the cost to provide homebuyer assistance in the current market (prepared by Keyser Marston Associates);
- Summarized the City's History of providing homebuyer programs;
- Began research on the rise of non-bank lenders; and
- Began research on community land trusts.

A more detailed summary of the findings of this research will be provided to the City Council upon its completion.

Survey of Existing Tenant and Senior Protection Policies

To gather information on the statewide policy landscape as well as identify best practices in tenant and senior protection policies, Development Services staff conducted a survey of the 100 most-populous California cities, investigated tenant protection policies adopted by select smaller, progressive California cities (many of which are in Northern California), and conducted research on cities across the United States to identify any additional unique or innovative policy approaches adopted or being explored.

Staff first identified the following commonly-adopted policy approaches through an initial background review of relevant literature and added policy approaches specifically requested for research by the Council:

- **Proactive Unit Inspection:** A local code enforcement program that requires proactive inspections of rental units, or that implements another strategy for identifying and addressing neighborhood blight and landlord negligence.
- **Tenant Relocation Assistance:** Ordinances that require landlords to pay relocation assistance payments to tenants who are displaced from their units.
- **Just Cause for Termination:** A policy that protects tenants from being removed from a unit through no fault of their own. Typically, cities with just-cause policies allow landlords or owners to remove a tenant only for a specific set of reasons, often including failing to pay rent, breaking a term of rental agreement, and doing substantial damage to the unit, etc.
- **Anti-Retaliation:** A policy making it illegal for a landlord to seek to evict a tenant or terminate their tenancy because that tenant has exercised certain legal rights protected under the law.
- **Senior-Only Rental Assistance:** Policies or programs that provide a supplemental rental subsidy to senior residents. This study did not include the Housing Choice Voucher program in this category.
- **Senior-only Relocation Benefits:** Any local statute that requires additional relocation assistance to be paid by a landlord upon the termination of a senior resident's tenancy.

Selected California and National Cities' Tenant Protection Policies

From February through June 2018, staff developed and administered a survey via phone and e-mail to housing and/or planning agencies in the 100 most-populous cities in California. The survey asked whether the agency in question had adopted policies for tenant protections or assistance that exceeded requirements of State law. Staff received responses from 97 out of these 100 cities.

To gather further information on other unique or innovative tenant protection policies not adopted by any of the 100 most-populous cities in California, staff later expanded the study population to include six (6) smaller California cities with enhanced tenant protections and one (1) California county, as well as (9) selected U.S. agencies outside of California (8 cities and one State), for a total of 115 agencies surveyed and/or studied. A

summary of the policies adopted by these agencies is shown in Figure 1. A full text of the survey, as well as full results of the cities surveyed, can be found in APPENDIX A – SURVEY & RESULTS.

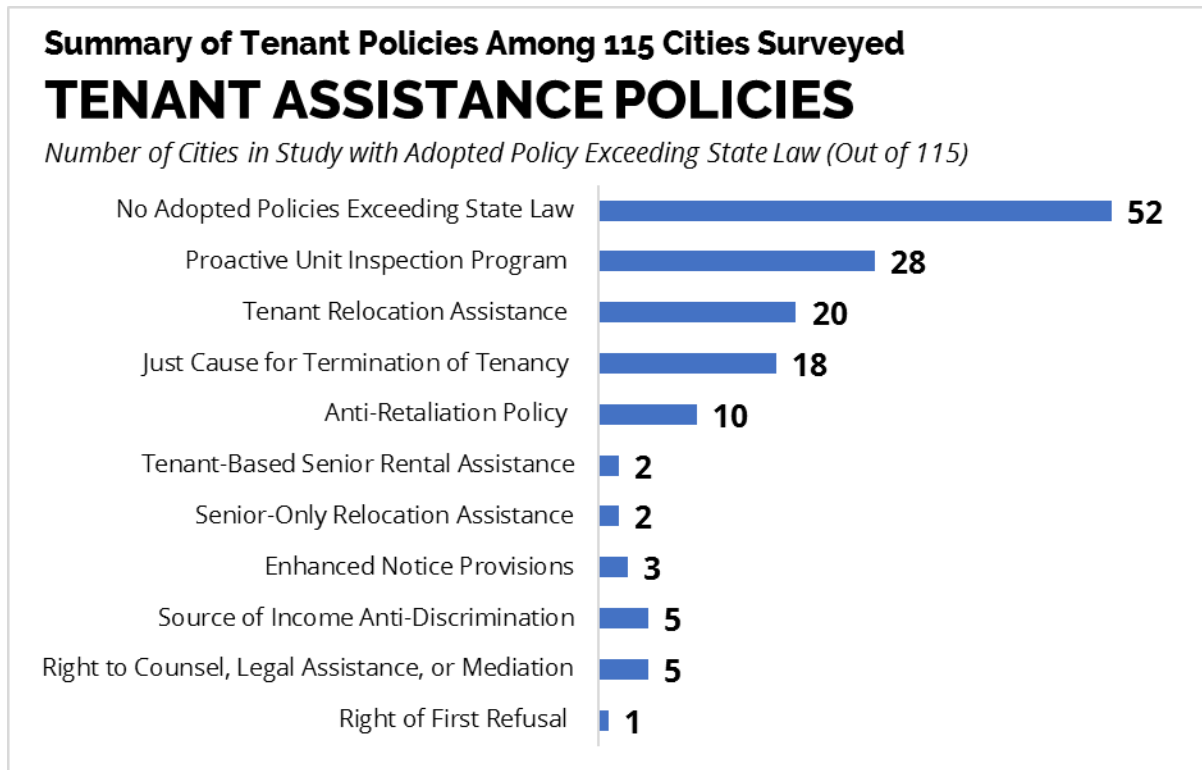


FIGURE 1. TENANT PROTECTION POLICIES IN STUDY

Summary of Results

Of the 115 agencies surveyed or studied, sixty-three (63) reported that they have adopted tenant protection policies exceeding state regulations, while fifty-two (52) reported that they had not adopted local tenant protection policies that exceed state requirements.

Many of the cities with policies exceeding State law have concurrently adopted several of the separate policies asked about by the survey. For example, San Jose’s Tenant Protection Ordinance includes provisions for tenant relocation assistance, just-cause for eviction, and anti-retaliation. Staff found that more than half of the medium- to large-sized California cities surveyed do not have locally adopted policies that exceed state tenant protections. However, tenant protection policies have been adopted in several major cities, such as Los Angeles, San Francisco, Oakland, and San Jose; perhaps owing to the high proportion of renters and chronic housing challenges renters face in these markets.

Relocation Assistance Policies

California state law requires that landlords to provide lower-income residents with relocation assistance if they are displaced due to a code enforcement Notice to Vacate. If lower-income residents are displaced because their unit is acquired by a public agency for a public use, the agency must pay relocation benefits according to the Uniform Act of 1970⁹.

Twenty (20) of the cities surveyed have adopted policies that require an enhancement to these state-mandated relocation benefits to mitigate the costs of displacement due to a no-fault termination of tenancy. Approaches to requiring relocation benefits vary between cities, though most are tailored to require assistance for low- and very-low income residents. An exception is the city of Pasadena, which requires relocation assistance to be provided to households up to 140% of AMI who are displaced by a no-fault termination of tenancy. Other cities limit the number of households eligible to receive relocation assistance. For example, the City of Richmond only requires relocation assistance for households who live in multi-family units built before 1995, and the City of Newport Beach requires relocation assistance only for households who are displaced from a mobile home park. In Long Beach, relocation benefits are required for low-income households displaced due to demolition or condominium conversion.

- Berkeley
- El Monte
- Fresno
- Glendale
- Hawthorne
- Long Beach
- Los Angeles
- Newport Beach
- Oakland
- Pasadena
- Redding
- Richmond
- Riverside
- San Francisco
- San Jose
- San Leandro
- San Marcos
- Santa Monica
- Ventura
- West Hollywood

Furthermore, the 10 most populous cities in California were analyzed as a subset to see which cities offered relocation assistance programs. Four of the 10 largest cities, including San Diego, did not have an adopted tenant relocation assistance policy. Two cities, including Long Beach, have a limited tenant relocation assistance policy, primarily to address displacement due to code enforcement or demolition. The remaining four cities (Los Angeles, San Francisco, San Jose, and Oakland) have expanded tenant protection policies coupled with rent stabilization ordinances.

Based on the results of this survey and investigation into these policies, an enhanced relocation assistance policy can mitigate the negative impacts of no-cause terminations of tenancy on both low- and moderate-income renter households. While both the federal Uniform Act and the LBMC require relocation payments to be provided by landlords in specific cases, a citywide relocation assistance policy may be beneficial to many low- and

⁹ 49 CFR Part 24.

moderate-income tenants displaced from their homes for no fault of their own. Further detail on all the Cities' relocation assistance policies, as well as a table with details regarding the policies of the 10 largest California Cities can be found in APPENDIX E – RELOCATION ASSISTANCE POLICIES.

Just Cause Termination of Tenancy

Eighteen (18) of the cities surveyed have adopted local ordinances requiring landlords to provide a “just cause” reason to terminate a tenancy. These ordinances commonly provide a list “just causes” for a landlord to terminate a tenancy. These include both tenant and landlord actions, such as the following:

- Nonpayment of rent
- Material or habitual violation of the lease
- Damage to the apartment
- Refusal to agree to a similar or new rental agreement
- Disorderly behavior/disturbing the peace
- Refusing access to the apartment when requested in accordance with law
- Unapproved subtenants
- Criminal activity
- Substantial rehabilitation of the apartment
- Removal of apartments from the rental market under the Ellis Act
- Owner or owner relative move-in
- City code enforcement actions requiring a notice to vacate
- Converting an unpermitted unit for a permitted use

Of the surveyed cities, the following have a policy that requires evidence of a just cause for the termination of a tenancy. These policies are frequently found alongside rent stabilization ordinances.

- Alhambra
- Berkeley
- Carson
- Fremont
- Glendale
- Hayward
- Los Angeles
- Oakland
- Rialto
- Richmond
- San Diego
- San Francisco
- San Jose
- San Leandro
- Santa Monica
- Thousand Oaks
- Ventura
- West Hollywood

The results of this survey and further research by City staff show local just-cause ordinances to be an infrequently-adopted policy approach to enhance housing stability by eliminating the lawful use of no-cause notices to vacate. Just-causes for termination of tenancy varied slightly between cities and were most commonly included in rent control ordinances.

Anti-Retaliation Policies

As previously mentioned, the term “retaliatory eviction” as used under California law refers to a legal prohibition against a landlord who seeks to retaliate against a tenant

because the tenant has exercised certain legal rights protected under the law. Such evictions are barred if the landlord is seeking to end the tenancy based on the tenant's exercise of certain specified rights, such as the right to complain to a governmental agency regarding the habitability of the tenant's residential dwelling unit.

Ten (10) cities surveyed have enacted local anti-retaliation policies. A full list is provided below.

- Beverly Hills
- Carson
- Concord
- Glendale
- Moreno Valley
- Oakland
- Pasadena
- Santa Monica
- Ventura
- West Hollywood

Proactive Unit Inspection Program

This survey aimed to identify local proactive unit inspection programs intended to combat landlord negligence and cases of substandard housing.

Of the cities surveyed, the twenty-five (25) listed below reported having a proactive unit inspection program in place. Program implementation varied among cities, particularly regarding the frequency of proactive inspections. Buena Park administers proactive inspections on a rotating basis; Hayward and Lancaster inspect on annual basis; Palmdale has 1, 3, & 5 year inspections; and San Mateo's Multi Residential Inspection Program is administered by the Fire Department and conducts annual exterior inspections and biannual interior inspections.

- Anaheim
- Buena Park
- Chula Vista
- Concord
- El Cajon
- Fresno
- Glendale
- Hayward
- Lancaster
- Los Angeles
- Long Beach
- Oakland
- Palmdale
- Rialto
- Richmond
- Roseville
- Sacramento
- San Bernardino
- San Diego
- San Francisco
- San Marcos
- San Mateo
- Santa Ana
- Stockton
- Ventura

Compared to these cities, Long Beach's Proactive Rental Housing Inspection Program (PRHIP) provides for similar frequency of inspections and is paired with a robust community outreach program to both landlords and tenants to provide information about rights and responsibilities.

Senior Rental Assistance Policies

Very few cities surveyed have senior rental assistance policies that exceed assistance offered through state and federal programs. Nearly all cities responded that seniors were assisted through deed-restricted affordable senior housing as well as through the

Housing Choice Voucher program. Similarly, nearly all cities reported that they had assisted in the financing of income-restricted senior housing developments. Only two cities (Escondido and Santa Monica) reported providing a direct rental subsidy to senior residents. Both projects were pilot projects with limited funding. A summary of these two programs is provided below.

TABLE 2. SENIOR RENTAL ASSISTANCE POLICIES

Escondido	The City of Escondido provides a rental subsidy for Very Low-Income seniors who are already on the waiting list for Housing Choice Vouchers. This program is funded on a limited basis.
Santa Monica¹⁰	Preserving Our Diversity (POD) Pilot Program: In July 2017, the City of Santa Monica approved the POD Pilot Program to maintain economic diversity and quality of life by providing financial assistance to senior low-income long-term renters. The pilot was initially funded with \$200,000 in General Fund monies, and in its first year assisted 22 qualified households with an average subsidy of \$482 per month.

Senior Relocation Assistance

Of the surveyed cities, only two cities, Santa Monica and Ventura, reported requiring relocation benefits for senior renters as a specific designated class. In Santa Monica, households that include a senior (age 62 and over), disabled, or minor are eligible for between \$1,400 and \$3,950 in additional relocation assistance. In Ventura, relocation benefits are required as part of a plan for mobile home park closures and are determined on a case-by-case basis.

Other California Policies and Initiatives

In addition to the tenant protections adopted by the 100 most populous cities in California, several smaller cities, as well as counties, have adopted or are currently considering expanded tenant protection policies beyond those included in staff’s initial survey. These policies are outlined below.

Los Angeles County – Tenant Protections Working Group

In September, 2017, the LA County Chief Executive Office released a Tenant Protections Policy Development Framework that includes 1) a review of existing sources of information and an analysis of private rental housing stock and commercial properties for lease; 2) an inventory of stakeholders with involvement in the rental property market; 3) State and federal laws and regulations that pertain to the County’s ability to regulate

¹⁰ Information provided by Human Services of the Community Development Department of Santa Monica

the private rental market; and 4) a review of best practices implemented by other jurisdictions designed to protect tenants.

The Framework provided an overview and information on the following common practices and elements across jurisdictions with renter-level programs, and noted that:

- Rent level protections have been put in place to ensure that proper maintenance of units is performed, that amenities are maintained, and that there is a rent decrease process if amenities are taken away, and that there is a rent increase process if a landlord performed rehabilitation or upgrades to a unit, such that a landlord can show there is no longer a fair return on their investment. These practices are maintained in cities with rent control including Santa Monica, West Hollywood, and the City and County of San Francisco.
- Jurisdictions couple rent level protections with eviction protections such as just cause ordinances. Eviction protections without rent level protections still allow landlords to simply increase the rent to a level that is unaffordable to the tenant, thereby circumventing the eviction process. Every jurisdiction in the State with rent level protections also has eviction protections.
- Many jurisdictions have supplemented their rent level protection programs with harassment protections.

Since January 2018, the County Tenant Protections Working Group was formed to make recommendations for tenant protections in unincorporated LA County. On July 25, 2018, the Draft Report to the Board containing recommendations for Tenant Protections was discussed by the Working Group. The recommendations include:

- Adopting rent stabilization for applicable rental units in unincorporated Los Angeles County, excepting owner-occupied units that share kitchen or bathroom facilities with the tenants. This recommended policy includes:
 - A limit of one rent increase for covered rental units per 12-month period, with a maximum of the CPI or 8% and minimum of 3% or CPI plus 2%, whichever is lower;
 - Rent-banking, meaning that a landlord can “bank” any amount not increased up to the maximum allowable rent for future year rent increases. These would expire upon termination of the tenancy;
 - A process for landlord petitions for rent increase above maximum rent and pass-through of capital improvement costs not to exceed 10% in a year;
 - A process for tenant petitions for a rent decrease in the event of a reduction of housing services;
 - Mediation;
 - 30-day notice of effective date of rent increases;
 - Rent Registration—all covered rental units be registered with a County oversight body;

- Reconvene Working Group for further discussion should Costa-Hawkins be repealed.
- Regulating evictions—adopting Just Cause eviction requirements regardless of the adoption of a rent stabilization policy, including expanded “no fault” reasons for terminating a tenancy, additional eviction limitations for families with school-aged children, enhanced noticing requirements; required relocation assistance payments for no-fault evictions; and first right of return.
- Other policies include implementing a complaint-based inspection program, and an anti-harassment and anti-discrimination ordinance.

On September 11, 2018, the Los Angeles County Board of Supervisors approved a temporary ordinance that limits rent increases in unincorporated areas to 3% annually and limits evictions without just cause. The interim rent stabilization ordinance will last for six months while the County considers a permanent alternative. At minimum, the ordinance requested by the County should include the following:

- A maximum rent increase amount of 3% annually for rental properties in the unincorporated areas of the County, except for those properties that are statutorily exempt from rent control;
- Have a term of six months from the date of adoption with options to extend the interim ordinance as necessary;
- Provide due process to ensure that property owners are entitled to a fair and reasonable return on their property;
- Establish as base rent, rent levels as they exist on September 11, 2018, for purposes of determining a fair and reasonable return;
- Include a provision requiring just cause for tenant evictions;
- Define “small property owner” to mean a person or entity with common ownership of 50 rental units or fewer within the County; and
- Permit small property owners to pass through to their tenants the direct cost of the Measure W parcel tax, as applicable, should such parcel tax be approved by the voters, which means the cost of the parcel tax would not be counted as part of rent for purposes of determining a small property owner’s compliance with the interim rent increase limitation ordinance.

Smaller California Cities with ADDITIONAL Tenant Protections

Several cities in California have also adopted renter protection policies that were not included in staff’s initial survey and which exceed state and federal renter protection requirements. An overview can be found in Table 3. Additional California Tenant Protection Policies (on following page).

TABLE 3. ADDITIONAL CALIFORNIA TENANT PROTECTION POLICIES

City	Policy Overview
Berkeley	In addition to their rent stabilization ordinance, the City of Berkeley adopted a tenant protection and harassment ordinance in 2017, which prohibits illegal evictions using fraudulent or misleading representations, intimidating conduct, and coercive conduct. The ordinance requires landlords to provide notice to tenants disclosing the existence of the ordinance’s protections on a form prepared by the City, and failure to include this notice is a defense to an unlawful detainer (eviction) suit. ¹¹
Beverly Hills	The City of Beverly Hills has adopted two rent stabilization ordinances, under which fall all tenants of apartment and duplex units in the City of Beverly Hills. Chapter 5 rent stabilization applies only to dwelling units for which the base amount of agreed-upon rent is less than \$600 per month, while Chapter 6 rent stabilization applies to the remainder of multi-family and duplex rental housing units built after 1978 in Beverly Hills. Included in these ordinances are policies requiring just causes for termination of tenancy; mandatory relocation fees for all tenants, regardless of income; as well as outlawing retaliation for the exercise of rights conferred to tenants by the ordinance. ¹²
West Hollywood	The City of West Hollywood’s Rent Stabilization ordinance was adopted shortly after the city’s incorporation in 1984. Since then, the Rent Stabilization and Housing Division has administered West Hollywood’s housing programs, including the rent stabilization ordinance, the inclusionary housing program, and the affordable housing trust fund. West Hollywood has also adopted ordinances prohibiting tenant harassment as well as requiring landlords to pay relocation fees to tenants displaced through a no-fault termination of tenancy.
Los Gatos	The Town of Los Gatos contracts with Project Sentinel, a HUD-Approved Housing Counseling Agency, to provide rental dispute resolution services as required by the Town’s Rental Dispute Mediation and Arbitration Ordinance . These services include conciliation, mediation, and arbitration services for tenants and

¹¹[https://www.cityofberkeley.info/Rent Stabilization Board/Home/Tenant Protection Ordinance.aspx](https://www.cityofberkeley.info/Rent%20Stabilization%20Board/Home/Tenant%20Protection%20Ordinance.aspx)

¹² Beverly Hills, California, Municipal Code Title 4, Chapters 5 & 6

	landlords when conflicts arise regarding rent, housing services, or proposed evictions. ¹³
Gardena	<p>In 1987, the City of Gardena passed an ordinance that requires the owner of residential rental units to provide information on rent mediation and hearing procedures for each residential unit and to all new tenants thereafter. The ordinance was designed to shield tenants from unreasonable rent increases while permitting property owners to receive sufficient rent to maintain rental units, as well as receive a reasonable return on their investment.</p> <p>The ordinance also requires that a tenant receive a notice of a rent increase at least 30 days prior to the effective date if the increase is less than 10%, and 60 days if it is more than 10%. Mobile home park tenants must be given 90 days' notice. All rent increases must include notices to the tenant of their right to mediation/hearing.¹⁴</p>
Redwood City	<p>Redwood City adopted two ordinances in March 2018 requiring landlords to offer minimum lease terms and in certain circumstances, help pay for the relocation of displaced low-income tenants. Landlords are required to offer a minimum one-year lease, though tenants can negotiate shorter terms; if the landlord and tenant agree to continue their relationship, the landlord must offer another one-year lease.¹⁵</p> <p>Additionally, Redwood City adopted a Relocation Assistance Ordinance that would require landlords to pay tenants being vacated from properties of 5 or more units and earning less than 80% of AMI to be paid 3 to 4 months' worth of rent, a security deposit refund, administrative fee, and a six-month subscription to a rental agency service.</p>

Other Policy Approaches to Renter Protections

The research conducted by staff focused on the renter protection policies specifically requested by the City Council on January 16, 2018. Staff initially focused on California cities to identify practices with a common legal basis. However, further research revealed additional policy strategies that have been adopted by jurisdictions outside of California. These strategies fall into a few major categories and brief descriptions of these policies are shown in Table 4. Tenant Protection Policies Outside of California.

¹³ <http://www.losgatosca.gov/347/Rental-Dispute-Resolution-Program>

¹⁴ <http://www.cityofgardena.org/rent-mediation/>

¹⁵ https://www.smdailyjournal.com/news/local/city-oks-renter-protections/article_74c6df5e-3242-11e8-85a7-efd8892f83e3.html

TABLE 4. TENANT PROTECTION POLICIES OUTSIDE OF CALIFORNIA

Jurisdiction	Policy
Portland, OR	<p>Portland requires that renters who are served a no-cause eviction or a rent increase of 10% or higher over a 12-month period, or receive a substantial change in their lease terms, or who do not receive the option to renew their lease, be paid relocation assistance by their landlord.</p> <p>Tenants must receive written notice for any of these events at least 90 days prior to the effective date, except for units being sold with conditions upon federal mortgage financing, wherever a 60-day notice is required.^{16 17}</p>
Seattle, WA	<p>Seattle’s Just Cause Eviction ordinance requires landlords to have good cause to terminate a month-to-month tenancy. It specifies the only reasons for which a tenant in Seattle may be required to move, and requires owners to state the reason, in writing, for ending a tenancy when giving a termination notice.¹⁸</p> <p>Additionally, the City of Seattle prevents landlords from raising rents on units which have severe code violations. This law requires tenants to take several steps to delay the rent increase and all the steps must be completed before the rent increase would come into effect.¹⁹</p>
Tacoma, WA	<p>In April 2018, the City of Tacoma adopted an ordinance that extends the notification requirement from 20 to 90 days in the City of Tacoma when tenancy is being terminated due to demolition, substantial rehabilitation, or change of use of a residential dwelling.</p> <p>This temporary ordinance is intended to provide interim protections as the City of Tacoma develops further recommendations to address housing and tenant protections. The ordinance will sunset on September 30, 2018.²⁰</p>
New York City, NY	<p>New York City adopted an ordinance in 2017 that made it the first U.S. city with a right to counsel for tenants facing eviction. The</p>

¹⁶ <https://www.portlandoregon.gov/phb/74544>

¹⁷ <https://www.portlandoregon.gov/citycode/article/679132>

¹⁸ http://www.seattle.gov/dpd/cs/groups/pan/@pan/documents/web_informational/dpdd016420.pdf

¹⁹ <http://www.seattle.gov/dpd/codesrules/codes/prohibitedacts/default.htm>

²⁰ <http://www.cityoftacoma.org/cms/One.aspx?portalId=169&pageId=149201>

	<p>legislation establishes a program within the city's Office of Civil Justice to provide free legal assistance for all tenants who earn up to 200 percent of the federal poverty line. Tenants earning more than that would also be eligible for "brief legal assistance" under the terms of the bill.²¹</p> <p>New York City also adopted an ordinance in 2017 preventing landlords from carrying out repairs and renovations without first obtaining a certification of no harassment. The program established by the ordinance focuses on recently-rezoned or soon-to-be-rezoned neighborhoods. Under the law, building owners seeking to demolish or make alterations to their buildings within the identified areas must prove that they have not harassed tenants in the last five years before they can get permits from the City.²²</p>
Boston, MA	<p>In 2016, the City of Boston created the Office of Housing Stability to help prevent displacement and promote housing preservation and stabilization. This office provides information on available affordable housing, operates tenant rights and responsibilities programs, provides dispute resolution, landlord counseling, landlord guarantee pilot program, and conducts research on housing instability and its impacts.²³</p>
Pittsburgh, PA	<p>In 2015, the City of Pittsburgh enacted an ordinance that prevents landlords from discriminating based on a renter's source of income. This ordinance is intended to protect households who are seeking rental housing with a Housing Choice Voucher or other tenant-based subsidy, and acknowledges that source-of-income discrimination can often be a smokescreen for illegal discrimination based on race, disability, or family status.</p> <p>Additionally, Pittsburgh adopted a Rental Registration program with mandatory inspections and registration fees.²⁴</p>
Minneapolis, MN	<p>In March 2017, the City of Minneapolis approved an amendment to the city's civil rights ordinance to include protections for renters who participate in the Housing Choice Voucher</p>

²¹ <http://legistar.council.nyc.gov/LegislationDetail.aspx?ID=1687978&GUID=29A4594B-9E8A-4C5E-A797-96BDC4F64F80>

²² <https://ny.curbed.com/2017/11/30/16720158/tenant-harassment-landlord-city-council-bill>

²³ <https://www.boston.gov/departments/neighborhood-development/office-housing-stability>

²⁴ <https://nonprofitquarterly.org/2015/12/17/pittsburgh-enacts-protections-for-low-income-tenants/>

	<p>program. The amendments to the ordinance prohibit landlords from denying public assistance participants the opportunity to apply for available housing, or refusing to rent to potential tenants because of the requirements of a public assistance program. Additionally, the ordinance prohibits landlords from imposing unique rental standards or otherwise treating potential public assistance tenants differently from other tenants.²⁵</p> <p>However, the ordinance was challenged by landlords, and was struck down in June 2018, when a County judge ruled that it violated landlords' due process rights.²⁶</p>
Washington, D.C	<p>In May 2017, Washington D.C. approved \$4.5 million in funding for a pilot program that offers low-income residents free legal counsel for eviction proceedings in the city's landlord-tenant court. D.C. residents who make up to 200 percent of the poverty line would be eligible for free legal representation for eviction cases in landlord-tenant court.²⁷</p>
Washington State	<p>In March 2018, Washington State passed a law that bars landlords from discriminating against tenants who use federal, state, or locally issued benefits to pay their rent, including but not limited to Housing Choice Vouchers, Social Security, or veterans' benefits.</p> <p>This bill also creates a mitigation fund to assist landlords who rent to tenants using these alternative sources of income. Landlords can apply for these funds to make required property improvements and for reimbursements for property repairs due to tenant damages.²⁸</p>

Policies for Research and Consideration

Based on the results of this research, staff compiled the following list of policies. This list represents the range of policy approaches discovered during the research process, analyzed by staff, presented to stakeholders for input, and ultimately refined and narrowed into recommended policies and programs for consideration by Council. Note

²⁵ <http://www.ci.minneapolis.mn.us/news/WCMSP-210567>

²⁶ <https://www.mprnews.org/story/2018/06/08/minneapolis-landlords-win-suit-to-block-section-8-anti-discrimination-law>

²⁷ <https://wamu.org/story/17/05/18/need-lawyer-fight-eviction-new-d-c-program-provide-one-free/>

²⁸ <https://www.seattletimes.com/seattle-news/politics/washington-lawmakers-ok-bill-to-ban-housing-bias-based-on-tenants-source-of-income/>

that the policy approaches that have been included in this report are simply policies that are being implemented in other jurisdictions. The analysis does not measure the effectiveness or success of the policies that are offered.

- **Relocation Assistance Payments**

Twenty (20) of the cities studied require that landlords provide tenants with relocation assistance payments if they are displaced through no fault of their own. Approaches to determining eligibility vary between agencies. Most California cities requiring relocation assistance payments are tailored to require assistance for extremely-low to low-income renters. Other ordinances may specify relocation assistance for up to moderate-income renters (Pasadena) or for households with seniors, disabled members, or children (Los Angeles, San Jose, San Francisco). Others calculate these assistance payments on a case-by-case basis.

- **Just-Cause for Termination of Tenancy**

Eighteen (18) of the cities surveyed have adopted a local just-cause termination of tenancy policy. These policies specify that tenants may only be asked to vacate for certain enumerated reasons (i.e. “just causes”). These ordinances specify the permissible bases for termination, including those due to the tenant’s fault (such as nonpayment of rent or criminal activity) and those due to “no fault” of the tenant (e.g. the landlord wishes to occupy the unit).

A just-cause policy is often included in rent control policies, but can be included with a relocation policy as well. A good example can be found in San Jose’s Tenant Protection Ordinance.

- **Anti-Retaliation Policy**

Anti-retaliation policies bar landlords from retaliating against a tenant because the tenant has exercised certain legal rights protected under the law. These conferred legal rights include the right to complain to a governmental agency regarding the habitability of the unit. Anti-retaliation policies can provide an affirmative legal defense for a tenant who is being served with an unlawful detainer suit by a landlord.

- **Enhanced Notice Provisions**

The goal of enhanced notice provisions is to blunt the impact of displacement and provide tenants more time to find and arrange for other housing.

Several cities have adopted enhanced notice provisions for no-fault lease terminations, including San Jose, which applies to rent-stabilized units only and requires that tenants in these units be given 90 days’ notice if the tenants have resided in the unit for a year or more, and 120 days’ notice if the vacancy rate is less than 3% citywide. Enhanced noticing provisions have also been adopted in Portland, OR and Tacoma, WA.

In California, the adoption of an ordinance requiring enhanced noticing provisions for all rental units—not just those under a rent stabilization ordinance—is pre-empted by existing case law as an usurpation of the notification provisions set forth in California Civil Code section 827(C).

- **Senior and Disabled Specific Assistance Programs**

Many of the policies described in this section may be written to create specific provisions for senior and disabled residents, such as eligibility for additional relocation assistance and extended noticing requirements. These policies can help to reduce the impact of displacement on seniors and disabled residents on fixed incomes or who have unique needs for accessible or supportive housing. Senior and disabled specific assistance programs help ensure that these households find affordable and comparable replacement housing and help to mitigate trauma and disruption to these tenants and their families.

- **Source of Income Discrimination Laws**

Source of income discrimination occurs when a landlord denies housing to an applicant because of the type of lawful income the tenant plans to use to pay for the housing. A concern is when landlords deny applicants who will pay for the housing with a Housing Choice Voucher, Social Security Disability Insurance, or other income or housing benefits from the government. Discrimination against these types of families can be a problem in a housing market with rising rents and low vacancy rates.

According to the National Law Center on Homelessness and Poverty, twelve states and dozens of cities and towns have adopted laws prohibiting housing discrimination against families because of their lawful source of income. In addition, three states provide incentives to promote the acceptance of Housing Choice Vouchers. California state law bars discrimination based on source of income, though it does not apply to Housing Choice Vouchers. Local ordinances adopted by Santa Monica, East Palo Alto, Berkeley, Marin County, Santa Clara County, Corte Madera, and Woodland explicitly bar voucher discrimination.²⁹

On August 21, 2018, the City Council directed the City Manager to create a source-of-income discrimination policy aimed at reducing the number of denied Housing Choice Vouchers by landlords in the City.

²⁹ “Expanding Choice: Practical Strategies for Building a Successful Housing Mobility Program.” Poverty & Race Research Action Council, 2018.

- **Right to Counsel, Legal Assistance, and Mediation**

In housing courts around the country, few renters appear with counsel, whereas landlords are nearly always represented. Providing tenants with legal representation to help avoid an eviction and the risk of subsequent homelessness helps to ensure that evictions are lawful and that the tenant's defense is effectively asserted. Additionally, even if the tenant lacks a defense to an eviction, lawyers can negotiate effectively for time to secure alternative housing, negotiate settlements, and help the tenant apply for public housing or rental subsidies.³⁰ New York City and Washington, D.C. have recently adopted pilot programs and committed funding to provide free legal counsel for tenants facing eviction cases.

Other cities have adopted ordinances which create mediation programs for rent and other housing related disputes and guarantee legal representation for tenants through the mediation process.

- **Right of First Refusal to Occupy Affordable Units**

Tenant right of first refusal laws give tenants the right to first refusal when the building they live in is demolished or converted to a condominium. Right of first refusal ordinances can provide a path to homeownership and give households an opportunity to occupy affordable units in a new replacement building. Unless the tenant can afford the new unit, these policies were typically considered ineffective.

- **Priority Waiting List for New Affordable Units**

A priority waiting list for new income-restricted affordable units can be created for low-income tenants who are displaced from market-rate housing. This type of program may require significant staff time and may not meet Fair Housing Act requirements.

- **Certification of No Harassment**

In addition to anti-retaliation laws, which typically offer tenants a pathway to an affirmative defense against eviction, the "Certification of No Harassment" policy implemented by New York City creates an additional tenant protection and requires owners of buildings covered by the law to prove that they have not engaged in harassment of tenants before they can get permits to demolish or make significant alterations to their building.

³⁰ "Protect Tenants, Prevent Homelessness." National Law Center on Homelessness and Poverty, 2018

Housing Stock & Market Background Data

In the last several years, the issue of housing affordability has become increasingly urgent in California, with rising housing costs and limited supply taking a toll on communities statewide. The confluence of rising rents and rising land values in Long Beach, as well as a large stock of older apartment buildings being purchased by investors and rehabilitated, has increased the frequency of lower-income renters being served with notices to vacate their rental units by no fault of their own. The following information was presented to stakeholders during the Meeting of the Minds focus groups and used to inform staff’s recommendations for the City Council’s consideration.

Since 2012, the volume of sales of apartment buildings has risen steadily in Los Angeles County, according to CoStar Market Analytics. This growth in sales activity is especially prevalent for Class C buildings, which are predominantly older buildings without amenities such as community rooms, parking, or open space. In 2017, CoStar recorded 3,603 total multi-family sales in the County, compared to 1,336 in 2012, an increase of 170 percent. The trend of sales volumes in Long Beach follow this trend, with 358 total sales in 2017 compared to just 95 in 2012, an increase of 277% over 2012 levels. This indicates an especially active market for acquisitions of multi-family residential rental properties in the City of Long Beach. While much of Long Beach’s housing stock, particularly in Class C properties, needs updating and rehabilitation, these types of substantial rehabilitations would not occur without an increase in future rents to offset the cost of the rehabilitation.

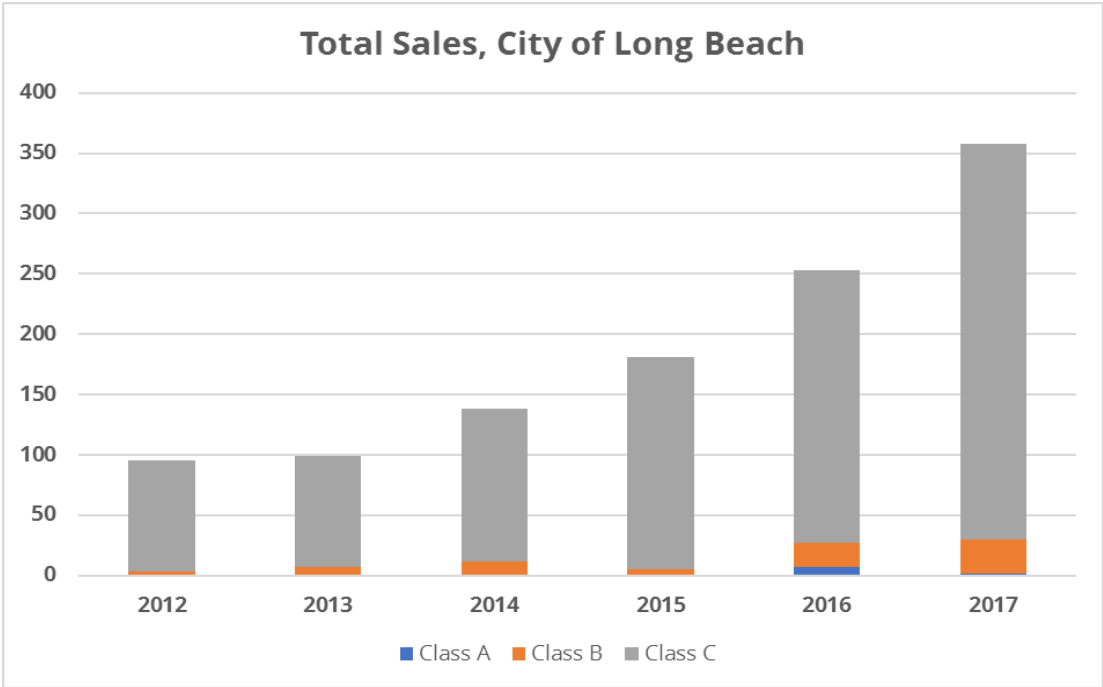


FIGURE 2. TOTAL SALES, CITY OF LONG BEACH

The number of substantial rehabilitations requiring vacancy of the property also appear to be rising. The City of Long Beach’s Building Bureau tracks permits issued for all building permits required by the Building Code, including but not limited to additions, electrical, mechanical, plumbing, reroofs, window changeouts, and full remodels. Depending on the scope of the rehabilitation, multiple permits may be required by the Building Bureau. In 2012, a total of 767 permits were issued for 427 multi-family apartment buildings, while in 2017 a total of 1,668 permits were issued for 746 apartment buildings (Figure 3), a 117% increase in the number of permits and a 75% increase in the number of buildings for which these permits were applied.

This data suggests that there is a higher volume of rehabilitations of multi-family housing in the City in recent years, as well as that the types of rehabilitations being performed are requiring more permits per building on average, indicating a higher level of rehabilitation. Staff analyzed number of permits issued per building and found that while the total number of permits increased, the number of buildings requiring multiple permits—indicating a substantial rehabilitation—remain only a small percentage of the multi-family rental housing stock (7,644 units) in the City.

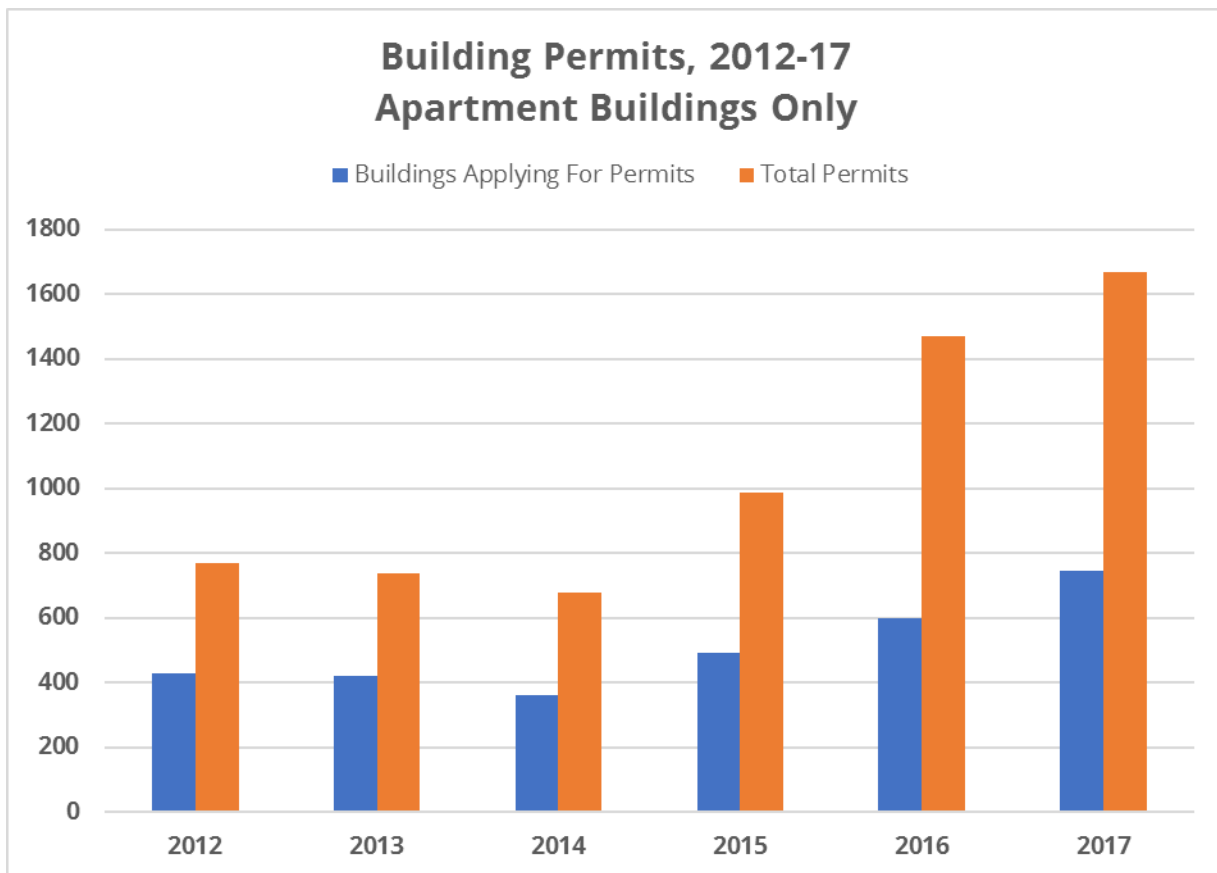


FIGURE 3. BUILDING PERMITS, 2012-17, APARTMENT BUILDINGS ONLY

TABLE 5. BUILDINGS BY YEAR AND NUMBER OF PERMIT APPLICATIONS

Number of Permit Applications	Number of Buildings, by Year					
	2012	2013	2014	2015	2016	2017
1 Permit	315	314	244	314	397	532
2-3 Permits	71	61	81	100	127	133
4+ Permits	41	46	36	77	76	81

Finally, staff utilized data from the Department of Financial Management’s Business License Division to develop a better understanding of characteristics of multi-family rental properties. In all, there are a total of 70,317 rental units within 7,644 properties containing at least 4 units each. The following data was used to inform the recommendations relating to thresholds of applicability depending on building size (Tables 5-8).

TABLE 6. MULTI-HOUSING OWNERSHIP CHARACTERISTICS

All Multi-Housing Owners	
Number of Owners in the City who own properties with 4+ units:	5,902 Owners
Number of Total Properties with 4+ units in the City:	7,644 Properties
Number of Total 4+ Units in the City:	70,317 Units

Most of the City’s rental housing stock is comprised of small apartment buildings containing between 4 and 10 units each. These types of buildings make up 81.6 percent of the 7,644 multi-family residential properties in the City and contain slightly more than 50% of the housing units in the City. The next largest chunk of the housing stock is made up of mid-size buildings containing between 11 and 29 units, which comprise 16.2 percent of the rental buildings and 27.3 percent of the rental units. Together, small- and mid-size apartment complexes contain 78.2 percent of all rental housing in the City of Long Beach.

Finally, large rental complexes with more than 30 units on a lot comprise only 2.2 percent of the City’s residential rental buildings and contain 21.8 percent of the rental units in Long Beach. More detailed information can be found on the following page in Table 7. Multi-Housing Properties by Unit Count.

TABLE 7. MULTI-HOUSING PROPERTIES BY UNIT COUNT

Building Size	Totals		Percentages		Cumulative	
	Properties	Units	% of All Properties	% of Total Units	Properties	Units
4 Units	2,888	11,552	37.8%	16.4%	37.8%	16.4%
5 Units	592	2,960	7.7%	4.2%	45.5%	20.6%
6 Units	757	4,542	9.9%	6.5%	55.4%	27.1%
7 Units	369	2,583	4.8%	3.7%	60.3%	30.8%
8 Units	898	7,184	11.7%	10.2%	72.0%	41.0%
9 Units	342	3,078	4.5%	4.4%	76.5%	45.4%
10 Units	390	3,900	5.1%	5.5%	81.6%	50.9%
Total, Buildings with 4-10 Units	6,236	35,799	81.6%	50.9%	81.6%	50.9%
11-29 Units	1,237	19,206	16.2%	27.3%	97.8%	78.2%
30+ Units	171	15,312	2.2%	21.8%	100.0%	100.0%
Total, Buildings with 11+ Units	1,408	34,518	18.4%	49.1%	100.0%	100.0%
Total Buildings, All Sizes	7,644	70,317				

Citywide Rental Rates

In May 2017, staff transmitted a Report on Citywide Rental Rates (Rent Report) to the City Council, containing data on current residential rental rates and market trends.

The following tables contain updated rental rate information relating to mean rents and vacancy rates citywide as requested by the City Council, and is up to date as of February 1, 2019. Staff utilized CoStar Market Analytics to obtain this data and utilized the methodology described in the May 2017 Rent Report, which can be found in APPENDIX F – REPORT ON CITYWIDE RENTAL RATES.

According to CoStar Market Analytics, the citywide mean rent for multi-family residential units of any size stood at \$1,418 as of February 1, 2019. This is a 2.3% increase in the citywide mean rent at the end of the first quarter of 2018, when mean rents were reported at \$1,386 citywide. Rents for the past five years, and select past years by ZIP code are presented in the table below.

TABLE 8. MEAN RENTS, Q1 2019

Mean Rents, Q1 2009 to Q1 2019							
ZIP	2009 Q1	2014 Q1	2015 Q1	2016 Q1	2017 Q1	2018 Q1	2019 YTD
Citywide	\$1,107	\$1,127	\$1,182	\$1,244	\$1,341	\$1,386	\$1,418
90802	\$1,232	\$1,296	\$1,346	\$1,457	\$1,626	\$1,677	\$1,723
90803	\$1,407	\$1,391	\$1,448	\$1,491	\$1,557	\$1,594	\$1,625
90804	\$1,023	\$1,103	\$1,139	\$1,197	\$1,265	\$1,301	\$1,325
90805	\$1,042	\$1,013	\$1,041	\$1,085	\$1,147	\$1,203	\$1,223
90806	\$788	\$810	\$830	\$910	\$975	\$1,000	\$1,011
90807	\$1,109	\$1,148	\$1,218	\$1,302	\$1,401	\$1,440	\$1,491
90808	\$1,201	\$1,207	\$1,235	\$1,288	\$1,358	\$1,435	\$1,472
90810	\$885	\$870	\$1,135	\$745	\$774	\$798	\$817
90813	\$917	\$918	\$969	\$1,027	\$1,096	\$1,129	\$1,150
90814	\$1,159	\$1,158	\$1,190	\$1,259	\$1,305	\$1,338	\$1,354
90815	\$1,552	\$1,550	\$1,666	\$1,831	\$1,877	\$1,959	\$2,031

Source: CoStar Market Analytics

While the rents have continued to increase, the year-over-year increase has slowed citywide after a period of more dramatic citywide rent increases in 2015-2017. During this time frame, year-over-year rent increases were as high as 7.8% citywide, and over 10% in ZIP code 90802. Rent growth for select periods is shown in Table 9. Rent Growth.

TABLE 9. RENT GROWTH

Rent Growth, Q1 2009 to Q1 2019

ZIP	1-Year	2-Year	5-Year	10-Year
Citywide	2.3%	5.7%	25.8%	28.1%
90802	2.7%	6.0%	32.9%	39.9%
90803	1.9%	4.4%	16.8%	15.5%
90804	1.8%	4.7%	20.1%	29.5%
90805	1.7%	6.6%	20.7%	17.4%
90806	1.1%	3.7%	24.8%	28.3%
90807	3.5%	6.4%	29.9%	34.4%
90808	2.6%	8.4%	22.0%	22.6%
90810	2.4%	5.6%	-6.1%	-7.7%
90813	1.9%	4.9%	25.3%	25.4%
90814	1.2%	3.8%	16.9%	16.8%
90815	3.7%	8.2%	31.0%	30.9%

Source: CoStar Market Analytics

Finally, residential rental vacancy rates have continued to drop from a citywide peak of 5.7% in 2010 to 3.8% in Q1 2019. This citywide vacancy rate is lower than the rate of 4.4% in Q1 2018 and 4.5% in Q1 2017 (Table 10).

TABLE 10. VACANCY RATES

Vacancy Rates, Q1 2009 to Q1 2019					
ZIP	2009 Q1	2014 Q1	2017 Q1	2018 Q1	2019 YTD
Citywide	5.2%	4.5%	4.5%	4.4%	3.8%
90802	6.1%	5.1%	6.2%	5.5%	4.6%
90803	5.6%	5.4%	5.0%	5.2%	4.5%
90804	4.8%	5.2%	3.8%	3.6%	3.4%
90805	4.9%	3.9%	3.1%	3.1%	2.9%
90806	5.0%	4.5%	3.8%	3.6%	3.2%
90807	4.7%	4.4%	3.5%	4.0%	3.7%
90808	4.5%	2.2%	3.1%	2.1%	1.8%
90810	4.5%	3.0%	2.0%	1.6%	1.4%
90813	5.0%	4.4%	4.0%	3.9%	3.4%
90814	4.9%	4.6%	3.8%	3.8%	3.4%
90815	5.9%	3.9%	6.1%	7.9%	6.8%

III. STAKEHOLDER PARTICIPATION PROCESS

The Council's January 16, 2018 direction to staff included a request to conduct a "Meeting of the Minds" stakeholder outreach session that includes all landlord and tenant groups within the City to provide on potential tenant assistance policies, as well as gather feedback and attitudes regarding these policies. To provide background information for this effort, Housing Services staff researched tenant protection and assistance policies across large California cities and considered examples from select cities in other states.

In March 2018, the Department of Development Services solicited proposals from qualified public outreach and meeting facilitation firms to assist with the planning, development, and facilitation of these meetings. In May 2018, staff selected PlaceWorks, Inc., of Santa Ana, a community planning policy and design firm, to plan and facilitate tenant assistance stakeholder engagement meetings, with the goal of finding common ground and documenting attitudes toward, and concerns with, a potential expansion of tenant protection policies.

Two focus group meetings were initially held, one for tenant advocates and the other for owner advocates. At both meetings, participants offered candid examples and experiences, as well as a range of policy ideas for staff to explore. Every stakeholder represented a larger organization. This approach limited the number of attendees to ensure that in-depth discussions could take place and detailed input could be collected. The tenant assistance research and case studies collected by staff were presented to both focus groups, using the same presentation materials. Then, participants were asked to discuss the types of policies from the presentation and determine a general level of consensus. The next step was to prioritize the potential policies presented.

The following organizations participated in this process:

- Apartment Association, California Southern Cities
- Better Housing for Long Beach
- California Apartment Association
- Centro CHA, Inc.
- Housing Long Beach
- Legal Aid Foundation
- Long Beach City College
- Long Beach Community Action Partnership
- Long Beach Forward
- Long Beach Gray Panthers
- Long Beach Interfaith Community Organization
- Long Beach Residents Empowered (LiBRE)
- Minority Property Owners Association
- Small Property Owners Alliance of Southern California
- United Cambodian Community

The policies presented to the groups for discussion included the following:

1. Just cause for termination of tenancy
2. Relocation assistance
3. Anti-retaliation policies
4. Source of income anti-discrimination
5. Legal information and assistance
6. Enhanced notice provisions
7. Right of first refusal
8. Priority wait list for new affordable units for previously displaced tenants

This section contains summaries of the proceedings of the four stakeholder engagement meetings, held August 14, August 29, September 26, and October 9, 2018. Supplemental information on these meetings is provided in APPENDIX G – STAKEHOLDER FOCUS GROUPS including materials presented and rosters of attendee sign-ins. Additionally, a few participants submitted formal comments to staff. These materials are provided in APPENDIX H – STAKEHOLDER COMMENTS.

Tenant Advocates Focus Group Meeting – August 14, 2018

The tenant advocates focus group included the presentation, small group discussion, and a prioritizing exercise. An important takeaway from this meeting includes rethinking how the City uses the term “tenant protections” moving forward. The group was unified in agreeing that a distinction between programs and policies that help prevent displacement and those that ease the burden of being displaced is important. They felt that “tenant protections” should only refer to policies that prevent displacement.

In that spirit, the group divided potential policies into those two categories; tenant protections and displacement mitigation or tenant assistance. The most supported displacement mitigation measures were to increase relocation assistance throughout the city, followed by legal information or assistance, and enhanced noticing. The most supported tenant protection was just cause, followed by anti-retaliation policies, and source of income anti-discrimination policy.

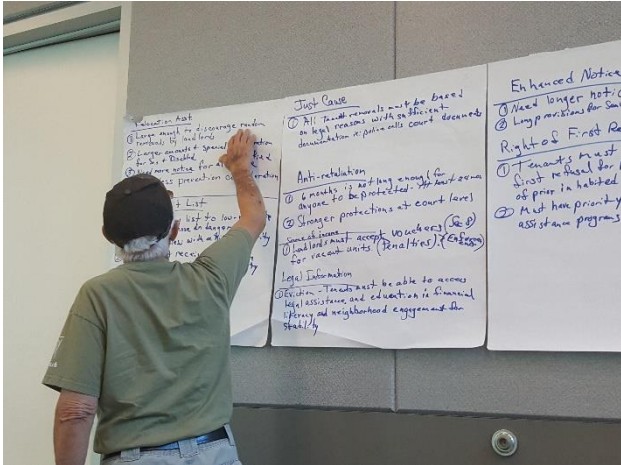
Some other important points discussed at this meeting include:

- Being sensitive to special populations without unintentionally creating reasons for property owners to discriminate against them.
- Enhanced noticing should assist renters whose leases have converted to month-to-month.
- It is hard to predict when an owner will vacate a building for substantial rehabilitation.
- The state’s anti-retaliation laws require a tenant to prove the landlord’s intent was retaliatory and are rarely utilized as a successful affirmative defense against an unlawful detainer lawsuit.

- Right of first refusal is not a resource for tenants unless the new or upgraded unit is affordable.
- A priority wait list for new housing for previously displaced tenants would be ineffective.



Small group discussions



Presenting small group discussion notes



Reviewing and prioritizing policy ideas



Tallying priority exercise responses

Owner Advocates Focus Group Meeting – August 29, 2018

Overall, owner advocates appeared to have entered the meeting with some consensus in place; that state law is sufficient in supporting tenants in general, but inadequate in protecting good tenants and owners from disruptive or dangerous tenants. They agreed that it was important to have swift remedies against tenants that are causing problems.

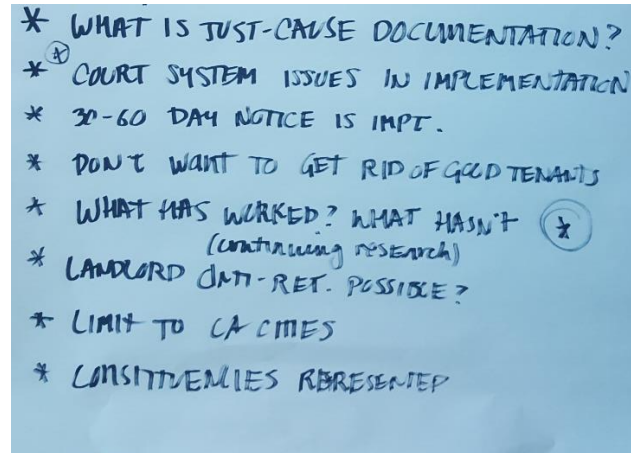
At this meeting, stakeholders chose to have a large group discussion instead of participating in the prioritizing exercise. They felt that there was enough consensus around the types of potential policies in the presentation. Overall, the group agreed that some policies to help keep good tenants in Long Beach should be explored. They agreed that “flipping” of large properties was causing displacement and that there could be an appropriate policy response specific to that issue. Some participants supported

enhancing relocation assistance, especially in the event of an investor vacating an older building in order to rehabilitate it and raise rents. There was also some participant support for an anti-source of income discrimination policy.

Extended noticing was not initially supported by participants specifically due to concerns that once a notice was issued, a tenant would no longer pay rent. There were some stakeholders who potentially support extended noticing of a termination of tenancy at no fault of the tenant as long as the rent was being paid.



Group discussion



Sample of discussion notes

Meeting of the Minds #1 – Both Advocacy Groups – September 26, 2018

Based on input provided at the first two meetings, some policy priorities and areas of potential common ground were established. Both groups have a desire to protect good tenants. Both groups want to find a way to address displacement. There was some shared interest in enhancing relocation assistance so Long Beach residents can remain in the community. These areas of potential common ground resulted in focusing the third meeting on noticing times, relocation assistance payments, and no fault termination of tenancy issues.

The third meeting was referred to as the “Meeting of the Minds” because it brought representatives from both owner and tenant interests together. Participants were asked to focus on housing issues specific to Long Beach, seek a balance between tenant protections and property owner investments, and consider unintended consequences of potential policies. The following organizations were represented at the Meeting of the Minds:

Tenant Advocates

- Centro CHA, Inc.
- Housing Long Beach
- Legal Aid Foundation of Los Angeles
- Long Beach Residents Empowered (LiBRE)
- United Cambodian Community

Owner/Landlord Advocates

- Apartment Association, California Southern Cities
- Better Housing for Long Beach
- California Apartment Association
- Minority Property Owners Association
- Small Property Owners Alliance of Southern California

Participants from both groups explored ideas to help keep quality tenants in Long Beach. After two hours of discussion, the stakeholders were able to come to agreement on further research on some concepts. Participants stated that their potential support for changes to City policy depends on details to be determined through further work by City staff and PlaceWorks. This summary will focus on areas where there is some level of consensus. It is important to note that consensus does not necessarily mean that all parties in the discussion unanimously agreed, but rather that the group was willing to move forward with a concept or idea. Participants in these meetings were encouraged to express degrees of consensus ranging from outright opposition to full support, with varying levels of acceptance or support in between. This facilitation approach was intended to foster a discussion based on shared goals and values and develop recommendations that could be accepted by the whole group.

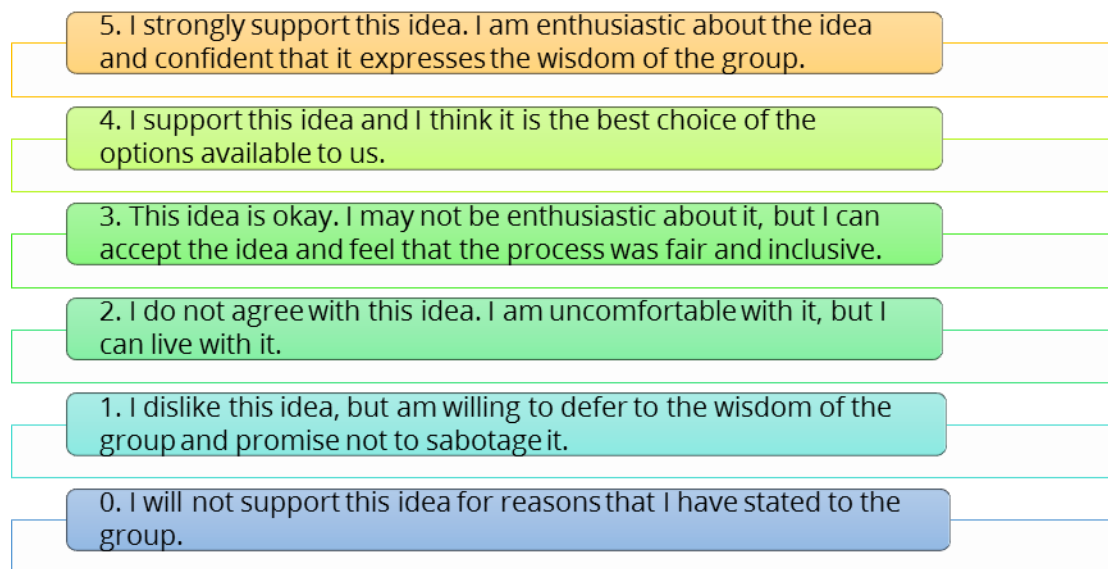


FIGURE 4. DEGREES OF CONSENSUS

In concept, the group recommended the City should research extending notice to vacate times only when the notice is being issued at no fault of the tenant. Staff could prepare a

draft policy extending residential notice to vacate times from 30 days (month-to-month) and 60 days (lease) to 90 days, citywide, regardless of length of lease, the tenant's age, or income level. This would not remove an owner's ability to use 3-day notices related to causes specified in the California Code of Civil Procedures Section 1161. The extended noticing would be null and void if a tenant stops paying rent in full. If nonpayment does occur, the owner can issue the tenant a 3-day notice to vacate per state law. Note that the extended noticing would apply to all renters in Long Beach facing termination of tenancy at no fault of their own to avoid the unintended consequence of inspiring discrimination against certain populations, such as seniors. If there is a draft policy, it would need to go through an approval process that includes public hearings and therefore public comment.

In concept, the group recommended that the City studies relocation assistance when a tenant is asked to vacate only at no fault of their own following a change in ownership. The group requested that staff specifically defines the circumstances in which a relocation assistance payment would be required before some participants could identify their level of consensus. Several participants felt that the owner or their relatives moving in should not be listed as a termination qualifying for relocation assistance.

Some owner advocates suggested the following parameters for new relocation assistance:

- Building has ten or more units (ten was recommended based on high profile displacement situations in recent years); and
- Notice to vacate was issued within 6 months prior to a sale and two years after new ownership (recommended to address displacement caused by property "flipping"); and
- Tenant is being asked to vacate at no fault of their own (to be defined clearly); and
- Relocation payment is one to two months' rent (depending on length of tenancy), plus 100% of the security deposit.
- If the tenant needs to vacate due to a City permitting issue (such as an existing, nonpermitted use) there should be some sort of caveat if the property was purchased without the new owner knowing of the permitting issue.
- No relocation assistance if the tenant stops paying rent in full after being notified of termination.

Tenant advocates expressed that displacement caused by substantial rehabilitation and related increasing rents is happening in all types of rental housing, not only large complexes. There was limited support from tenant advocates for the ten or more-unit threshold. Some tenant advocates felt that 2 units or 4 units should be the threshold for requiring relocation assistance payments. There was some concern about whether an amount equal to one or two months' rent and security deposit would be sufficient for Long Beach residents to afford to move within the community. Tenant advocates also suggested including a provision for reasonable accommodation of rent payments in accordance with state law.

The City's economic consultant could undertake a study to estimate an appropriate amount for a relocation assistance payment. Note that any change to the City's relocation assistance policies would go through an approval process that may include a public hearing.

Property owner advocates expressed the concern that tenant advocates would continue to petition for a rent control policy regardless of the policy changes the City moves forward as part of the current policy development effort.

At the end of the first Meeting of the Minds focus group, the groups present asked for a follow-up Meeting of the Minds to further discuss the presented policy issues and consult with their constituents. This meeting was organized for October 9, 2018.

Meeting of the Minds #2 – Both Advocacy Groups – October 9, 2018

The meeting began by both tenant and owner advocates agreeing that the extended noticing idea previously explored was no longer a viable option, as it was discovered that extending noticing requirements is pre-empted by State law. Both parties agreed that such a change in City policy would make the City vulnerable to legal action based on existing case law³¹. As a result, this item was removed from future consideration.

The second Meeting of the Minds was centered around identifying the circumstances in which relocation assistance would be required, who would qualify, and what amount would be appropriate. The discussion began with some confusion about which types of terminations would or would not qualify for potential relocation assistance.

The following two lists of causes for termination were presented:

No Fault Termination (rent is current, with reasonable accommodation, eligible for relocation assistance)

1. Substantial rehabilitation requiring tenant move-out (HUD definition)
2. Removal of the units from the market (Ellis Act)
3. Owner or owner's family move-in
4. Rent increase of more than 10% (stay or vacate with relocation)
5. Code enforcement action requiring vacating the unit
6. Conversion of an unpermitted use to a permitted use (resulting in vacating the unit)
7. Any other request to vacate that is not a For-Cause Termination of Tenancy

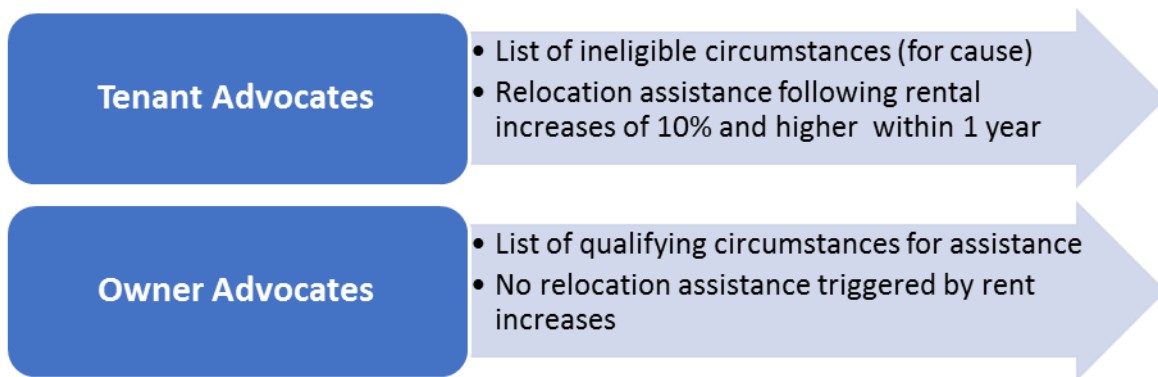
For Cause Terminations (ineligible for relocation benefit payments)

8. Nonpayment of rent (with reasonable accommodation in accordance with existing laws)

³¹ See Tri-County Apartment Assoc. v. City of Mountain View, 1987

9. Material or habitual violation of the rental agreement (including unapproved subtenant/occupant)
10. Damage to the apartment unit (threshold needed)
11. Disorderly behavior/disturbing the peace (documentation details TBD)
12. Refusing access to the unit when requested in accordance with the law
13. Using the premises for unlawful activities (documentation details TBD)

Both stakeholder groups agreed that implementing the above lists of no-fault and for-cause terminations in exceedance of state law would be burdensome and hard to enforce or manage properly, and suggested the City explore options that encourage efficient and effective implementation. There was disagreement on which approach to pursue further, as shown below.



Most tenant advocates suggested the City should focus new policy efforts on defining the circumstances in which no relocation assistance is provided, and all other circumstances are eligible to avoid omitting vulnerable tenants. There was a high level of consensus among tenant advocates to address significant rent increases, such as #4 on the list of no-fault terminations. However, there were differing opinions on whether a percentage of rent increase or a percentage of household income (for example, expending more than 30% of household income on rent) should be utilized.

Owner advocates preferred the City to focus on identifying under which circumstances relocation assistance would be required. Owner advocates agreed that they would not support #4 and #7 in the list of no-fault terminations. There was some level of consensus within this group that the HUD definition of substantial rehabilitation was inadequate for Long Beach.

Participants were asked to discuss potential details of where relocation assistance would apply. Owner advocates expressed that CoStar data and media reports indicate that in Long Beach, large apartment buildings are the greatest concern for displacement. Owners advocates reached a high level of consensus (4 or 5) that relocation assistance could apply under the following circumstances:

Tenants are issued a no-fault termination of tenancy within one year of new ownership (and retroactively 6 months prior to change in ownership) in buildings with 10 or more units.

Tenant advocates expressed that their organizations work with Long Beach residents who are being displaced from rental properties of all types and scales. City staff asked participants to consider using the City's rental housing business license procedure as a trackable threshold. The City's existing procedure is to issue a business license for property owners leasing properties containing four or more units. Some tenant advocates felt that a four-unit threshold for relocation assistance would result in continued negative impacts of displacement from single-family, duplex, and triplex rentals. Owner advocates felt that four or more units was too low of a threshold; citing that it would significantly impact small rental property owners, especially seniors utilizing rental investments as a source of retirement income.

There was no consensus between the stakeholder groups on the amount for relocation assistance. The City presented the existing relocation assistance amount of \$4,500 per unit that was adopted for condominium conversions, code enforcement violations requiring relocation, and displaced lower income households in the Coastal Zone (LBMC 21.60 and 21.61)³². There is an annual increase based on the Consumer Price Index. The City asked participants to respond to the idea that no-fault termination relocation assistance would be paid to qualifying low income renters. Owner advocates recommended that there be no income limits on relocation assistance, and both groups reached consensus (4 or 5) that an income limit (for example, based on AMI) would increase bureaucracy and make managing the program too complicated.

Owner advocates suggested a no-fault relocation assistance payment could be one month's rent for someone that has rented from one to five years and two months' rent for tenants beyond five years. One participant suggested the City look at HUD Fair Market Rents because the City, although they vary by zip code. Another suggested the City creates and funds a relocation assistance pilot program.

Tenant advocates felt that the City's existing \$4,500 amount does not reflect current rental prices, provide for storage or temporary housing, and other moving costs. They do not agree that one- or two-months' rent would adequately cover the rehousing process including rental application fees, deposits, missing work to move, etc., especially for lower income households.

Both sides expressed some interest in learning what the real costs of moving within Long Beach would be and how that would relate to a relocation fee. Another area of common ground includes a preference for the City to reiterate state law about security deposit refunds in a local code.

³² Amount calculated as of January 1, 2018 based on base amount and annual escalation specified in LBMC 18.30.

Other topics of conversation that warrant more staff investigation:

- Tenant advocates requested the City include affirmative defenses to unlawful detainers (unlawful evictions) language.
- Tenant advocates requested the City explore an anti-harassment clause with the intent to deter owners from harassing or intimidating renters out of a unit to avoid paying relocation assistance (this is different from anti-retaliation policies studied earlier in this engagement process).
- Owner advocates requested the City consider new owner expenses such as high property taxes, deferred maintenance, and significant damage caused by tenants.
- Owner advocates warned that new fees would be built into proformas prior to purchasing or rehabilitating a rental property and could unintentionally result in higher rents.

IV. SUMMARY OF KEY POINTS

This report contains basic information on California law that governs tenant and landlord rights and responsibilities, as well as existing Long Beach tenant assistance policies including the Proactive Rental Housing Inspection Program (PRHIP), condominium conversion requirements, code enforcement tenant relocation assistance, maintenance of low-income housing in the Coastal Zone, and the LBCIC Local Housing Preference Policy.

The report also contains the results of a survey of 115 various jurisdictions in California and several other states in the country. Fifty-two (52) of those jurisdictions did not have any form of tenant protection policy above what is required by California State law, while the rest of the jurisdictions have tenant protection policies in various degrees. Of the 63 jurisdictions with tenant protection policies, the most common policy, aside from a multifamily unit inspection program, is some form of tenant relocation assistance, which was adopted by 20 out of the 115 jurisdictions.

Furthermore, the 10 most populous cities in California were analyzed as a subset to see which cities offered relocation assistance programs. Four of the 10 largest cities, including San Diego, did not have an adopted tenant relocation assistance policy. Two cities, including Long Beach, have a limited tenant relocation assistance policy, primarily to address displacement due to code enforcement or demolition. The remaining four cities (Los Angeles, San Francisco, San Jose, and Oakland) have expanded tenant protection policies coupled with rent stabilization ordinances.

The report also analyzed housing stock and market data in the City and observed an upward trend in the sales of existing apartment buildings and the number of building rehabilitations, although this activity is occurring in a relatively small percentage of the overall multifamily housing stock. The report also indicated an increase in mean rents citywide, and a slight reduction in the Citywide vacancy rate.

V. APPENDICES

APPENDIX A – SURVEY & RESULTS

Questions/Script:

Hi, this is ____ from the City of Long Beach. We're doing a study on tenant protections and renter assistance programs, and are hoping we could ask you a few questions. Do you have a few minutes to answer a few questions about the policies your city has on the books? This should take no more than 10 minutes.

Questions:

1. Does your City have a rent control or rent stabilization ordinance?
2. We're interested in finding out about renter protection policies cities have that go above and beyond what is required by State law. Does your city have any of the following? If so, can you please provide the name of the policy and a brief description?
 - a. Just Cause Eviction Policy
 - b. Anti-Retaliation Policy
 - c. Relocation Benefits
 - i. If yes, are there specific categories of tenants that are entitled to relocation benefits?
 - ii. What is the amount that they are entitled to receive?

(if the City has Rent Control) How are these policies related to your Rent Control policy?

3. Does your City have any specific enforcement tools to address landlords with persistent building code violations, neighborhood blight, or other neighborhood quality-of-life issues?
 - a. Does your City have a proactive unit inspection program in place?
 - i. If yes, how often are units inspected?
4. Does your city have any special protections/benefits for senior renters? Again, these would be any policies above what is required by State law. Do you have:
 - a. A senior rental assistance program?
 - b. Additional relocation benefits/relocation programs for seniors?
5. Does your city have homeownership assistance programs currently available (as of 2018) to renters? If yes:
 - a. What type of assistance? (e.g. Second Mortgage Assistance, Downpayment Assistance)
 - b. How is the program funded?
 - c. What income levels are eligible for these programs?
 - d. What populations are eligible for these programs? (e.g. teachers, police, etc.)

- e. What is the annual budget for this program, and how many first-time homebuyers do you typically assist per year?

(If all questions answered)

Thanks for taking the time to help out with this study;

(If some were answered because they didn't know all the answers)

Can I send you a copy of these questions to review and provide more info?

(If they couldn't answer all)

Who would be a good person to talk to about (specific program)?

City	Population	Just-Cause for Termination of Tenancy	Anti-Retaliation Policy	Relocation Benefits above State Law	Additional Tenant Protection Policies Above State Law	Unit Inspection Program	Senior Rental Assistance	Senior Relocation Benefits
City	Population	Just-Cause for Termination of Tenancy	Anti-Retaliation Policy	Relocation Benefits above State Law	Additional Tenant Protection Policies Above State Law	Unit Inspection Program	Senior Rental Assistance	Senior Relocation Benefits
Los Angeles	3,980,000	Yes	No	Yes Relocation Assistance Program (part of the rent stabilization program).	Yes Rent Stabilization Program.	Yes Rent Escrow Account Program. The Housing & Community Investment Department of LA (HCIDLA) & Systemic Code Enforcement Program (SCEP)>	No	No
San Diego	1,400,000	Yes	No	No	No	Yes Housing Program- Inspection by Area	No	No
San Jose	1,030,000	Yes	Yes	Yes	Yes	Yes	No	Yes
San Francisco	864,816	Yes	No	Yes-Apartment Rent Ordinance	No	Yes	No	No
Fresno	522,053	No	No	Yes	No	Yes Rental Housing Inspection Program	No	No
Sacramento	495,234	No	No	No	No	Yes Residential Rental Inspection Program. REAP Program	No	No
Long Beach	470,130	No	No	Yes For low-income households displaced by Demolition or condominium conversion.	Yes	Yes Proactive Rental Housing Inspection Program.	No	No
Oakland	420,005	Yes	Yes	Yes	Yes	Yes, Rent Adjustment Program(RAP)Residential Rental Inspection Program	No	No
Bakersfield	376,380	No	No	No	No	No	No	No
Anaheim	351,043	No	No	No	No	Yes Anaheim Rental Inspection Program	No	No
Santa Ana	349,909	No	No	No	No	Yes Proactive Rental Enforcement Program (PREP). Under Code Enforcement. Citywide, due to understaffed dept. inspections are done once every 4 yrs.	No	No
Riverside	322,424	No	No	Yes-Relocation Allowance	No	No	No	No
Stockton	307,073	No	No	No	No	Yes	No	No
Chula Vista	265,757	No	No	No	No	Yes	No	No
Irvine	256,927	No	No	No	No	No	No	No
Fremont	223,206	Yes	No	No	No	No	No	No
San Bernardino	216,108	No	No	No	No	Yes Crime Free Inspection	No	No
Modesto	211,266	No	No	No	No	No	No	No
Fontana	207,460	No	No	No	No	No	No	No
Oxnard	207,254	No	No	No	No	No	No	No
MoreNoValley	204,198	No	Yes ...MoreNoValley Tenant Rights & Immigrant Tenant Protection Act. Does Not Go Above And Beyond State Law. Just, Perhaps, Endorses It.	No	No	No	No	No
Huntington Beach	201,899	No	No	No	No	No	No	No
Glendale	201,020	Yes	Yes	Yes	No	Yes Housing Quality Standard	No	No
Santa Clarita	182,371	No	No	No	No	No	No	No

(-) indicates no response.

City	Population	Just-Cause for Termination of Tenancy	Anti-Retaliation Policy	Relocation Benefits above State Law	Additional Tenant Protection Policies Above State Law	Unit Inspection Program	Senior Rental Assistance	Senior Relocation Benefits
Oceanside	175,691	No	No	No	No	No	No	NO
Garden Grove	175,393	No	No	No	No	No	No	No
Rancho Cucamonga	175,236	No	No	No	No	No	No	No
Santa Rosa	175,155	No	No	No	No	No	No	No
Ontario	173,212	No	No	No	No	Yes	No	No
Elk Grove	166,913	No	No	No	No	No	No	No
Corona	164,226	No	No	No	No	No	No	No
Lancaster	161,103	No	No	No	No	Yes Residential Rental Inspection Program.	No	No
Palmdale	158,351	No	No	No	No	Yes-1,3,&5 year inspections Residential Rental Inspection Program	No	No
Hayward	158,289	Yes	No	No	No	Yes Residential Rental Inspection Program.	No	No
Salinas	157,380	No	No	No	No	No	No	No
Pomona	153,266	No	No	No	No	No	No	No
Sunnyvale	151,754	No	No	No	No	No	No	No
Escondido	151,457	No	No	No	No	No	Yes; rental subsidy for VLI seniors on waiting list for HCV; limited funding through Successor Agency Funds	No
Torrance	148,475	No	No	No	No	No	No	No
Pasadena	142,250	No	Yes	Yes All households below 140% AMI receive 2 months' rent plus up to \$3,000 in moving expenses.	No	No	No	No
Orange	140,992	No	No	No	No	No	No	No
Fullerton	140,847	No	No	No	No	No	No	No
Roseville	130,269	No	No	No	No	Yes, Restricted Units Only	No	No
Visalia	130,104	No	No	No	No	No	No	No
Thousand Oaks	129,339	Yes	No	No	No	No	No	No
Concord	128,726	No	Yes - built into Rent Review program	No	No	Yes	No	No
Simi Valley	126,327	No	No	No	No	No	No	No
Santa Clara	126,215	No	No	No	No	No	No	No
Victorville	122,225	No	No	No	No	No	No	No
Vallejo	121,253							
Berkeley	120,972	Yes	No	Yes;	Yes	No	No	No; relocation ordinance applies to everyone
El Monte	116,732	No	No	Yes, Tenant Relocation Ordinance	No	No	No	No
Downey	114,219							
Carlsbad	113,453	No	No	No	No	No	No	No
Costa Mesa	113,204	No	No	No, but has been encouraged for certain projects	No	No	No	No
Fairfield	112,970	No	No	No	No	No	No	No
Temecula	112,001	No	No	No	No	No	No	No
Inglewood	111,666	No	No	No	No	No	No	No
Antioch	110,542	No	No	No	No	No	No	No
Murrieta	109,830	No	No	No	No	Yes-restricted units only-annual inspection	No	No
Richmond	109,708	Yes	No	Yes- Multi before 1995	Yes	Yes, Residential Rental Inspection Program Yes- Multi before 1995	No	Not specific
Ventura	109,592	Yes	Yes	Yes	No	Yes	No	Yes

(-) indicates no response.

City	Population	Just-Cause for Termination of Tenancy	Anti-Retaliation Policy	Relocation Benefits above State Law	Additional Tenant Protection Policies Above State Law	Unit Inspection Program	Senior Rental Assistance	Senior Relocation Benefits
West Covina	108,484	No	No	No	No	No	No	No
Norwalk	107,140	No	No	No	No	No	No	No
Daly City	106,472	No	No	No	No	No	No	No
Burbank	105,319	No	No	No	No	No	No	No
Santa Maria	105,093	No	No	No	No	No	No	No
Clovis	104,180	No	No	No	No	No	No	No
El Cajon	103,679	No	No	No		Yes	No	No
San Mateo	103,536	No	No	No	No	Yes Multi Residential Inspection Program. Program ran by the FD. Exterior Inspections - annually, interior, every 2 years	No	No
Rialto	103,132	Yes	No	No	No	Yes	No	Rehab program not specific
Vista	100,890	No	No	No	No	No	No	No
Jurupa Valley	100,314	No	No	No	No	No	No	No
Compton	98,462							
Mission Viejo	97,156	No	No	No	No	No	No	No
Vacaville	96,803	No	No	No	No	No	No	No
South Gate	96,401	No	No	No	No	No	No	No
Hesperia	93,295	No	No	No	No	No	No	No
Carson	93,281	Yes	Yes	No	Yes	No	No	No
Santa Monica	93,220	Yes	Yes City Attorney's Office enforced the ordinance. If tenant feels they are being harrassed w/ actions that are intended for them to move out, they file a complaint & CA office investigates.	Yes	Yes	No	Yes - POD Pilot Program	Yes
San Marcos	92,931	No	No	Yes	No	Yes-affordable units	No	No
Westminster	92,114	No	No	No	No	No	No	No
Santa Barbara	91,842	No	No	No	No	No	No	No
Redding	91,582	No	No	Yes	No	No	No	No
San Leandro	90,712	Yes	No	Yes Up to \$7,000	No	No	No	No
Chico	90,316	No	No	No	No	No	No	No
Hawthorne	88,451	No	No	Yes	No	No	No	No
Livermore	88,126	No	No	No	No	No	No	No
Indio	87,533	No	No	No	No	No	No	No
Whittier	87,438	No	No	No	No	No	No	No
Menifee	87,174	No	No	No	No	No	No	No
Newport Beach	87,127	No	No	Mobile Home Parks Only	No	No	No	No
Tracy	87,075	No	No	No	No	No	No	No
Citrus Heights	87,056	No	No	No	No	No	Yes	No
Chino	85,595	No	No	No	No	No	No	No
Alhambra	85,551	Yes	No	No	No	No	No	No
Redwood City	85,288	No	No	No	No	No	No	No
Hemet	83,861	No	No	No	No	No	No	No
Buena Park	83,270	No	No	No	No	Yes; Rental Inspection system, inspected on rotating basis	No	No
Lake Forest	82,492	No	No	No	No	No	No	No

(-) indicates no response.

APPENDIX B – HOUSING AUTHORITY FISCAL YEAR 2019 PAYMENT STANDARDS

Effective Date: 12/12/2018

Zip Code	0 Bdrm	1 Bdrm	2 Bdrm	3 Bdrm	4 Bdrm	5 Bdrm	6 Bdrm	7 Bdrm
90802	\$1,291	\$1,543	\$1,995	\$2,677	\$2,940	\$3,381	\$3,822	\$4,263
90803	\$1,607	\$1,922	\$2,489	\$3,339	\$3,675	\$4,226	\$4,778	\$5,329
90804	\$1,431	\$1,719	\$2,218	\$2,979	\$3,268	\$3,758	\$4,249	\$4,739
90805	\$1,352	\$1,614	\$2,087	\$2,796	\$3,071	\$3,532	\$3,993	\$4,453
90806	\$1,378	\$1,641	\$2,126	\$2,848	\$3,137	\$3,607	\$4,078	\$4,548
90807	\$1,302	\$1,554	\$2,016	\$2,699	\$2,972	\$3,417	\$3,863	\$4,309
90808	\$1,439	\$1,722	\$2,226	\$2,982	\$3,287	\$3,779	\$4,272	\$4,765
90810	\$1,040	\$1,239	\$1,607	\$2,153	\$2,373	\$2,729	\$3,085	\$3,441
90813	\$1,263	\$1,513	\$1,950	\$2,613	\$2,875	\$3,306	\$3,738	\$4,169
90814	\$1,291	\$1,543	\$1,995	\$2,677	\$2,940	\$3,381	\$3,822	\$4,263
90815	\$1,491	\$1,785	\$2,310	\$3,098	\$3,413	\$3,924	\$4,436	\$4,948

The above payment standard will be applied to new contracts effective December 12, 2018 and after and for existing participants beginning with annual certifications effective January 1, 2019 and after.

APPENDIX C – HCV INCENTIVES REPORT, JUNE 30, 2017

(This page intentionally left blank)



City of Long Beach
Working Together to Serve

Memorandum

Date: June 30, 2017

To: Patrick H. West, City Manager *T.M.W.*

From: Kelly Colopy, Director of Health and Human Services *KC*

For: Mayor and Members of the City Council

Subject: Housing Choice Voucher Landlord Incentive Program

On April 4, 2017, the City Council requested the City Manager, the Health and Human Services (Health) Department, and the Development Services Department (Development Services) to develop an incentive package to encourage landlord acceptance of subsidized tenants through the Housing Choice Voucher (HCV) Program. It was requested that the incentive package incorporate options to: align and streamline the current City-mandated inspections with the HUD-mandated HCV inspections; waive various permits and inspection costs for apartment owners who accept HCVs; create a damage mitigation fund that provides financial assistance to landlords to mitigate damage caused by tenants during their occupancy under the HCV Program; and, provide landlords vacancy permits to hold units while the landlord is going through the HCV Program approval process.

The Health and Development Services Departments have reviewed the available options for the requested incentive program, and provide the following opportunities:

1. Streamlining current City-mandated inspections with HUD-mandated HCV inspections.

The Housing Authority conducts HUD-mandated HCV inspections each time a new tenant moves into a subsidized apartment unit, and every one to two years after that to ensure the safety of the unit. The City-mandated Proactive Rental Housing Inspection Program (PRHIP) inspects entire buildings on an approximate schedule of once every five years. The two inspections focus on different issues and are not duplicative. For example, the HCV program will inspect a specific unit's living conditions, while the PRHIP inspection looks at the entire building's living conditions and code issues not covered by HUD inspections. However, the City recognizes that although these two inspections are different, that for building owners undergoing both inspections within a short period of time, there is a desire to have both inspections in a coordinated manner. Therefore, to streamline and coordinate inspections, Development Services will provide a list of all buildings scheduled for inspection in the upcoming 30 days to the Housing Authority. When the Housing Authority is scheduled to conduct an inspection in one of the PRHIP scheduled buildings, the Housing Authority will notify Development Services, and the visits will be coordinated to reduce burden on the landlord and the tenant.

2. Waive various permits and inspection costs for apartment owners who accept HCVs.

The HCV program currently provides housing to 6,641 families with approximately 75 percent, or 4,980 families, living in multi-family buildings.

Over 80 percent of the multi-family buildings in the City contain between four and ten units and the vast majority of buildings in this category contain four units. The PRHIP annual fee for a building with four to ten units is currently \$230, or \$57.50 per unit for a four-unit building. With the assumption that most of the families within the HCV program are currently living in buildings within this range, a per unit fee waiver for the 4,980 HCV units at a base unit fee of \$57.50 would result in a significant impact to PRHIP fees in the amount of \$286,350, which equates to three full-time positions (FTEs). The loss of three FTEs would have a dramatic impact on PRHIP and significantly extend the current inspection cycle of approximately five years. Currently, annual fee revenue supports approximately 12 FTEs. As such, the loss of revenue could reduce the number of units inspected up to 25 percent annually. Should the HCV program increase to its ultimate allocation (7,398 allocations) the impact to PRHIP would be greater.

Given the relatively small benefit to the property owner when compared to the overall impact on the efficacy of the PHRIP program, staff do not recommend a fee waiver at this time.

3. Create an incentive package for owners to include: a Holding Fee to entice owners to lease housing units to subsidized families by offering one month's free rent to hold available units while applicants are referred; a Damage Mitigation Fund that provides a financial safety net to landlords for unit costs beyond the security deposit; Move-In Assistance that provides financial assistance such as a security deposit, utility assistance, and/or furniture essentials.

Los Angeles County's recently passed Measure H will provide funding to support holding fees, damage mitigation funds and move-in assistance for persons experiencing homelessness to increase the likelihood of their being housed. The Long Beach Housing Authority will utilize these Measure H funds for:

- Holding Fee – provide a holding fee to apartment owners to hold a unit vacant while the HUD required inspections and approval process take place and families are referred for occupancy.
- Damage Mitigation Fund – provide damage mitigation funding of up to \$2,000 over the security deposit for damages caused by tenants during the first year of occupancy.

- **Move-In Assistance** - provide assistance with security and utility deposits or appliances for tenants as these can frequently delay a tenant taking possession of the unit.

These opportunities are only available to serve people experiencing homelessness and who are linked from the City's Multi-Service Center/Coordinated Entry System. The Housing Authority has requested Measure H funding to support 275 homeless families.

Additionally, the Housing Authority will provide a program matching the incentives outlined above for the first 75 new rental units provided to existing voucher holders who are not considered homeless by federal definition but are unattached to a unit and have exceeded 150 days of seeking housing with their voucher. The estimated cost of this program in FY 2018 will be \$265,000 and will be funded by the Housing Authority.

Staff believe this new program will help and be a significant improvement to those searching for a unit, as well as incentivize landlords to participate in the HCV program.

Staff will provide a staff report on the items covered in this memorandum to the City Council on July 11, 2017.

Should you have any questions, please contact Kelly Colopy, Director of Health and Human Services, at (562) 570-4016.

CC: CHARLES PARKIN, CITY ATTORNEY
LAURA DOUD, CITY AUDITOR
TOM MODICA, ASSISTANT CITY MANAGER
ANITRA DEMPSEY, INTERIM DEPUTY CITY MANAGER
REBECCA JIMENEZ, ASSISTANT TO THE CITY MANAGER
DEPARTMENT HEADS
CITY CLERK (REF. FILE #17-0247)

**APPENDIX D – LONG BEACH CENTER FOR HEALTHY AGING
GAP ANALYSIS**

(This page intentionally left blank.)



LONG BEACH
HEALTH & HUMAN SERVICES

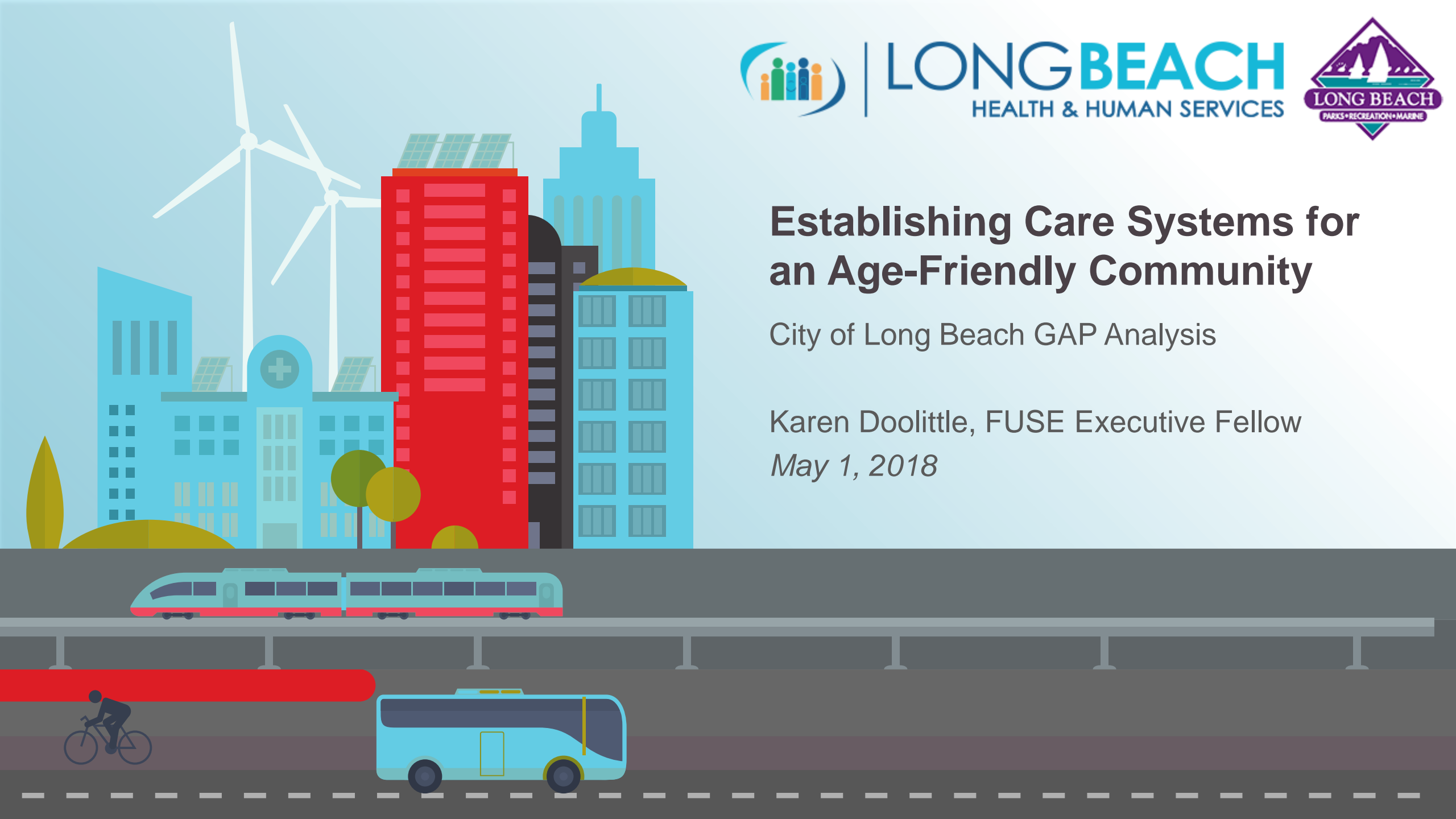


Establishing Care Systems for an Age-Friendly Community

City of Long Beach GAP Analysis

Karen Doolittle, FUSE Executive Fellow

May 1, 2018



Acknowledgement



Supported by a grant from SCAN Health Plan, based in Long Beach, California.

SCAN is a nonprofit public benefit corporation dedicated to finding innovative ways to enhance seniors' ability to manage their health and to continue to control where and how they live.

Table of Contents

<u>Topic</u>	<u>Page(s)</u>
Context & Scope	4
Executive Summary	5
Aging Population Demographics	6
SWOT Analysis Summary	7
<u>SWOT Analysis per Major Category</u>	8-12
Trends	13
Hassle Maps	14-19
Unique Challenges - LGBTQ & Cambodian	20-21
Digital Divide Barriers	22
Inputs to Resources Mapping	23
Senior Services Heat Map	24
<u>Appendix - Analysis of Service Providers</u>	25-55

Housing
Transportation
Health
Safety
Quality of Life

1. Senior Links
2. Parks Recreation & Marine (PRM)
3. Senior Center Information & Assistance
4. Multi-Service Center (MSC)
5. Long Beach Police Department
6. Jewish Family & Children's Services (JFCS)
7. SCAN Health Plan
8. Los Angeles County Area Agency on Aging (AAA)



Context & Scope

With an estimated 470,000 residents, Long Beach is the second largest city in Los Angeles County and the seventh largest city in California. One quarter of its current population is over 50 years old and 9% is over 65 years old, which forecasts a dramatic increase in the need for senior services in the areas of housing, transportation, safety, health, and quality of life. Providing quality support to the growing population of seniors is further complicated by the demographic changes underway. Long Beach's residents are expected to become not only more ethnically diverse, but also older and financially insecure. By 2025, more than 22% of Long Beach's senior residents will be living below the poverty line.

Long Beach has identified major gaps and lack of coordination in the services it currently offers its older adult residents.



The City of Long Beach is partnering with FUSE Corps to host an executive-level Fellow for one year to design a coordinated and data-driven system for delivering and financing services to seniors.

The fellow will also develop a system for measuring and communicating the economic and social value of services provided to seniors to help the city leverage potential public funding and private-sector partnerships. These efforts will help Long Beach realize its overarching goal: to improve the quality of life for the city's older adult residents by linking them to a coordinated health and social service continuum of care.

Executive Summary

Acknowledging People



Mapping the Older Adults' Journey

Evaluating the problems and multiple gaps seniors face when seeking services is a starting point for journey mapping the experience from the senior's point-of-view. **How can the city leverage inputs from the Senior Commissioners and activist groups like the Gray Panthers to help define the desired journey for older adults?**



Adoption of an Age-Friendly Mindset

How can the greater community members elevate themselves above structural and political barriers to innovate on solutions for an age-friendly city?



Seniors Volunteerism

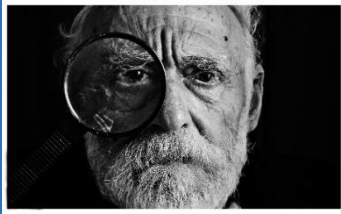
Senior Police Partners and the 4th Street Senior Center are two examples of the less recognized plethora of volunteer opportunities within the city.

What opportunities exist to create structures (without over formalizing) to help seniors help themselves, create purpose and prevent isolation?



Inclusion of Vulnerable Communities

Long Beach protects its Veterans through priority treatment at the Multi-Service Center and Housing Authority, and focus through the newly established Veterans Affairs Commission. **What can the city do to promote and enhance acceptance of its vulnerable seniors from the LGBTQ and Cambodian communities?**



Addressing the Gaps

The City of Long Beach, and its supporters, are actively pursuing ways to innovate and collaborate on ideas and approaches to close their greatest gaps in systems for the Aging Population, namely Housing and Transportation. Local organizations are securing grants and working together to create housing communities offering a safe place for one-stop access to meet needs around basic care, health, and quality of life. These early models can serve as pilots to replicate and scale services. This wraparound model typically applied to youth, can help assist caregivers and family members with an extra layer of support to navigate a continuum of care for their clients and loved ones, which relates to the third greatest need, in-home care.

Next to housing and transportation, the greatest need lies in affordable in-home care. Significant gaps exist due to the rise in demand for caregivers from increases in Alzheimer's, dementia, or milder cognitive impairment, other disabilities, and complexities associated with multiple chronic diseases (diabetes, cardiovascular, etc.). Demographic shifts and other trends that limit the availability of potential caregivers, including lack of affordable care (especially a growing need for the middle class), an increased share of employed women, and caregiving expectations weakened by divorce and alternative lifestyles. Long Beach's LGBTQ and Cambodian populations face a unique set of challenges that makes finding appropriate, affordable, safe and trustworthy caregivers yet more challenging.

Gerontological training and education on the needs of seniors, along with cultural and sensitivity training on equity and aging is needed across the community. A shared online referral system will assist with coordination, collaboration, tracking and reporting on systems of care, thus providing valuable feedback for decision making, and improved sustainability and impact. It is important to note that the online referral system will only be effective if the proper operating model and processes are thoughtfully established and continually enhanced. Innovative solutions and policies that improve housing, transportation, and long-term health and care services and supports, and reduce unmet needs, could benefit both older adults, their families and caregivers, for an age-friendly Long Beach.

2017 Key City of Long Beach Accomplishments for Seniors

- Provided 512,000 senior participant days in Parks, Recreation and Marine Department programs
- Capital improvements at the 4th Street Senior Center
- Completed four housing projects, creating 355 affordable units for seniors: Immanuel Place (3215 E. 3rd St.); Anchor Place/Villages at Cabrillo (2001 River Ave.); Long Beach Professional Building (117 E. 8th St.); and The Beacon (1201- 1235 Long Beach Blvd.)

One in three Americans is age 50 or older
Is your community a great place for people of all ages?
By 2030, one out of every five people in the United States will be 65 or older
Long Beach has committed to serve and support the older adult population as an age-friendly community!



Reviewing the Systems



Just-in-Time Systems

The Multi-Services Center (MSC) is a one-of-a-kind first point-of-contact for homelessness services.

How can the MSC and the community best address the increase in homelessness and financial abuse among older adults?



Integration of City Social Services

How can the Police, Fire, Department of Health & Human Services (DHHS), and other agencies better share information to improve client outcomes and prevent unnecessary spending?



Coordination of Like Services

How can service agencies better coordinate and collaborate to improve health and wellness for seniors?



Scalability of Co-Located Services

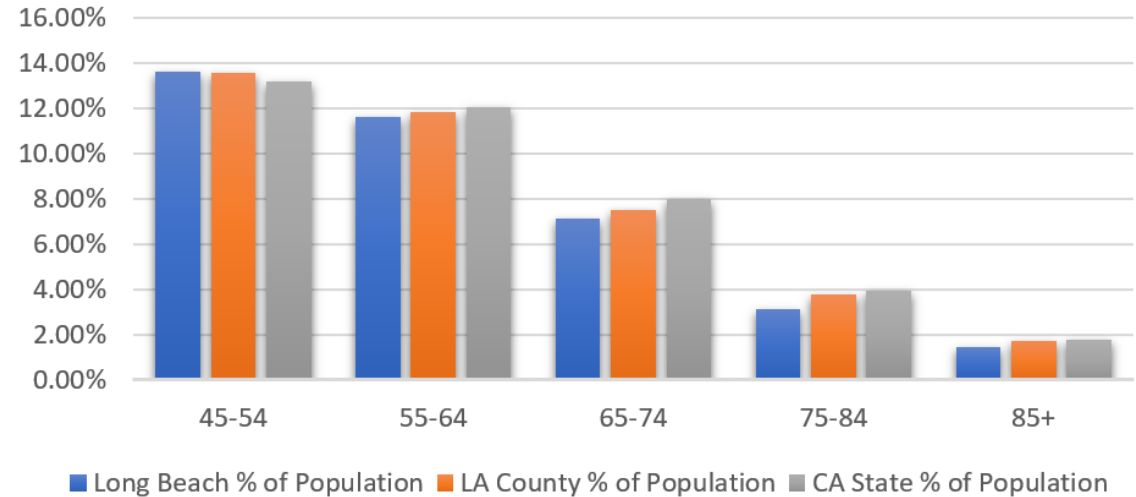
American Gold Star Manor, Villages at Cabrillo, and LINC Housing are co-locating services to create villages of care. **How can these concepts be scaled while considering the benefits of inclusion, diversity, and intergenerational opportunities?**

Long Beach Aging Population Demographics

Numbers of Seniors by Zip Code

Zip Code	Age Range (Yrs)				TOTAL	Per 10,000
	55-64	65-74	75-84	85+		
90805	9,616	5,434	2,187	750	17,987	1.80
90808	5,997	3,703	1,795	1,004	12,499	1.25
90803	5,464	4,155	1,755	731	12,105	1.21
90815	5,373	3,541	1,894	1,204	12,012	1.20
90807	4,615	2,981	1,320	888	9,804	0.98
90813	5,255	2,782	1,165	378	9,580	0.96
90802	4,817	2,975	1,212	489	9,493	0.95
90806	4,587	2,715	1,186	438	8,926	0.89
90810	4,088	2,622	1,357	522	8,589	0.86
90804	4,002	2,171	801	438	7,412	0.74
90814	2,465	1,556	627	276	4,924	0.49
Total	56,279	34,635	15,299	7,118	113,331	

Comparison of Percentage of Aging Population



People 65+ Living Below Poverty Level

14.0%
(2011-2015)

CA Census Places

U.S. Census Places

Los Angeles, CA County Value (13.4%)

CA Value (10.3%)

US Value (9.4%)

Prior Value (13.6%)

Trend

People 65+ Living Alone

VALUE
28.7%
(2011-2015)

COMPARED TO:

CA Census Places

U.S. Census Places

Los Angeles, CA County Value (22.5%)

CA Value (23.3%)

US Value (26.6%)

Prior Value (27.6%)

SWOT Analysis Summary of Findings

Current State Situation Facing Seniors in Long Beach



Strategies and solutions that make a community great for people of all ages

Strengths

➤ **A Caring Community**

- Stakeholders and advocates engage with the community to address and support senior issues
- Department of Health and Human Services (DHHS), Parks recreation & Marine (PRM), and affinity groups offer dozens of enriching programs, providing high levels of individual hands-on attention to seniors
- DHHS staff help seniors prepare for doctor visits, reviewing what to ask the doctor, writing down instructions, and showing seniors how to use their smart phone

➤ **Focus on Innovative Solutions**

- Existing City interdepartmental efforts work to improve livability and mobility for the community
- Agencies and affiliates are entrepreneurial and innovative, and collaborate to improve policies and processes

Opportunities

➤ **Cultural Awareness & Sensitivity**

- Existing City plans can be revisited to specifically highlight needs of older adults to be addressed in policies

➤ **Coordination & Collaboration of Care**

- Connecting seniors with services through a technology and people solution to close the information services gap
- Community coordination and collaboration through a Warm Hand-off/Closed-Loop referral by city departments, healthcare, and senior services organizations
- Need to frame a model for operating and funding services that can be shared across systems

Weaknesses

➤ **Disjointed & Fragmented Services**

- Silos of duplicate activities exist, versus a cohesive supportive fabric to navigate program offerings
- Staffing constraints facing many providers result in not enough home visits and assessments; home visits allow for a comprehensive assessment of the senior
- Necessity for greater in-home outreach to address issues with self-care, alienation and isolation

➤ **Lack of Senior Focus Lens**

- Vulnerability of seniors requires greater attention to what and how services are offered
- Lack of cultural awareness and understanding of the needs of aging population, and special groups such as Veteran, Cambodian, Black, Hispanic, and LGBTQ seniors

Threats

➤ **Lack of Housing & Transportation**

- Housing & Transportation are the foundation to support needs around health, safety and quality of life; these are not just senior related issues
- Ignoring the utility of seniors helping seniors could prevent potential progress in housing and transportation

➤ **Disparate Funding**

- Inadequate City funding for Senior Programs. City programs and non-profit providers operate heavily on fundraising and grants, which is not sustainable
- Funding that is often framed in cost-avoidance, ignores the cost-benefit of a thriving senior population

Future State Solution for Long Beach Aging Services

- On January 23, 2018, the City Long Beach was accepted into the AARP & WHO Network of Age-Friendly Communities
- Establish office focusing on older adults as a neutral convener of services and provide an Institutional Standard of Practice for Continuity
- Foster systems-change and collaboration through an Age Friendly Consortium (22+ organizations)
- Collaborate across City Departments and County Agencies on services and fundraising
- Involve line staff to help implement a stronger integration of services with both a technology and people solution

Collaboration & Technology



Housing

Strengths

American Goldstar Manor

- Four organizations each donated \$50K to improve the Quality of Life at Gold Star Manor (American Goldstar Manor, CSULB, Archstone and SCAN) for developing new assisted living facilities, a possible memory care center and a medical clinic

Villages at Cabrillo

- Co-location of 20+ organization provides support ranging from shelter and treatment, to transitional and permanent housing

LINC Housing

- Develop and construct new affordable housing for seniors and others
- Retrofits existing affordable housing to create energy savings
- Protects affordable housing supply through purchase of existing rentals

Weaknesses

Lack of Affordable Housing

- Seniors are being displaced by high rents and many move away, or become homeless. Currently there is not enough affordable Senior Housing. Point in time count rendered 3 available spots in 40+ housing centers. Market rate is ~\$2000 for a 1 bedroom, or ~\$1000-\$1700 for a studio.
- In May 2016, Section 8 waiting list opened for the first time in years, with 17,000 individuals on the waiting list
- Section 8 does not cover utilities, one can be housed and still not afford utilities
- More vouchers than units: Of 7,398 vouchers, 87% are in leases, 480 people have unused vouchers, because they cannot find housing that accepts Section 8
- Long Beach housing assistance is 100% Federally funded, with no city support
- 648 persons experiencing homelessness over the age of 50 accessed the MSC in 2017

Opportunities

Modular Housing: Faster than construction

Seniors could **co-locate to provide support to one-another**

- Can convert living room to an additional bedroom
- Roommate locator service for seniors
- Both address isolation factor

Group homes for Seniors – Ranch Style group home and meal sharing

Intergenerational housing – Long Beach City College property includes grandparents aged 55-75 yrs. caring for their grandchildren

Threats

Lack of Senior-appropriate Housing

- Shelters not appropriate for seniors – lack easier-to-grab door handles, grab bars
- Covenants expired: multi-year senior housing contracts up for renewal

Seniors Face additional Barriers when Seeking Housing

- Seniors may lack transportation to search and interview for housing
- Hoarding is an Obsessive Compulsive Disorder that is more prevalent at age 50+ (can be related to anxiety & depression). Hoarding escalates the more isolated a senior becomes---Stage 4 hoarding is up to the ceiling. Section 8 vouchers require a fire safety inspection and hoarding can lead to eviction.
- Substance use disorder makes it difficult to find and keep housing
- LGBTQ seniors may face additional challenges: not feeling safe expressing their sexual preference in a senior housing living environment, or living with HIV/AIDS

Transportation **Strengths**

LB Transit launched Connected Seniors Club in October 2017

- Groups of seniors will form their own club
- *Ambassador* will lead them on a fun excursion trip
- LB Transit provides Train-the-Trainer for the *Ambassador*
- *Ambassador* gets 30 days free if they plan and lead 2 trips a month.

FAME (First African Methodist Episcopal) provides monthly Taxi coupons and Bus tokens for those with proof of income <\$1500/month

City of Long Beach hosts annual place-based Livability Summit

- City is looking at ways to make Long Beach more transportation friendly
- Walkability and bikeability questionnaires evaluate transportation options

DHHS Nurses work hard to navigate the transportation systems to ensure their disabled and vulnerable clients can make multiple appointment in one day

Opportunities

Transportation Considerations for Seniors:

- Curb-to-Curb – issues with walkers and canes
- Elbow-to-Elbow – need assistance beyond door-to-door and with Wheelchairs
- Crosswalk timers not long enough; if disabled “crossing PCH is dangerous”
- Resources and services exist in the city, but transportation remains a barrier
- “We could potentially have 20-30 more participants at the Senior Center per day if seniors had transportation”

Pilot senior transportation projects in other cities:

- Sacramento MicroTransit: For no extra fees, a shuttle will pick up and drop off passengers across the city to fill gaps in bus routes
- Laguna Beach contracts with Uber for subsidized transportation for seniors

Weaknesses

Transportation Challenges

Positive reviews of transportation options are riddled with **caveats**

- **Must articulate needs properly**
- **Can be unreliable: Dial-a-Lift & Yellow-Cab:** “Good to pick you up, but bad at returning you.”
- **Adult Day Care Providers:** Sometimes vehicle still needs fixed
- **Need to book well in advance:** Access works well, but requires 24hr. notice for reservation
- **At mercy of public transportation: Bus system** is good, but vulnerable to delays
 - Routes are only on major thoroughfares, otherwise required to walk
 - Timing can be tricky: Frequency changes at different times of the day and on weekends
- **Based on medical needs: Free Shuttles** may be limited to doctor’s appointments
- **Ride Share scheduling can be difficult:** “I don’t want to spend 5 hours in transportation, for a 1 hour appointment.”

Threats

Long Beach Transit both faces and contributes to barriers for transportation

1. Seniors are not aware of their eligibility for discounted bus fares
2. Seniors expressed level of fear and reluctance to ride the bus
3. LB Transit federal funding is based on paid ridership, which acts as a disincentive to provide completely free rides

First mile/last mile is the greatest challenge: People will walk a ¼ mile to get to a bus stop

- Other agencies are partnering with Uber or Lyft just to get to a bus stop
- Some vouchers are provided for short term rides to get to a transit center

Long Beach needs to stay ahead to prevent gaps in transportation

- Molina shuttle ended its transportation services in the Houghton neighborhood

Health

Strengths

Health Insurance Coverage among Older Adults

- 99.6% of persons over age 65 are insured, compared to only 88.3% of adults aged 64 and under *

Hoarding Task Force

- Long Beach hosts a monthly Hoarding Task Force to share the latest information and leading practices, and offer collaborative support on challenging, multi-faceted mental health cases

In-home Assessments

- Many non-profit organizations, such as Heart of Ida, SCAN, Meals-On-Wheels and Pathways, provide in-home assessments to address risks to health, falls, food security, social-emotional, and abuse.

Weaknesses

Caregiving is becoming increasingly challenging, and particularly for the Middle Class

Chronic Illnesses & Complexities Impacting Seniors

- Nationally 77% of older adults live with at least 2 chronic conditions, such as: Diabetes, Thyroid Conditions, Heart Disease, and Mental Illness *
- Nationally 23.5% of persons over age 65 are obese *
- Senior may be on 15-25 medications, breathing machine, electric wheelchair, plus special bed
- Falls and hip issues, addictions to pain medications, and bed bugs exacerbate conditions

Senior Mental Health Issues

- Dementia & Alzheimer's – Late to diagnose and difficult to treat
- Many Long Beach CBOs interviewed noted that hoarding is pervasive, and they see many clients with schizophrenia and bi-polar disorder
- Experiencing homelessness and substance use disorder

Opportunities

Elders need patient advocates & outreach to follow-up after medical appointments

- Quick discharge via taxi, then what do next?
- Medication distribution - Did not get medication because there was no one to assist

Seniors need Wellness Checks via Home Visits

- Home environment can be more revealing than a physician visit: can see how the senior moves in the home, observe medication usage, assess food security, identify social isolation and hoarding, to determine level of support required.
- Similar to Life Alerts and Panic Buttons, use telehealth or telephones to check-up on seniors to avert a crisis.

Improved Coordination will use resources more effectively

- Opportunities exist for referrals from state of crisis to treatment and prevention:
 - Fire Department could refer assist-up/falls calls to on-going case management
 - Hospital ERs could refer non-emergency cases to primary care or case management
 - Expand training opportunities for students to gain experience with senior clients

Threats

Challenges with Qualifying for Support Programs

- Must demonstrate need to qualify, need to re-apply every year, may need assistance to complete forms, requires continuous follow-up

Greatest Need is for Affordable Non-Clinical In-Home Care

- If Medi-Cal can get IHSS homemaker; otherwise cost is \$25/hour to hire a caregiver. If just over Medi-Cal income threshold, but not wealthy, cannot afford it.
- Medicare does not pay for assisted living, only for skilled nursing. This leaves a large need for seniors who do not have severe medical issues, but need someone to assist them in Activities of Daily Living (ADL), such as bathing, laundry, counting pills.
- Agencies receive lots of calls from adult children living out of state who need help for their parents, requesting an assessment to see if their parent can live by themselves. Agencies can only do so many free assessments.

"Take away my pensions so I can be eligible" — One client who is receiving a Pension and Social Security totaling \$1800/month. For Cal Fresh and Medi-Cal, the income cap is \$1200 or \$1600 for a couple

“We owe Seniors safe housing, safe neighbors, and places to go and be themselves.”

Safety

Strengths

Holistic Elder Abuse Response Team (HEART)

HEART is a Program of WISE & Healthy Aging that is operating on a grant to provide elder abuse case management to LA County, including Long Beach: Long Term Care Ombudsman, Licensed Clinical Social Worker, Core Support Group (therapy), and coordination with Adult Protective Services (APS)

Long Beach Elder Abuse Prevention Team

Group of abuse and neglect focused professionals and volunteers who meet quarterly to stay abreast of financial scams, case conference, and inter-refer

Long Beach Police Department Retired & Senior Volunteer Program

served roughly 85-100 seniors in 2017 across all zip codes while engaging persons 55+ in enriching community service.

- 38% of visits resulted in referrals to APS
- Majority (65%) served were ages 65-79, 29% were 80+; 6% were 50-64
- 10% served were Veterans

Opportunities

“Parks are safer when seniors are out walking and there is activity going on”

Parks are a Catch-22 when it comes to safety

- Seniors need a safe way to walk and navigate the park; while at the same time, having seniors out walking acts as a watch-dog to help reduce crime
- Ramona Park is improving its “Livability” through fixes to sidewalks and lighting to improve its safety. Next lies opportunities to offer programming and draw attendance from three surrounding senior housing facilities.

Many opportunities exist to teach the Older Adults about Safety:

- How to access services
- How to speak up for themselves
- Self Determination as long as not impacting the welfare of others
- To call APS to investigate senior abuse for themselves or for others
- How to double check references to be wise to financial scams

Weaknesses

Seniors are vulnerable in active daily living to:

- Scams
- Fraud
- Physical abuse
- Neglect

“In one case, the daughter was addicted to drugs and was stealing money from her elder mother and physically abusing her when she could not get enough money.”

Significant Gaps Exist across LA County for Elder Abuse Social Workers *

Adult Protective Services (APS)	Department of Children & Family Services (DCFS)
40,000 cases for 200 social workers*	50,000 cases. for 5,000 social workers
Ratio: 200 to 1	Ratio: 10 to 1

*Same ratio at the state level for 2016/17, APS closed 159,782 investigations (based on numbers to be reported to the National Adult Maltreatment Reporting System). Therefore, APS workers handled, on average, 200 investigations per year!

Threats

People do not want to talk about Elder Abuse

- Financial abuse is highest among seniors, scams change constantly so people can’t keep up
- Need Older Adult Shelters for those evicted or fleeing Domestic Violence
- Need public guardians office and more staffing to step in and remove someone when they cannot defend themselves. Support groups, case management, and therapy are needed
- Care taker may be neglecting them or taking advantage
- Senior may not understand how to keep themselves out of the hospital
- Those aged 80+ are from a generation that still sweeps things under the rug, and not report
- Senior Centers not funded to purvey case management

Safe Community Spaces

- Growing homelessness in parks and public spaces, deters frail elders from attending because they fear for their safety

Quality of Life

Strengths

LGBTQ and United Cambodian Centers (UCC) focus to improve the quality of life of the population they serve and continuously evolve to address the most pressing issues and strive to promote community awareness of vulnerabilities

PRM Programming and Intergenerational Events – Long Beach PRM offers social and wellness programs for seniors. Senior Center hosted a Thanksgiving Lunch with 200+ attendees where teens spoke with seniors to understand how they grew up, played games, mingled, and entertained, while seniors served as role models.

CSULB implements programs for peer to peer support and for pairing younger generations with seniors

Successful Aging Expo: In October 2017, seniors were offered a resource fair to explore available options to support and enrich their quality of life

Opportunities

Sharing Economy “Time Banking” Time is exchanged hour for hour to leverage the richness of one another’s talents and assets. Services may include driving, banking and taxes, or even making tamales. We need to encourage the use among seniors.

Restaurants can serve as gathering place where seniors own the dining room during the day, and the facility serves as a restaurant at night

Opportunity exists to make Senior Centers more physically appealing
PRM Senior Centers offer quality programming and information, but how can leading practices be shared and replicated across organizations?

- How should programs be better structured?
- El Dorado leads popular Tech Talk sessions with groups of 15 seniors that lead to spin-off topics in smaller breakout sessions
- Services are currently facility centric with ethnic clusters
- Should programs be offered across all sites and on the weekends?

Weaknesses

Lack of funding and delayed focus on issues for seniors prevents continuity and depth of services to address the needs of the aging population

Complexity and interdependency of housing, transportation, health and safety issues creates barriers to gain traction on holistic solutions

Senior Economic Drivers are currently Cost Avoidance

- Economic benefit of seniors can no longer be ignored
- There is an economic benefit from seniors continuing to work from age 50-75
- Seniors who want to work is around 30%, and reality is that about 70% of seniors work because they have to!

“People are working until their last breath!”

Threats

Attacking the Digital Divide – Even though the digital divide remains prevalent, on demand access is becoming increasingly important for seniors

- Considering technology access vs. Knowledge of how to use technology
- The “senior” population encompasses many generations that have varying degrees of tech savviness
- Technology can become overwhelming for some seniors; however, it can be leveraged to help seniors to live more independently and age in place

Expo Center offers well received programming, but its existence is threatened and needs financial support to provide structure for volunteers and to expand programs

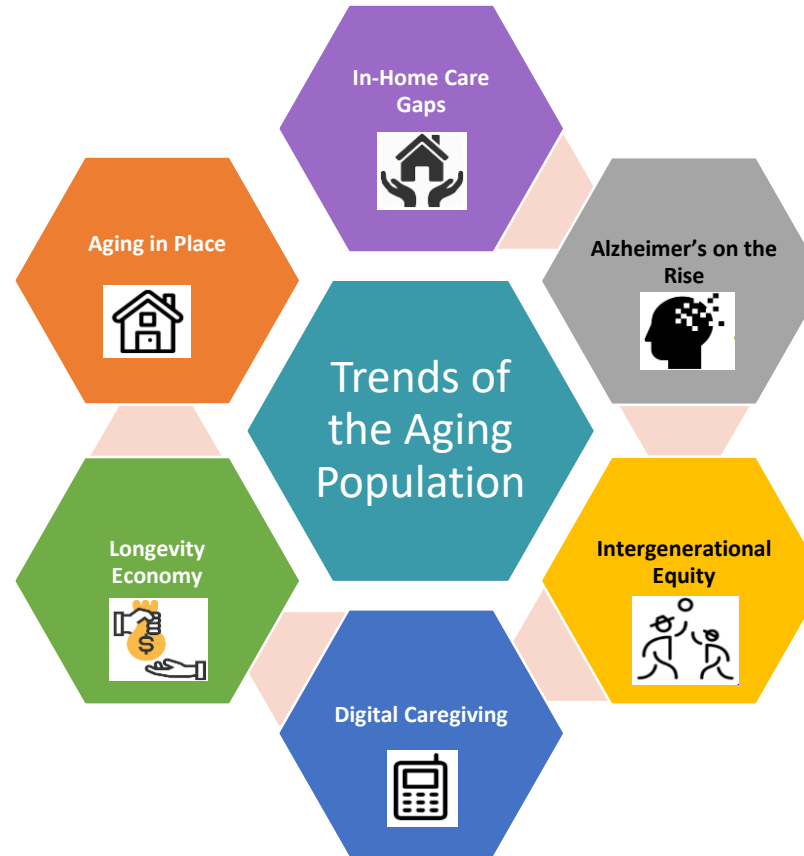
- Currently have word-of-mouth marketing and weekly email to 409 seniors from a socio-economic diverse group from Del Amo Gardens to Carmelitos

Trends

The number of people in need of **in-home care** in the United States is expected to reach 117 million by 2020, according to AARP. While families provide the vast majority of the informal care received by older adults, geographic mobility often demands caregiving at a distance. As the disproportionately large baby boom generation ages, the gap between elder care needs and available caregivers will widen dramatically. In 2010, there were seven potential caregivers ages 45 to 64 (the age group of the average family caregiver) for every person age 80 and older (the age group most likely to have a disability) (Redfoot, Feinberg, and Houser 2013). That ratio is projected to drop to 4 to 1 by 2030 and bottom out at 3 to 1 in 2050 when the entire baby boom generation passes the age 80 milestone.

In many parts of the country, seniors are “**aging in place**” because disproportionate shares of young people have moved elsewhere. Older adults can remain safely in their own homes and communities, regardless of mobility, ability, age, or income through updates to existing homes to meet age-friendly universal design standards, and using smart technologies to assist with personal care. For example, Oregon’s Rogue Valley in collaboration with AARP Oregon, developed a Lifelong Housing Certification program that provides an age-friendly livability checklist to assist buyers and renters and boosts benefits for property owners.

According to AARP’s 2016 **Longevity Economy** Report, the 50-plus age group generates \$7.6 trillion in economic activity, including \$5 trillion in consumer spending by people 50-plus combined with the further economic activity this spending generates (i.e. \$1.8 trillion in federal, state and local taxes). Older adults are working longer because they are living longer and may benefit from additional income and activity. In 2014, 23 percent of men and about 15 percent of women ages 65 and older were in the labor force, and these levels are projected to rise further by 2022, to 27 percent for men and 20 percent for women. People over 50 are also critical in driving entrepreneurship and investment, and account for the majority of volunteering and philanthropic activities.



The number of Americans living with **Alzheimer’s disease** could nearly triple by 2050 to 14 million, from 5 million in 2013, increasing the demand for elder care. The Alzheimer’s Association says, “Someone in the United States develops Alzheimer’s dementia every 66 seconds.” An estimated 5.5 million Americans are living with Alzheimer’s disease, and one in 10 people age 65 and older (10 percent) has Alzheimer’s dementia. (AARP Nov 2017)

Intergenerational equity is the concept or idea of fairness or justice in relationships between children, youth, adults and seniors, particularly in relation to treatment and interactions. Intergenerational conflict describes a more abstract conflict based on prejudices, and also cultural, social, or economic discrepancies between generations, which may be caused by shifts in values or conflicts of interest between younger and older generations. Intergenerational housing in cities allows for children to stay close to their aging relatives and to nourish relationships in real time. Many seniors are taking care of their grandchildren well into their 60’s, 70’s, and even 80’s, while their adult children are working. Senior centers are hosting intergenerational events to prevent older adult isolation, mentor today’s youth, and preserve cultural traditions.

Caregiving is going digital with over half (53 percent) of projected market revenues expected to be from digital solutions in 2017-2021, up from just 28 percent in 2016. Just as consumers are increasingly able to manage life’s many details from a smartphone or tablet, so too will caregivers. Innovators are building intelligence into existing caregiving products such as voice-activated home assistants, virtual nurse avatars for routine checkups, and even sophisticated robotic home companions. (AARP June 2017)

Hassle Maps

- A Hassle Map is a detailed study of problems, large and small, that people experience whenever they use their products or services. Hassle Maps are from Adrian Slywotsky's book, "Demand".
- A similar tool is the Customer Journey Map where you view the customer service process flow from the perspective of the client or customer, and includes the customer emotions experienced at each touchpoint.
- The Hassle Maps on the following slides illustrate the compounding effects of multiple gaps within the aging population. These gaps identify the opportunity where demand is hiding.
- The Hassle Maps synthesize interview findings and research. Each map reflects actual case situations supported by research articles.
- The maps serve as tools for analysis and planning of programs and services to support the aging population.
- The LGBTQ and Cambodian Snapshots describe in detail the barrier overlays to the existing hassles.

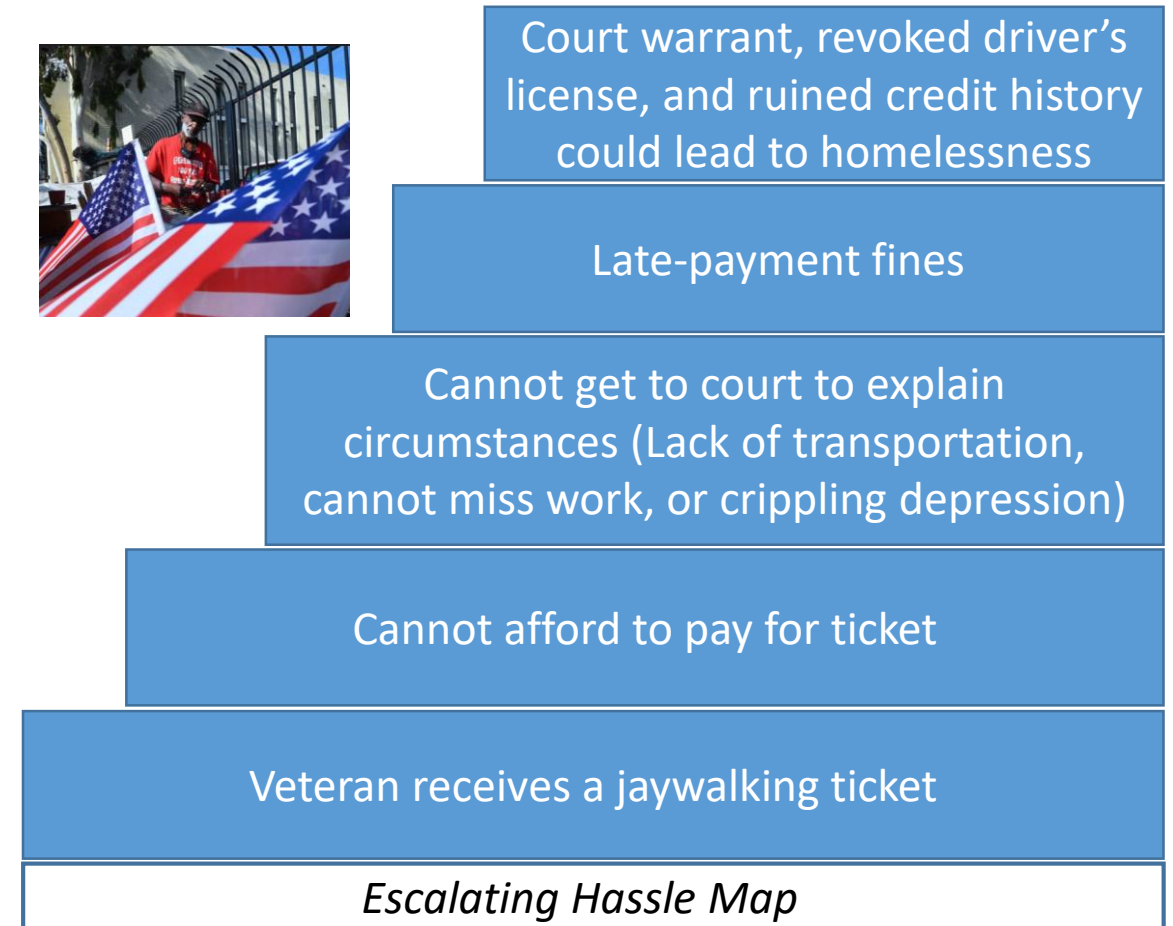


Veteran at risk of homelessness

For veterans at risk of homelessness, the tipping point can be as trivial as a jaywalking ticket.

The veteran may not be able to pay the fee for that ticket, and then could not get to court to explain the circumstances — perhaps because of a lack of access to transportation, an inability to miss a day of work, or crippling depression. Late-payment fines are tacked on to the original fine. A court warrant, a revoked driver's license and a ruined credit history follow.

What might have seemed like a trivial citation has spiraled into a serious obstacle to being approved for housing, finding employment, driving to doctor's appointments and reintegrating into civilian life.



Homeless senior with substance use disorder

Substance use disorder is much more common among persons experiencing homelessness than in the general population. Since substance use can be both a cause and a result of homelessness, both issues need to be addressed simultaneously.

Breaking an addiction is difficult for anyone, especially for someone experiencing homelessness. Motivation to stop using may be poor, because day-to-day survival takes priority. Many persons experiencing homelessness and substance use disorder have also become estranged from their families and friends and lack a social support network.

Sometimes people with untreated mental illnesses use illicit drugs as an inappropriate form of self-medication. Few programs for individuals experiencing homelessness also treat co-occurring issues of both mental illness and substance use disorder, and a person experiencing both could remain unsheltered.



Mental illness and homelessness leads to increased risk of violence and victimization, and high utilization of health and justice systems

Cannot find a shelter that treats both mental illness and substance use disorder. Thus remains unsheltered.

Finding food and shelter takes priority over substance use disorder treatment, and perhaps they refuse help

Turn to drugs and alcohol to cope with their situation or self-medicate for mental illness

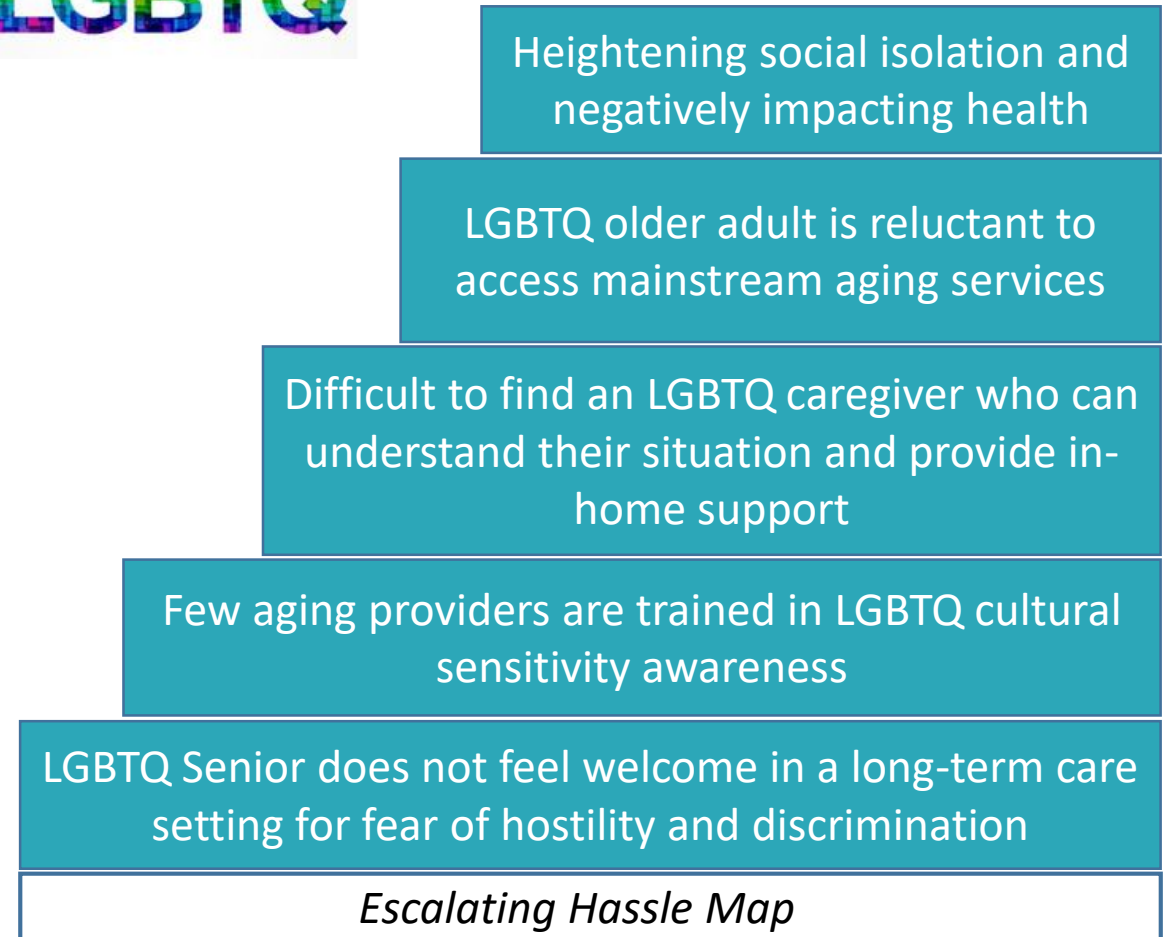
Person experiencing homelessness and increased stress of living on the street

Escalating Hassle Map

LGBTQ senior seeking housing

Many LGBTQ older adults encounter long-term care settings that are not welcoming to their LGBTQ identities—and many report encountering hostility and discrimination. Moreover, the available research shows that few aging providers are trained in LGBTQ cultural competency, few conduct outreach to the LGBTQ community, and few are prepared to address acts of discrimination aimed at LGBTQ seniors by staff or other residents. This makes many LGBTQ older adults reluctant to access mainstream aging services, which can heighten their social isolation and negatively impact their physical and mental health.

LGBTQ seniors face difficulty finding an LGBTQ-identified or LGBTQ-competent caregiver who can understand their situation and provide in-home support. Transgender individuals feel even more isolated and rejected than their other LGBTQ peers.



Dementia client in abusive living condition

Due to lack of insight and cognitive changes, a person with Alzheimer's disease may be unable to safely and adequately provide for their day-to-day needs, and may be at risk for falls, wandering, malnutrition, and abuse.

People with dementia are especially vulnerable because the disease may prevent them from reporting the abuse or recognizing it. They also may fall prey to family, caregivers, and strangers who take advantage of their cognitive impairment.

Willfully denying a person's access to medication, medical care, food, shelter or physical assistance, can expose the individual with Alzheimer's to further risk of physical, mental or emotional harm.

Some scientists are researching whether repeated physical abuse to the head could actually lead to dementia itself.



Lack of shelters catering to the senior population prohibits immediate removal and attention

Shortage of Adult Protective Service case workers delays intervention

Awkward to seek help when seniors do not feel comfortable sharing personal details with strangers and ignore problems

Abuse from daughter escalates to physical abuse when mother cannot provide her daughter enough money to support her addiction

Elderly woman with dementia experiences verbal abuse by her adult daughter

Escalating Hassle Map

Middle-income couple experiencing food insecurity

Lack of in-home care support can lead to medication mismanagement. It is important that seniors get the right medicine, at the right dose, at the right time. For seniors with multiple medicines, or with memory loss, this benefit alone can be a lifesaver. Even when taking the correct medications, drug interactions and side effects often mimic the symptoms of age-related cognitive disorders.

A growing group of middle-class and working-class individuals are food insecure, meaning they have difficulty feeding one or more of their household members at some point because of a lack of money. Do they use their income -- if they have one -- to pay their mortgage or feed themselves? Do they pay for a hospital visit or put dinner on the table?

When someone struggles to feed their family, they experience psychological and emotional consequences and often face stigmas. These struggles can exacerbate or lead to depression, which creates another barrier to receiving financial support and recovering from the situation.



Overwhelming shame for middle-income retirees now facing food insecurity for the first time, prevents couple from seeking help

Combined Social Security & Pension income does not meet qualification for food stamps

Cannot afford in-home care provider for help with everyday life skills

Unable to get replacement medication due to lacking transportation to physician and pharmacy

A couple accidentally take one another's medications and are unable to replace due to difficulty with memory

Escalating Hassle Map

LGBTQ Community Snapshot

Currently: An estimated 2.7 million adults ages 50 and older self-identify as lesbian, gay, bisexual, or transgender in the U.S. including 1.1 million age 65 and older. Estimates more than double based on same-sex behavior and romantic relationships.

By 2060: The number of LGBTQ older adults will exceed 5 million

LGBTQ Seniors' Health Statistics - Nationally (Source: SAGE)



Current Challenges	Potential Solutions
LGBTQ older adults are 20% less likely to have access to government services such as housing assistance, meal programs, and senior centers	The LGBTQ Center of Long Beach serves as a hub of support for the LGBTQ community and initiating collaborations with Long Beach government and social sector organizations.
Lifetime discrimination and victimization leads to weakened immune system and mental distress. Surviving these experiences has strengthened resilience in some LGBTQ seniors.	Cultural competency training through groups like SAGE is in its infancy to train service and care providers. GRIOT Circle is a pioneer as the country's only service provider focused on LGBTQ seniors of color. LGBTQ-friendly older person services must be geographically and equitably accessible.
Elevated risk of poor general health and disability due to delayed and limited access to care, due to lower income, or not feeling comfortable disclosing their sexual orientation to their medical provider	Senior equity focused groups like DHHS Office of Equity, Gray Panthers, Senior Commission are taking the lead to ensure services provided to the senior and LGBTQ community align with policies, research, community input, and best practices.
Elevated risk of isolation and lack of caregiving since less likely partnered or married, often live alone and have much fewer children than heterosexual seniors	Innovative approaches are being explored to reach hidden or potentially isolated seniors such as targeted community events and partnerships with Meals on Wheels and Hospice

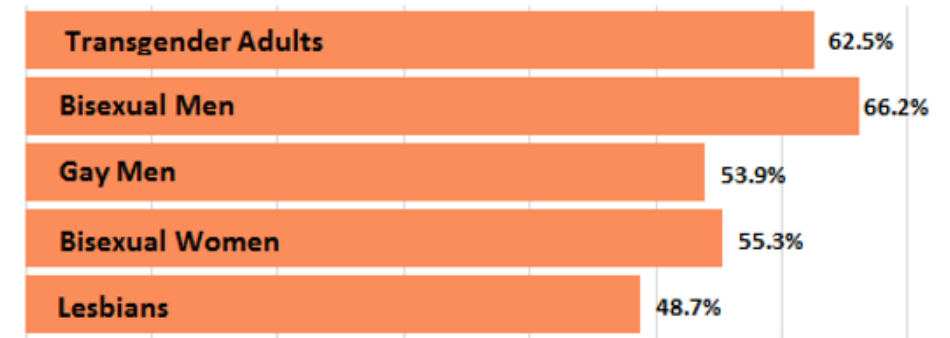


~3100 Same Sex Couples in Long Beach

Key Disparities among LGBTQ Sub-groups

- Lesbian and bisexual women:** Higher rates of disability, cardiovascular disease, overweight, and poor general health
- Gay and bisexual men:** Twice as likely to live alone; higher risk of cancer, and HIV
- Transgender older adults:** Higher rates of discrimination, victimization, mental distress, poor health, and less support
- Bisexual older adults:** Higher stigma, less likely to disclose sexual orientation, lower income, and have less support
- Older adults of color, and those with lower income and education:** Elevated risk of health disparities and limited access to aging, health, and support services

Social Isolation in LGBTQ Older Adults

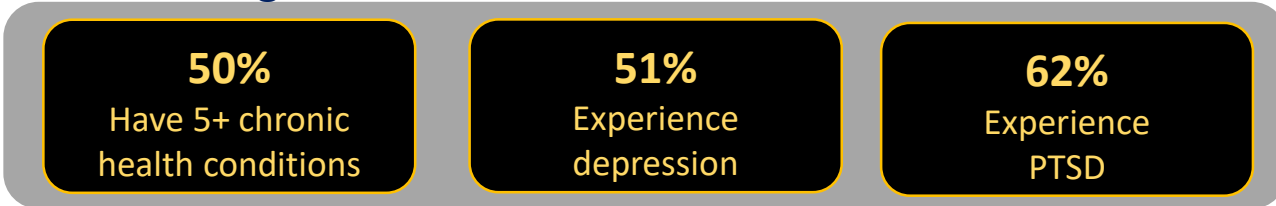


Cambodian Community Snapshot

In the beginning: Khmer, Lao, and Chinese refugees from Cambodia began settling in Long Beach in 1975, and increased dramatically in the 1980's. In addition to the trauma of fleeing violence, refugees experienced cultural isolation in a foreign country. Social support institutions, such as United Cambodian Community (UCC) have been providing culturally-appropriate services for 40 years.

Today: The Cambodian community of Long Beach is multi-generational, with children born in the US, and multi-racial. Cambodian seniors still face cultural isolation, trauma, and language barriers.

Long Beach Cambodian Seniors' Health Statistics



Current Challenges	Potential Solutions
Half of Long Beach Cambodian seniors live with 5 or more chronic health conditions, including mental health and diabetes	Assist seniors with benefits enrollment through National Council on Aging (NCOA) to discover benefits like Medicare/Medicaid, CalFresh, etc. DHHS Partnering with PRM to co-locate trained enrollers.
Older adults need intensive case management and one-on-one support	Certified Nursing Assistants training: Support for caregivers through National Asian Pacific Center for Aging provides senior care training. McBride Park Senior Center serves Cambodian meals, Dream Beyond Foundation
Older adults silently internalize their experiences – headaches, stomach aches, nightmares, stigma for labeling as mental health	Address emotional needs through Buddhist Mind, Body & Spirit approach. Social networks are better than therapy.
Lack of affordable housing	Seniors are beginning to co-rent studio apartments (for example, \$500/month for rent, with only \$200 left for living)
Fear of deportation	Utilize trusted Cambodian serving organizations to provide services and reassure seniors they can access services without fear of deportation.
Transportation is a barrier for many	Helping clients apply for Access for free transportation
Many are unfamiliar with technology and smart devices	Adapting to use of Facebook and YouTube; training on filtering SPAM mail
74% of Cambodian Seniors are Monolingual	Offer translation in Khmer and Lao



Many older Cambodians prefer to reach out to historically Cambodian organizations, such as United Cambodian Community, Cambodian Association of America, and Khmer Parents Association, rather than the city, due to distrust of government.

Long Beach's Digital Divide

Even though the digital divide remains prevalent, access is becoming increasingly important for seniors

Even if no longer working, online access for seniors is becoming increasingly important since information for banking, social security and medicine is more often being dispensed online

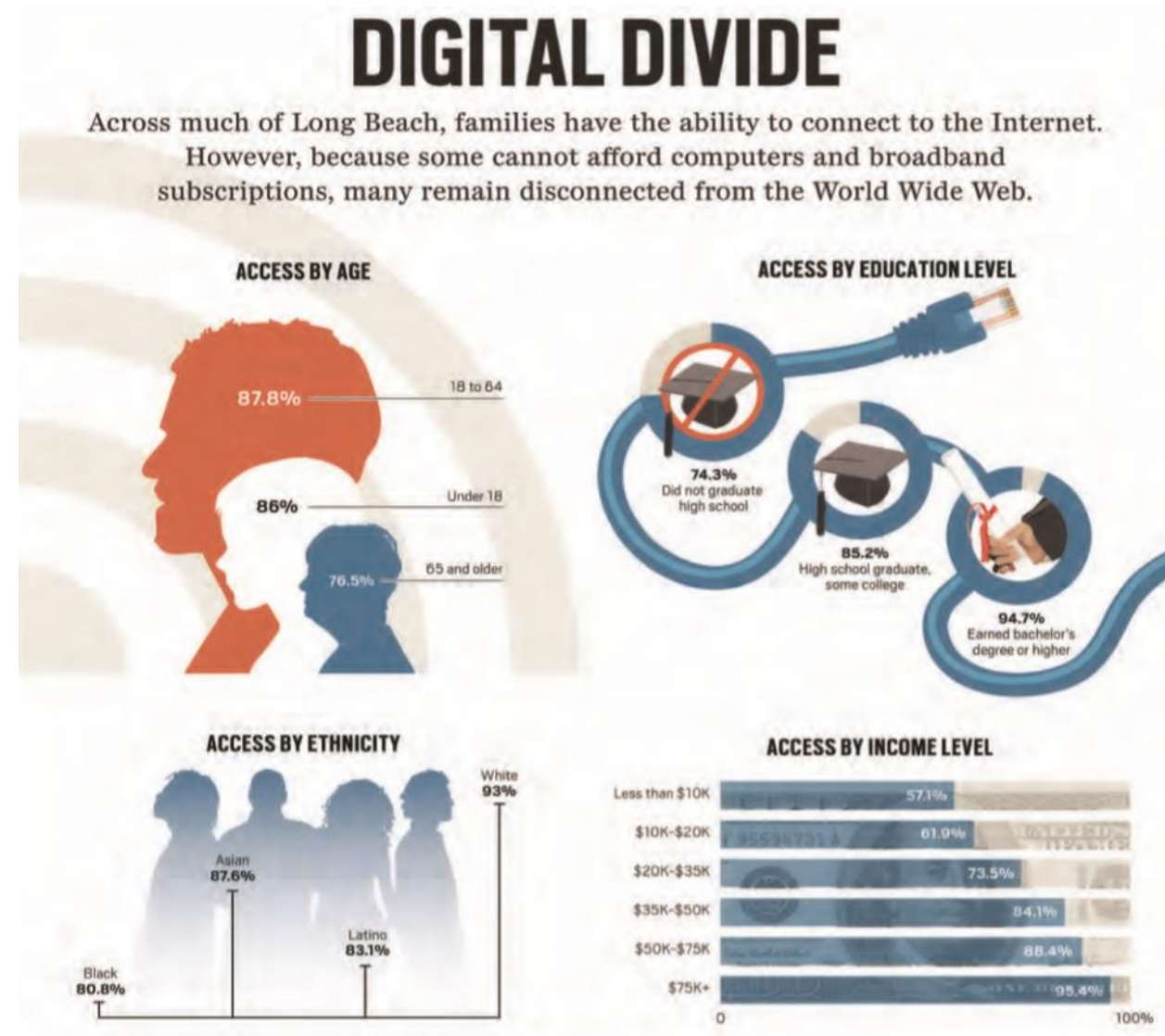
“24% of people 65+ do not subscribe to broadband, and 17% don't even own a computer of any kind.”

Barriers to access can include cost, lack of skills, lack of trust

“Close to half of households subsisting on \$10,000 or less per year – 42.9% – don't have Internet access of any kind at home.”

Lack of online access compounds existing inequalities in income, education level, and race

“While just 7% of whites living in Long Beach lack an Internet connection, the percentage rises to 12.4% for Asian-American residents, 16.9% for Latinos and 19.2% for Blacks.”



Inputs to Resources Mapping

**416
Total
Resources
Compiled**

Senior Resources Matrix was compiled from:

1. One Degree www.1degree.org
2. Aunt Bertha www.auntbertha.com
3. AgeWell Magazine www.heartofida.org/agewell-long-beach/
4. LGBTQ Center Guide <https://goo.gl/gh6UWH>
5. Mental Health Guide <https://goo.gl/SpctV3>
6. SAFE Long Beach Guide <http://www.lbds.info/civica/filebank/blobload.asp?BlobID=5507>
7. Research discoveries










Categories for Mapping Services

Category	Description
Support & Safety	Support groups, case management, programs for crisis, addiction, grief, and family, cultural & life issues
Volunteer/Activities	Volunteer programs, activities, classes, museums, libraries,
Health & Wellness	Hospitals, clinics, medical offices, and medical equipment
Housing	Senior housing, convelescent and nursing homes, and assisted living
Basics	Miscellaneous category providing 3 or more basic needs such as housing, food, clothing and clinic type services
Mental Health	Counsleing, therapy and support for mental health diagnosed conditions and disabilities
Financial	Career, legal and tax advisory services, and financial support, such as payment assistance for facilities
Food	Congregate meals, food programs and pantries
In-Home Care	In-Home caregiver referrals including skilled medical and nursing, personal care and housekeeping support
Transportation	Dial-a-Lift, Transit Bus and Yellow Cab

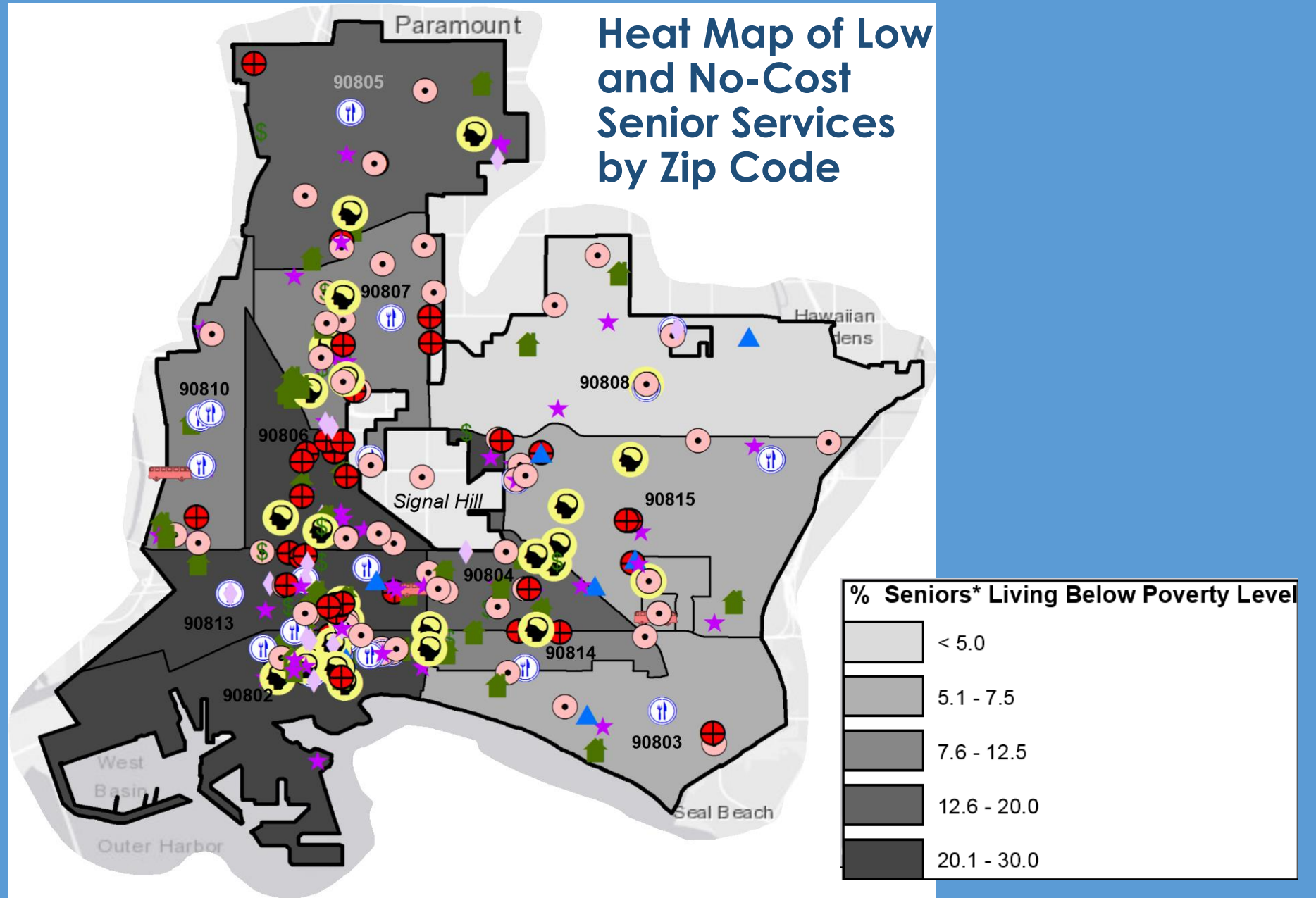
Heat Map Assumptions & Observations

- Mapped only those services with Long Beach and Signal Hill zip codes
- Mapped only low or no-cost services
- Listed organizations more than once to include multiple locations
- Many Federal and State resources are not included in this map that can be accessed virtually.
 - 1) The **BenefitsCheckUp** (www.NCOA.org) team monitors over 2,500 federal, state, and private benefit programs that can match to individual's eligibility requirements using their comprehensive tool.
 - 2) Last year, the United Cambodian Community (UCC) enrolled 595 clients into benefits that resulted in over \$2 million dollars in savings for the community.
 - 3) Aunt Bertha includes these federal and state programs in their online referral database, which is why the original search for Long Beach senior programs returned 1500 results. The search results were reduced by more than half to approximately 648 resources once the state and national providers were excluded.
- Removed Children related services, including children's health (i.e. Children's Institute), and children/youth mentorship (i.e. Centro CHA, Inc.); however, these organizations could serve as beneficial resources for the Senior population:
 - 1) Seniors are more often caring for their grandchildren and could benefit from having family services information at their fingertips, just as a parent or any childcare provider
 - 2) Several organizations that serve to mentor children and youth can serve as enriching volunteer opportunities for Seniors. The Youth/Children related organizations can provide Intergenerational opportunities for knowledge sharing, cultural enrichment, mentorship, and career counseling.

Service Category

-  Basics
-  Financial
-  Food
-  Health & Wellness
-  Housing
-  In-Home Care
-  Mental Health
-  Support & Safety
-  Transportation
-  Volunteer/Activities

Heat Map of Low and No-Cost Senior Services by Zip Code



Appendix

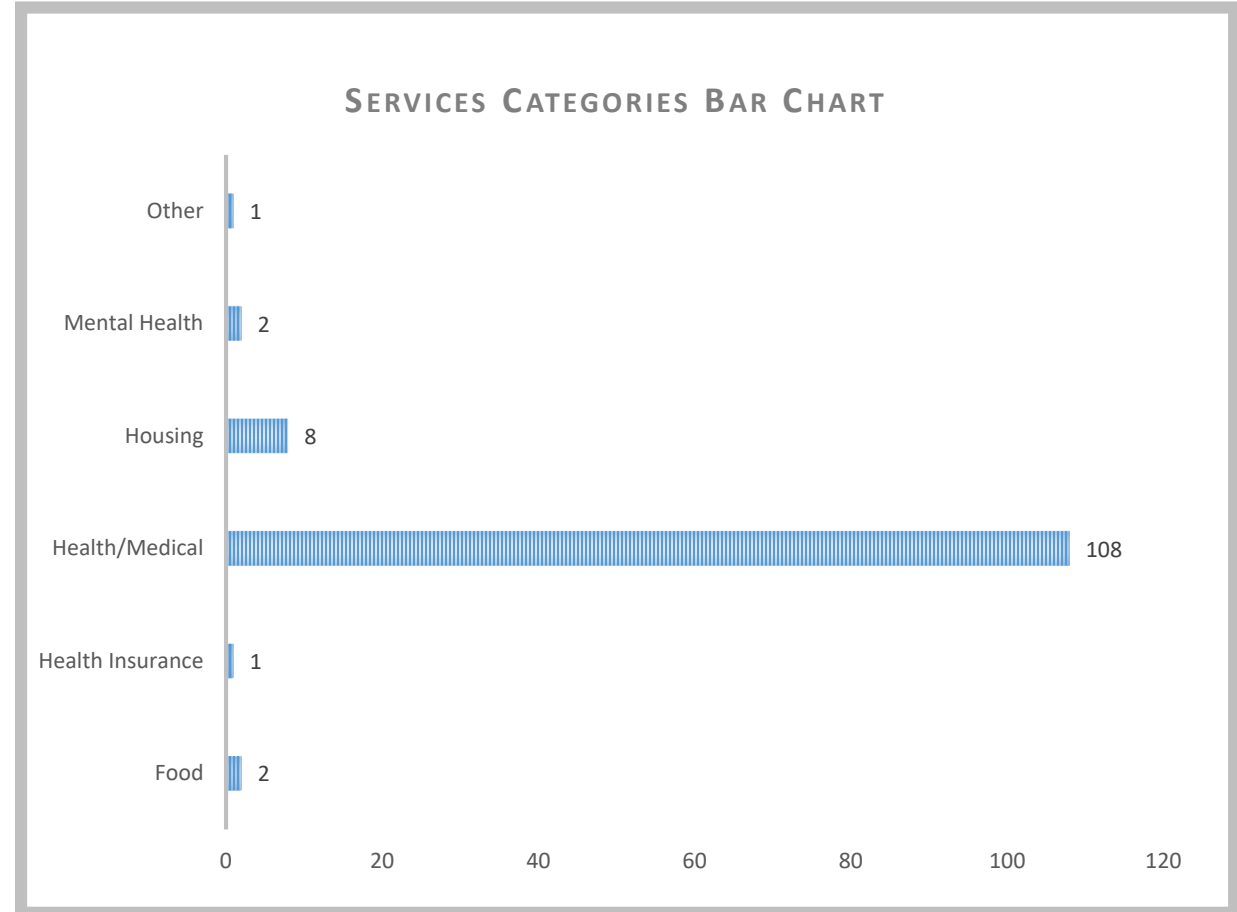
Analysis of Service Providers

- 1. Senior Links – Department of Health & Human Services (DHHS)**
- 2. Parks Recreation & Marine (PRM) Senior Services**
- 3. PRM 4th Street Senior Center Information & Assistance (I&A)**
- 4. DHHS Multi-Service Center (MSC)**
- 5. Long Beach Police Department (LBPD) – Senior Police Partners**
- 6. Jewish Family & Children’s Services (JFCS)**
- 7. SCAN Independence at Home (IAH)**
- 8. Los Angeles County Area Agency on Aging (AAA)**

DHHS Senior Links: Category of Services

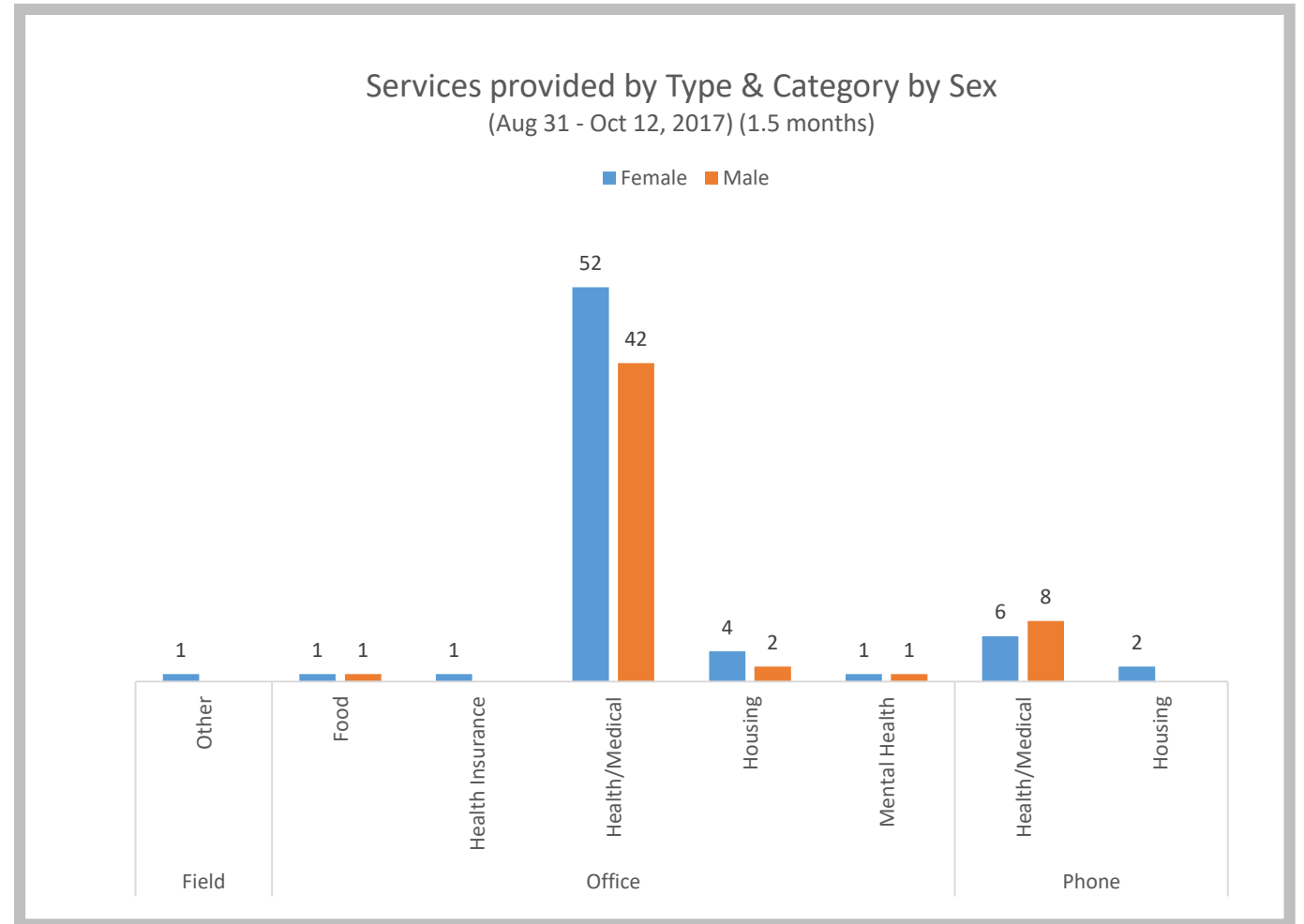
- Over 88% of services provided at Senior Links were Health/Medical
- Only 6% of services were housing related
- During the data collection period, the Senior Links program operated with minimal staffing and primarily for health referrals. At full capacity, Senior Links would have more social worker time to address mental health and social services.

Cat 1	Count of Cat 1
Food	2
Health Insurance	1
Health/Medical	108
Housing	8
Mental Health	2
Other	1
	122



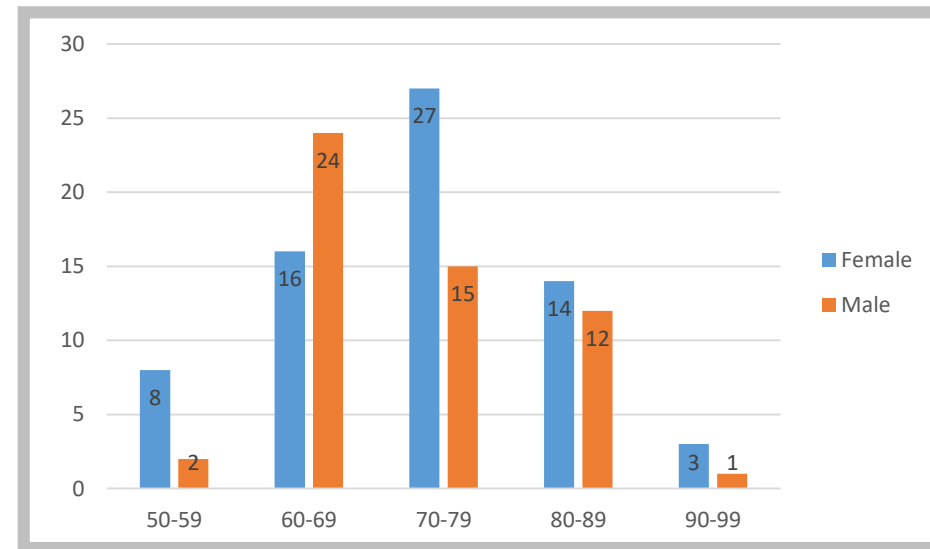
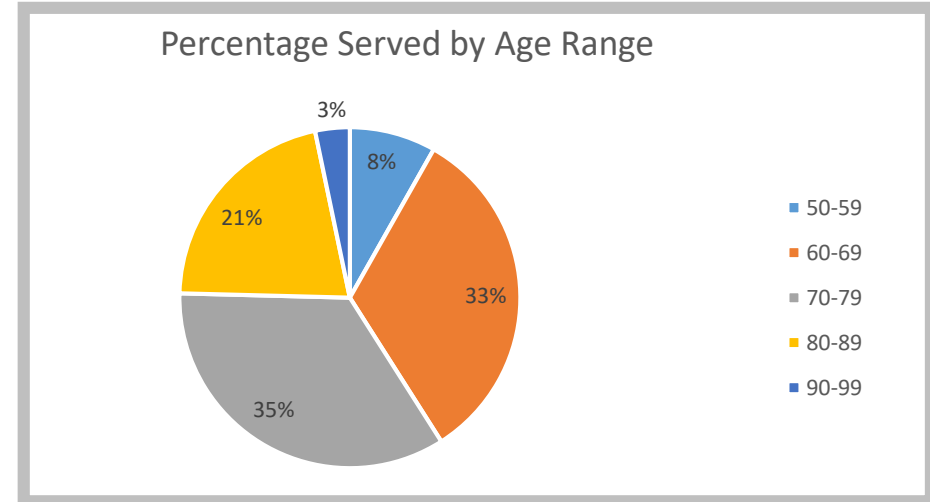
DHHS Senior Links: Type & Category of Services

- 122 Seniors were served over the period of 1 ½ months
- Overwhelming majority of clients are accessing the Senior Links program as walk-ins



DHHS Senior Links: Age Ranges Served

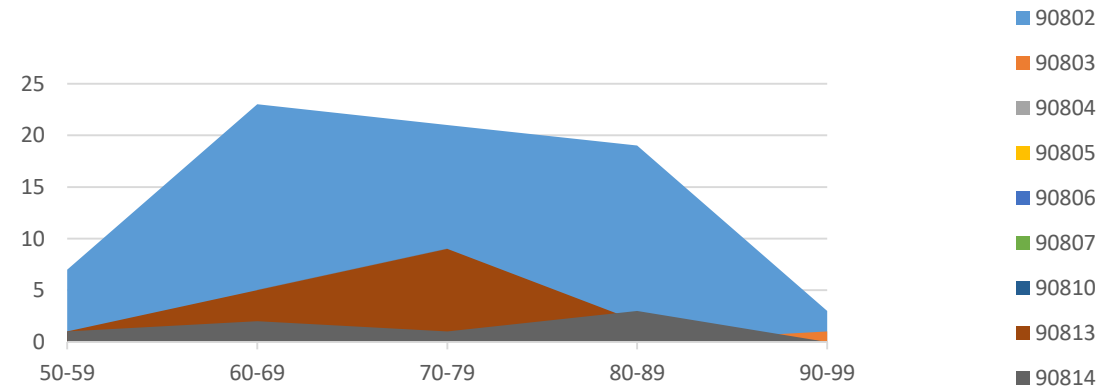
- Diverse age ranges were equally served
 - 33% are 60-69 yrs.
 - 35% are 70-79 yrs.
 - 25% are 80+ yrs.
 - Only 8% were 50-59 yrs.
- Overall, 56% of those served were Female and 44% were male
- Females dominated each age range, with the exception of 60-69 yrs., where there were 20% more males. This is not surprising when compared with demographic trends.



DHHS Senior Links: Zip Codes Served

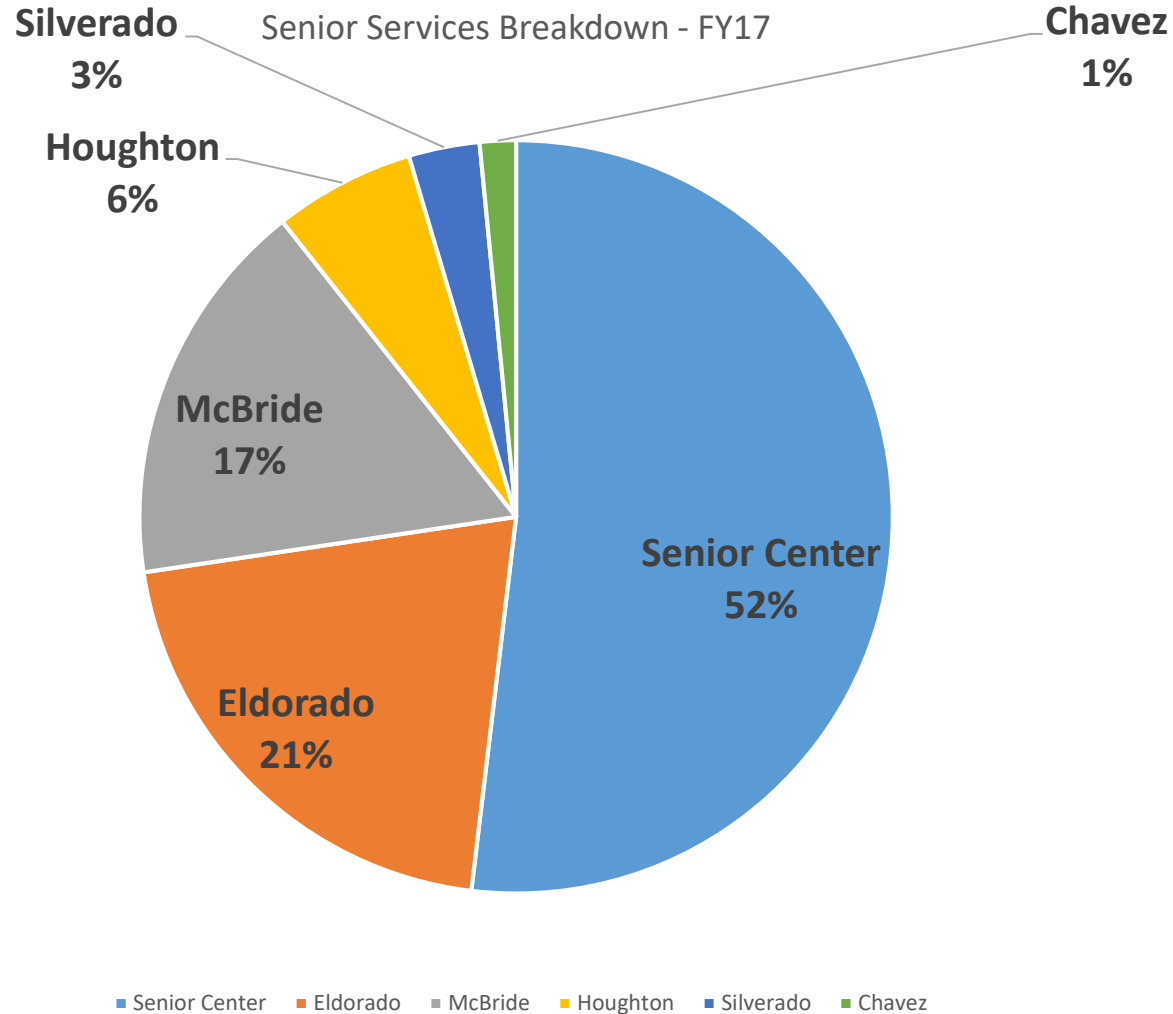
Count of ID	Column Labels									
Row Labels	90802	90803	90804	90805	90806	90807	90810	90813	90814	Grand Total
50-59	7				1			1	1	10
60-69	23	1	4	1	2	1	1	5	2	40
70-79	21		8			3		9	1	42
80-89	19				2			2	3	26
90-99	3	1								4
Grand Total	73	2	12	1	5	4	1	17	7	122

- Majority served reside within the Long Beach Senior Center Zip Code 90802 (60%); Senior Links is located at the 4th Street Senior Center
- Next greatest number served come from the adjacent zip code 90813 (14%)



*Please note there is no representation from zip codes 90815

Parks Recreation & Marine (PRM) Senior Services Breakdown - FY17

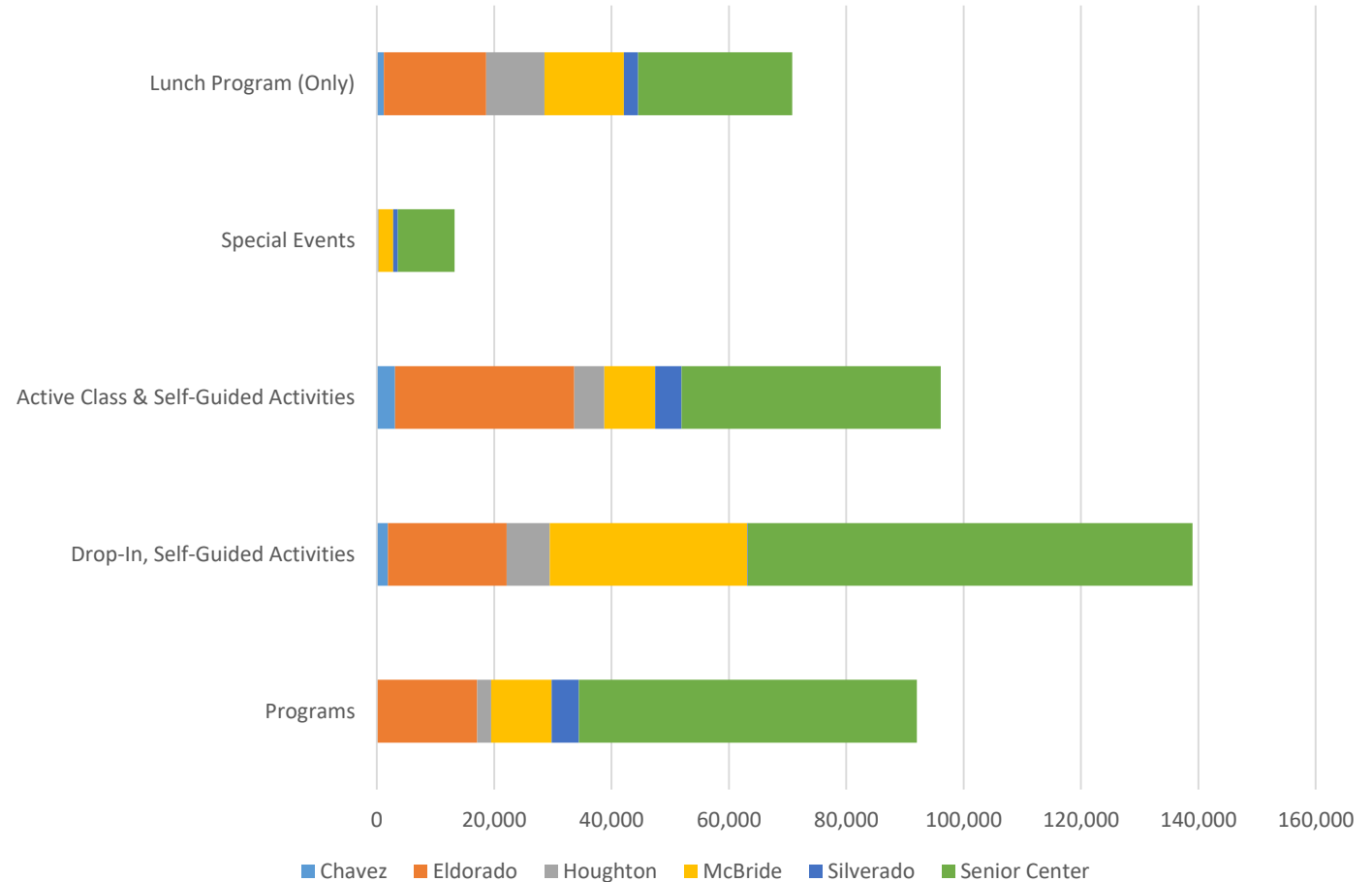


Senior Center	213,438
Eldorado	85,317
McBride	68,676
Houghton	24,910
Silverado	12,529
Chavez	6,379
Total Services	411,249

PRM Senior Services Breakdown - FY17

S	<ul style="list-style-type: none"> • Caring staff listening to and addressing the needs of each center's population • Variety of fun and entertaining programs are offered for socialization and stimulation
W	<ul style="list-style-type: none"> • Fragmentation of services for seniors across the centers
O	<ul style="list-style-type: none"> • Provide institutional standard of practice for continuity of care • How many seniors are not leaving their homes to benefit from the services?
T	<ul style="list-style-type: none"> • Lack of funding sources • Senior center facilities are old and need repairs, residents complain that senior centers do not have inviting facilities.

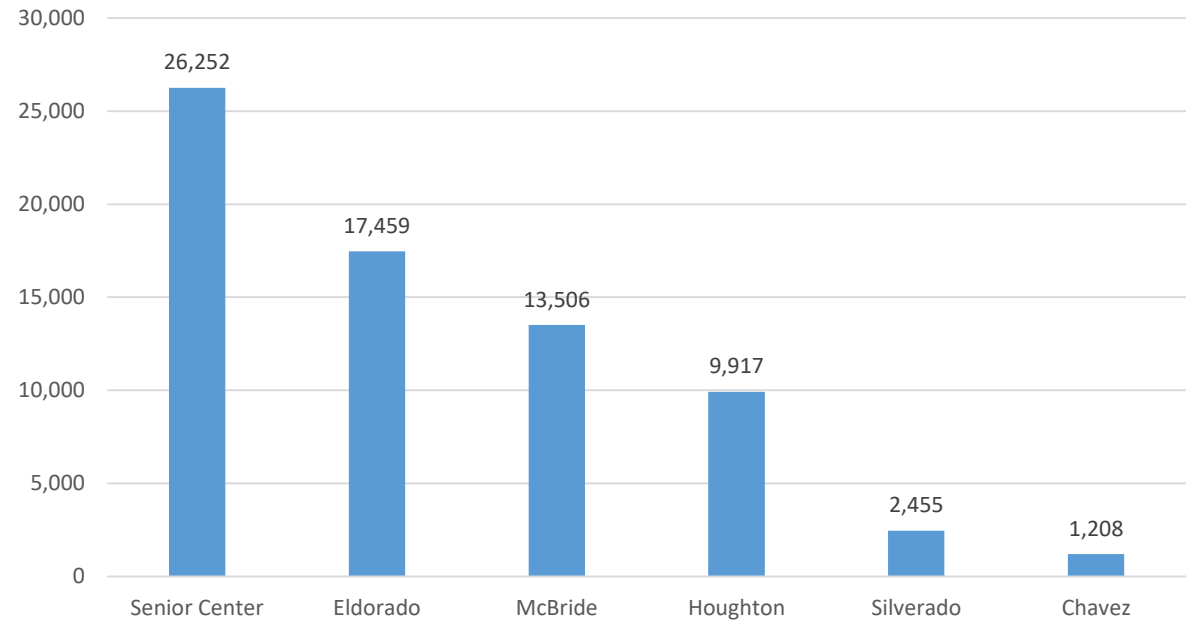
Senior Services Comparison



PRM Lunch Program Breakdown - FY17

S	<ul style="list-style-type: none"> Human Services Assn LA (HSA) provides meals at 4 of the 6 senior centers McBride offers both Cambodian and American menus daily
W	<ul style="list-style-type: none"> Disparate information dissuades patrons Different organizations provide meals, some organizations expect a \$1 donation
O	<ul style="list-style-type: none"> Congregate meals counter social isolation, improve mental health, and physical wellbeing Houghton Park has started a Crop Swap where residents exchange left over fruits and vegetables from their home gardens Engage Long Beach-based Food Finders organization to serve seniors
T	<ul style="list-style-type: none"> Chavez currently serves around 5 meals a day --does not appear sustainable

Lunch Programs Served - FY 17



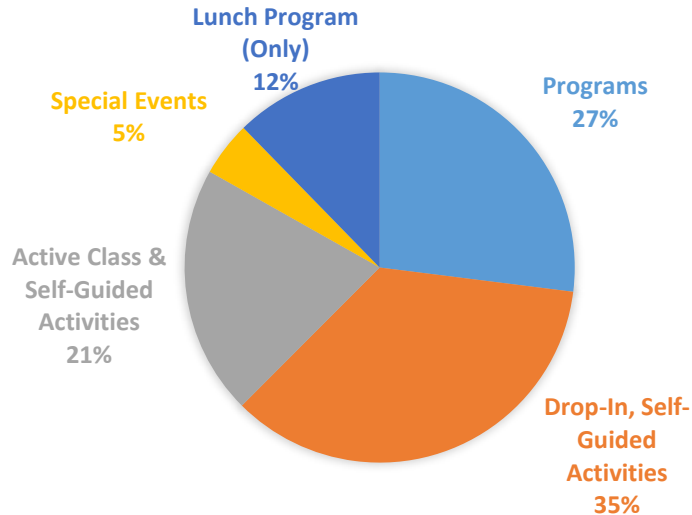
4th Street Senior Center Services - FY17

S	• The Resource Center, Senior Links, and diversity of program offerings
W	• Dense location offers minimal parking
O	• Establish an Office focusing on older adults
T	• Homelessness issues need to be addressed

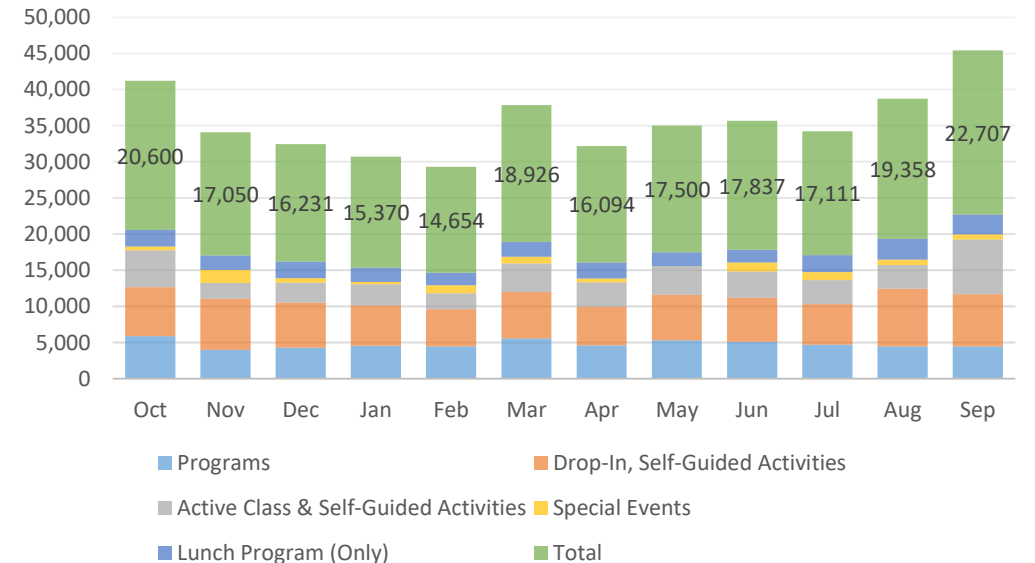
Community Services Supervisor	Elyse Garcia
Daily Avg. Program Participants	890
Daily Avg. Meals	100

Senior Center Services - FY17	
Programs	57,598
Drop-In, Self-Guided Activities	75,768
Active Class & Self-Guided Activities	44,151
Special Events	9,669
Lunch Program (Only)	26,252
Total	213,438

SENIOR CENTER SERVICES BREAKDOWN - FY17



SENIOR CENTER SERVICES - FY17



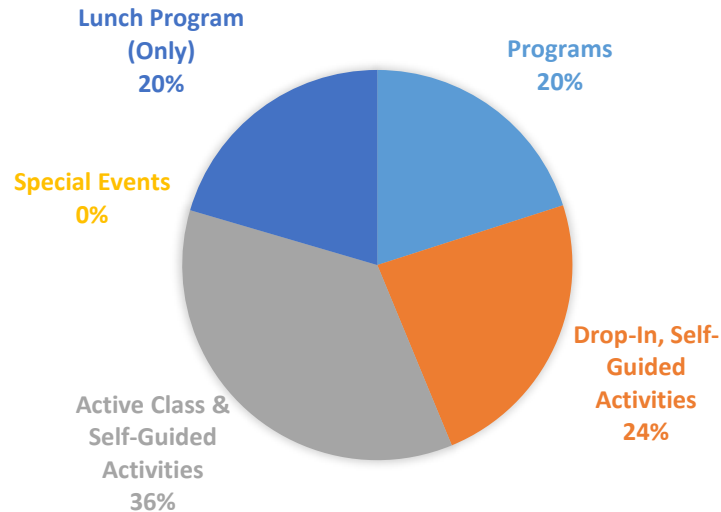
El Dorado Senior Services - FY17

S	<ul style="list-style-type: none"> Draw crowds: 200-300 for special events, 125-150 for dance/band, 65-70 for flower arranging
W	<ul style="list-style-type: none"> Location is difficult to reach via public transportation
O	<ul style="list-style-type: none"> Opportunity to take best practical ideas and implement for Tech Talk classes across senior centers (how to check bus schedules, check store hours, setup online banking, pay utility bills, navigate doctors). Educate in groups based on levels of knowledge. Nice to have day trips Potential 10% increase in attendance if transportation provided.
T	<ul style="list-style-type: none"> Digital Divide threatening independence and risking abuse from scam sites. Technology can become overpowering. Lack of knowledge in use, not access to technology. Technology can liberate seniors to live independently.

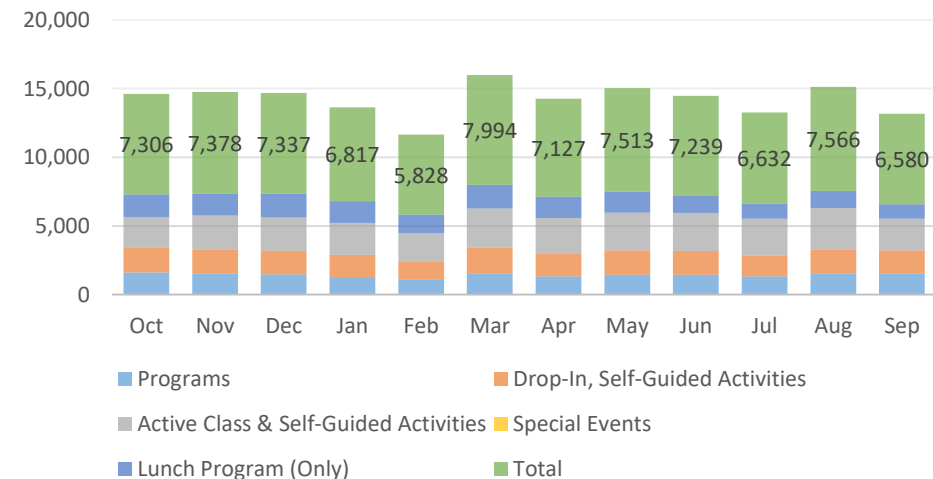
Community Services Supervisor	Sonny Seng
Daily Avg. Program Participants	100's
Daily Avg. Meals	65

Eldorado West Senior Services - FY17	
Programs	17,103
Drop-In, Self-Guided Activities	20,235
Active Class & Self-Guided Activities	30,520
Special Events	0
Lunch Program (Only)	17,459
Total	85,317

EL DORADO SERVICES BREAKDOWN - FY17



EL DORADO WEST SENIOR PROGRAMS - FY17

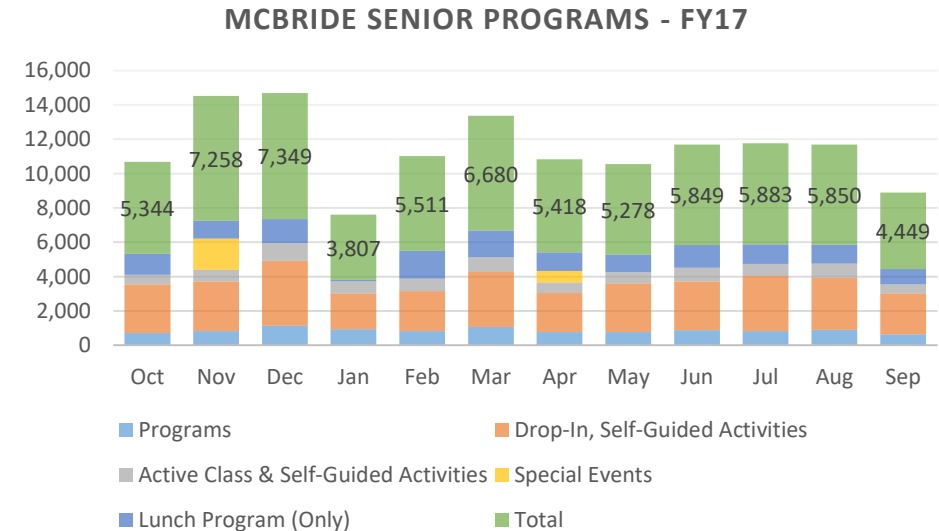
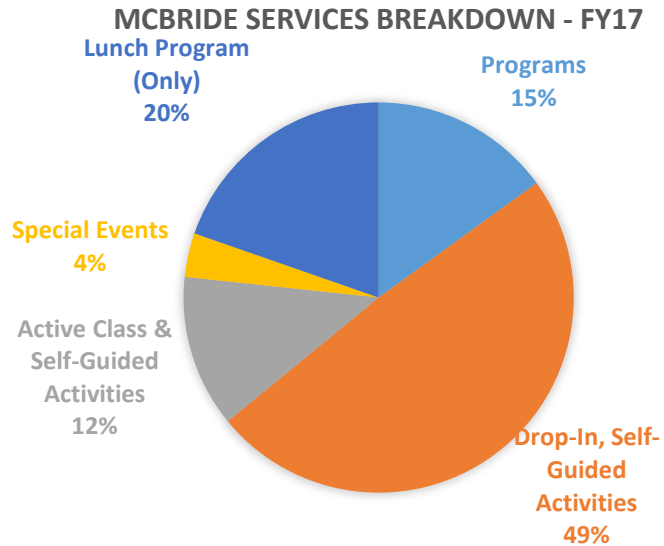


McBride Senior Services Breakdown - FY17

S	• Offer Cambodian and American lunches
W	• No transportation offered, Wi-Fi is unreliable
O	• Frequent calls requesting pickup of seniors from their homes to attend programs. Could potentially increase participation by upwards of 20-30 more guests if provided transportation. • Opportunity for better outreach and promotion
T	• Recent homeless encampment of 15 people ranging 35-60 years (smoking, trash, using bathroom outdoors, pets off leash), refused referral to MSC

Community Services Supervisor	Daveth Yoak
Daily Avg. Program Participants	25-60
Daily Avg. Meals	50-60

McBride Senior Services - FY17	
Programs	10,315
Drop-In, Self-Guided Activities	33,686
Active Class & Self-Guided Activities	8,669
Special Events	2,500
Lunch Program (Only)	13,506
Total	68,676



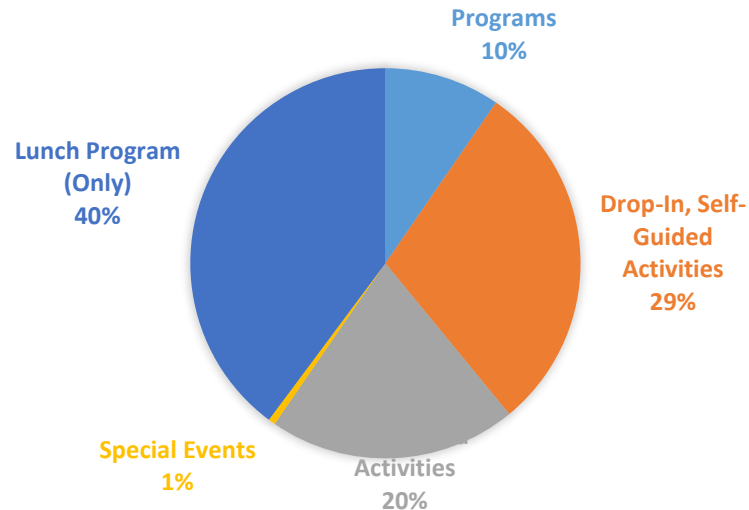
Houghton Senior Services Breakdown - FY17

S	<ul style="list-style-type: none"> Offer Special Programs/Field Trips: i.e. OC Fair, America's Got Talent taping Provide Taxi vouchers and bus tokens as needed for ride home, doctor, shelter Provide monthly Medical screenings: Healthcare Partners, CA Exchange, Caremore, SCAN
W	<ul style="list-style-type: none"> Lost Free Molina Neighborhood Shuttle (lost 10-15 lunch participants) Senior Wing was damaged by flooding (small cardio room, library and computer room)
O	<ul style="list-style-type: none"> Recent groundbreaking of 5-year project to construct entire new building Should be a curriculum for older adults shared across the senior centers Resume Saturday and Sunday Programs
T	<ul style="list-style-type: none"> 3 year waiting list for Senior Apartments Homelessness and substance use (4-5 people loiter after 6:30 pm)

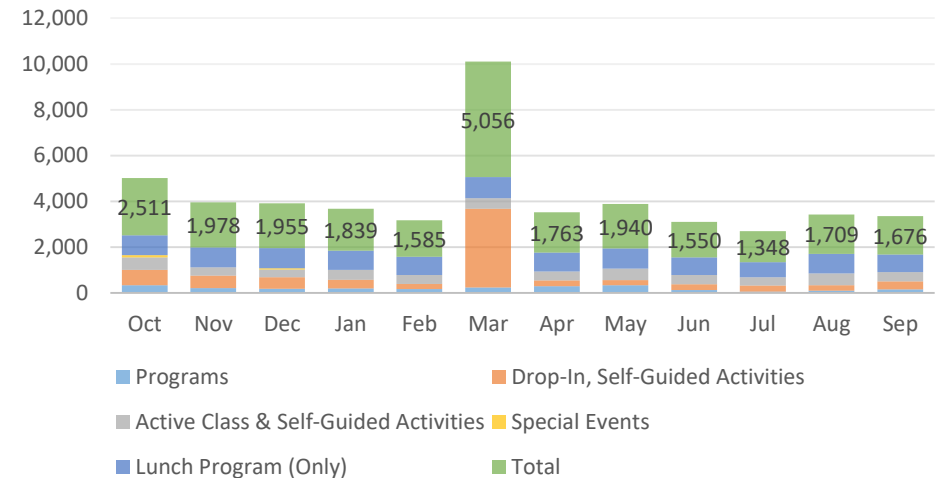
Community Services Supervisor	Kameron Talavera
Daily Avg. Program Participants	35-40
Daily Avg. Meals	20-40

Houghton Senior Services - FY17	
Programs	2,390
Drop-In, Self-Guided Activities	7,339
Active Class & Self-Guided Activities	5,119
Special Events	145
Lunch Program (Only)	9,917
Total	24,910

HOUGHTON SERVICES BREAKDOWN - FY17



HOUGHTON SENIOR PROGRAMS - FY17

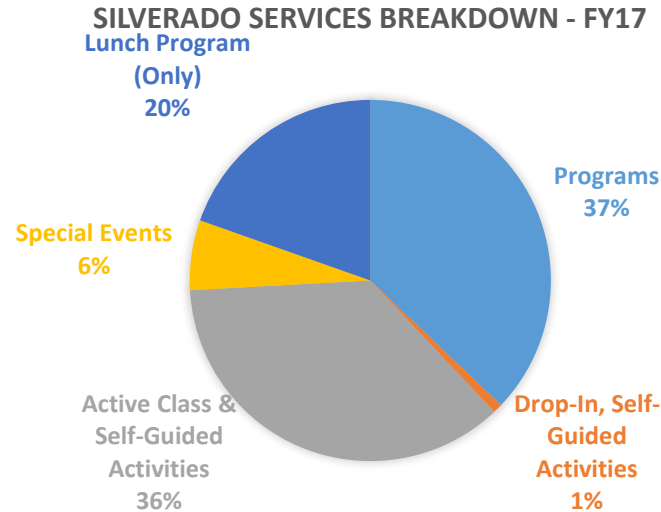


Silverado Senior Services Breakdown - FY17

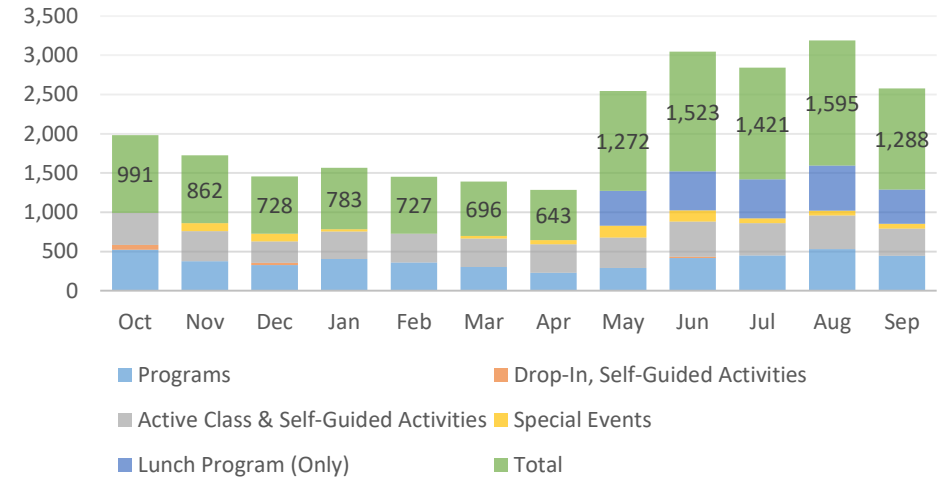
S	<ul style="list-style-type: none"> Individualized attention. For example, writing down questions they should ask their doctor during their visit Amenities: Olympic Pool for water aerobics, large gym, and social hall with stage for dances Intergenerational event over Thanksgiving with games and mingling, where teens put on a show, and seniors served as role models (~ 200 attendees)
W	<ul style="list-style-type: none"> Transportation: Most accessible for those who can walk, drive, or dropped off by care takers. Senior apartment across the street, yet unsure they are participating.
O	<ul style="list-style-type: none"> Offer Intergenerational visits across parks as "Park Fairs" to intermingle and engage with all ages of Long Beach Attract more men, and more programming for male population Engage senior apartments across the street for tailored programming Increased senior "eyes" and presence in the park would decrease unwanted activity in the park
T	<ul style="list-style-type: none"> Residents express safety concerns about this park Nearby Century Villages at Cabrillo has a waitlist for Veteran housing

Community Services Supervisor	Etnangte Roeung
Daily Avg. Program Participants	25-60
Daily Avg. Meals	20-40

Silverado Senior Services - FY17	
Programs	4,650
Drop-In, Self-Guided Activities	106
Active Class & Self-Guided Activities	4,533
Special Events	785
Lunch Program (Only)	2,455
Total	12,529



SILVERADO SENIOR PROGRAMS - FY17



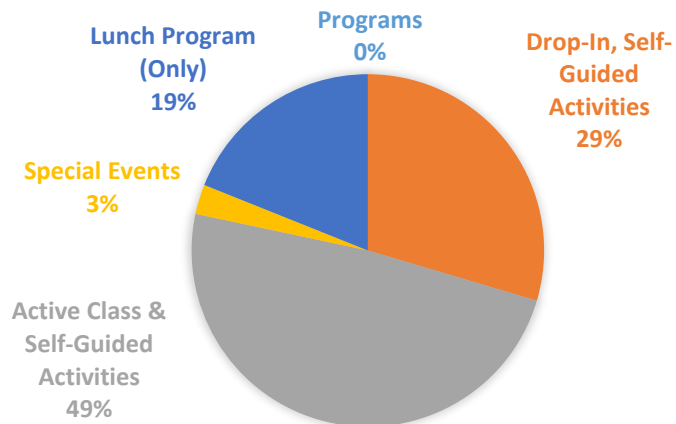
Chavez Senior Services Breakdown - FY17

S	<ul style="list-style-type: none"> • Collaboration amongst seniors and teens to implement carnival for kids • Outdoor garden for cooking activities • Shared workout facility with dedicated time for women and seniors only • Bus stop is in close proximity
W	<ul style="list-style-type: none"> • Lack of senior participation overall. Programming posted in 7 senior homes in the area. However, competing proximity to 4th street Senior Center draws a greater audience
O	<ul style="list-style-type: none"> • Opportunity to draw more male programming since majority attendance is female • Vibrant child and teen program can address senior needs • Desire more partnerships with neighboring organizations (i.e. to provide pottery classes)
T	<ul style="list-style-type: none"> • Homeless population of around 50 seniors (accessing facility to charge phones), removed electrical outlets outside the building • Some homeless have vouchers, but lack of housing to accept vouchers

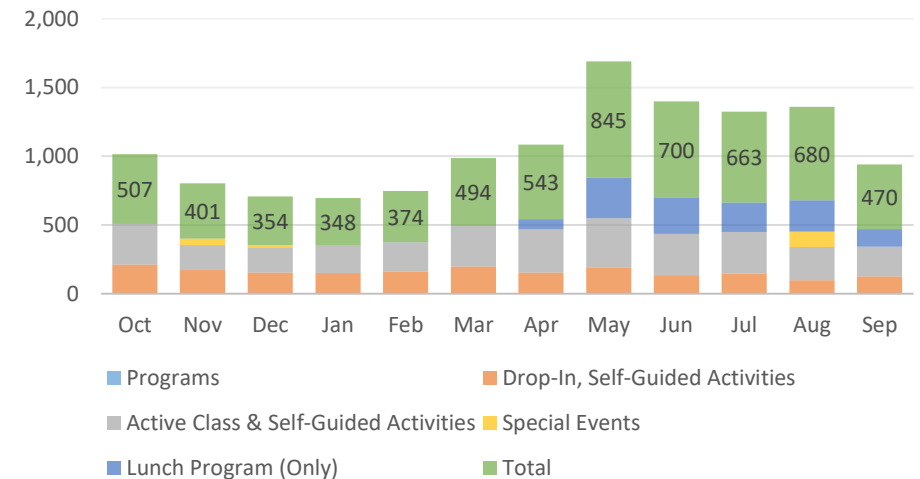
Community Services Supervisor	Heidi Mazas
Daily Avg. Program Participants	4-11
Daily Avg. Meals	5 (previously 15)

Cesar Chavez Senior Services - FY17	
Programs	0
Drop-In, Self-Guided Activities	1,888
Active Class & Self-Guided Activities	3,109
Special Events	174
Lunch Program (Only)	1,208
Total	6,379

CESAR CHAVEZ SERVICES BREAKDOWN - FY17



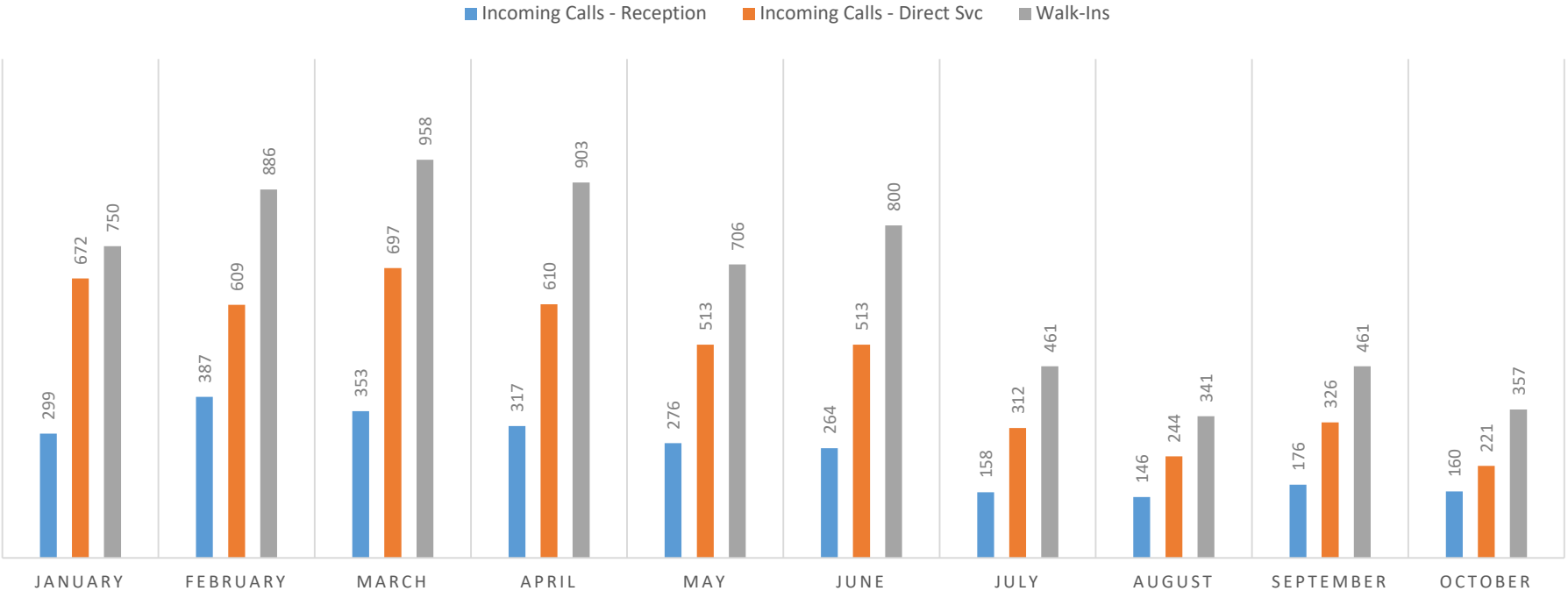
CESAR CHAVEZ SENIOR PROGRAMS - FY17



4th Street Senior Center Information & Assistance (I&A) Stats

- The next several slides share data from January through October 2017 demonstrating the extensive level of care and service provided through calls coming into the reception desk, and I&A hotline and walk-ins

INCOMING CALLS & WALK-INS - SENIOR CENTER 2017

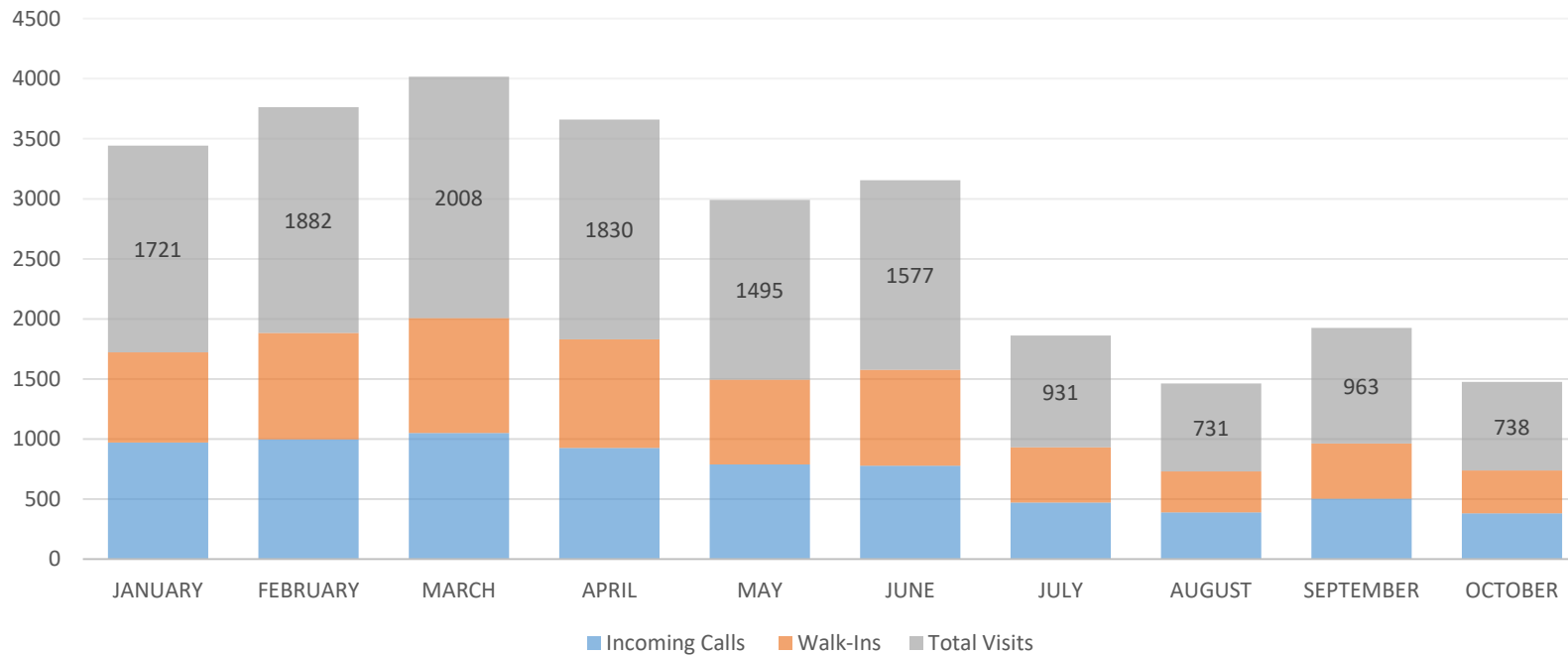


*Caveat that drop in numbers has to do with 1) issues with the new phone system not routing rotary dial calls and 2) volunteers not always capturing stats on a consistent basis

4th Street Senior Center I&A Stats

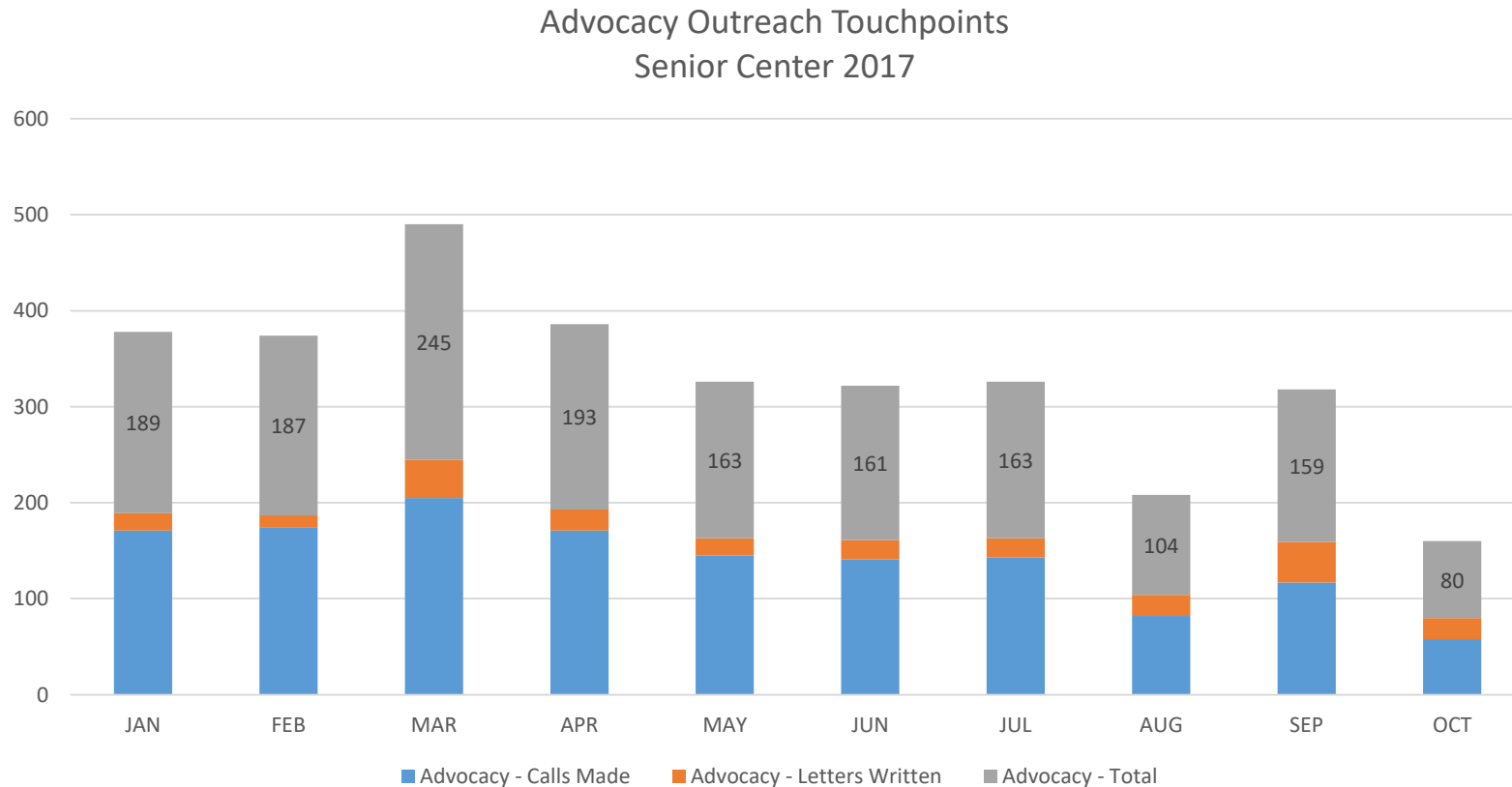
- Consolidated data for all incoming calls, whether to the reception desk or I&A office
- Displays total incoming touchpoints for each month

TOTAL VISITS - SENIOR CENTER 2017



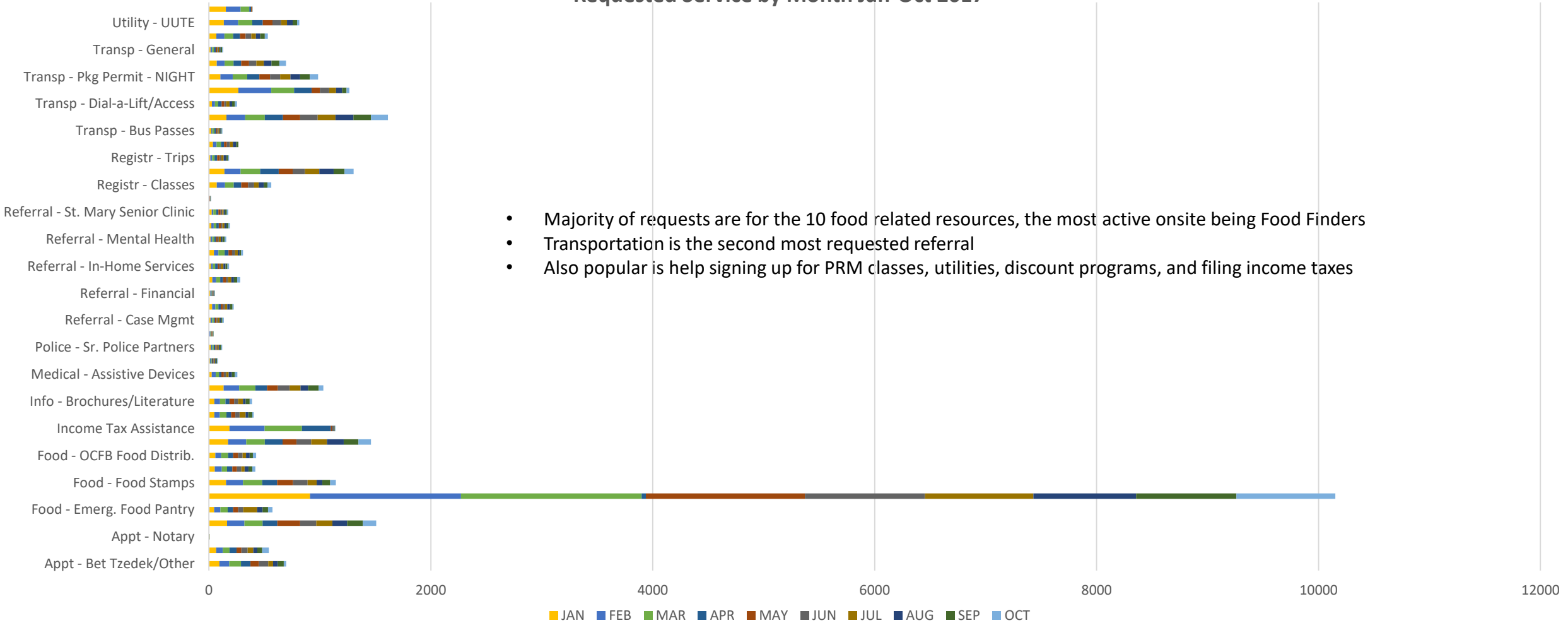
4th Street Senior Center I&A Stats

- Consolidated data for all incoming calls, whether to the reception desk or to Room 107
- Displays total incoming touchpoints for each month



4th Street Senior Center I&A Stats

Requested Service by Month Jan-Oct 2017



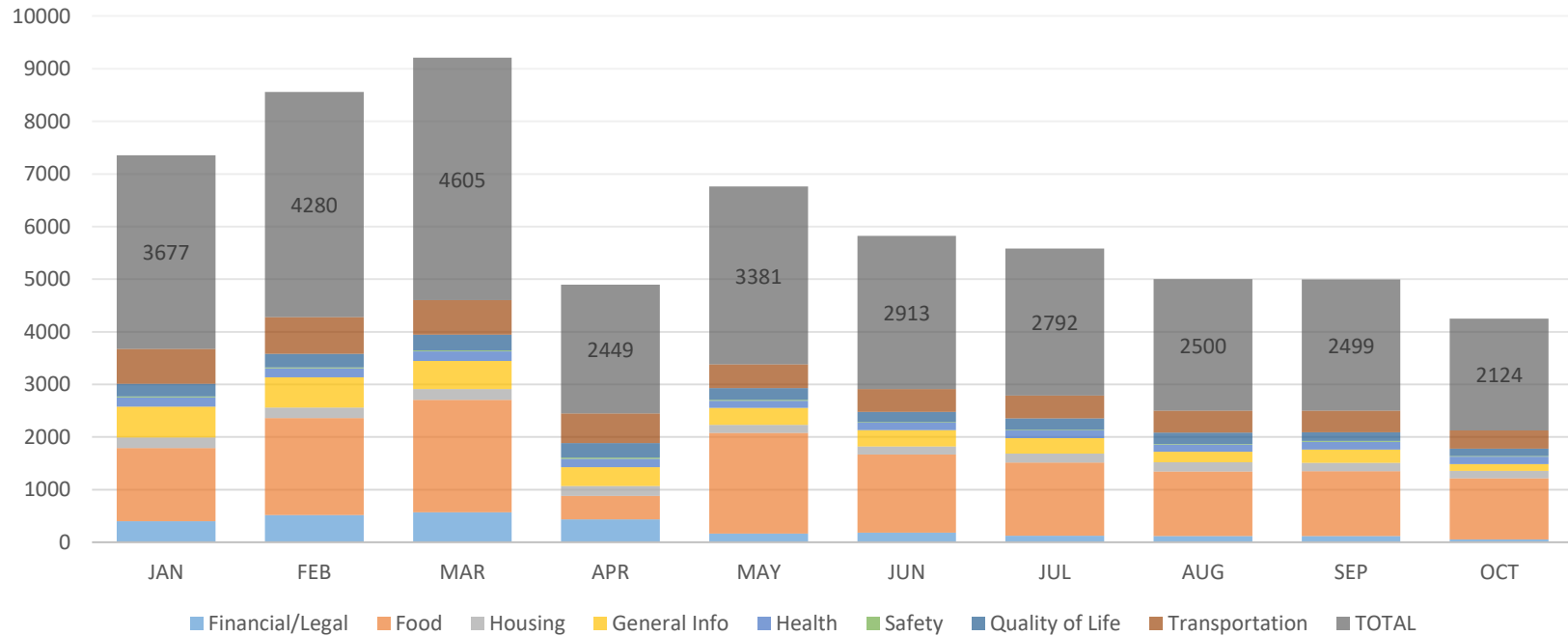
- Majority of requests are for the 10 food related resources, the most active onsite being Food Finders
- Transportation is the second most requested referral
- Also popular is help signing up for PRM classes, utilities, discount programs, and filing income taxes

4th Street Senior Center I&A Stats

- Touchpoints made for Referrals/Services handled on the spot or referred out
- Recategorized the stats based on input from Staff and Clients to get a better idea of categories of service provided
- Will be refining these categories with the Office of Aging in the future

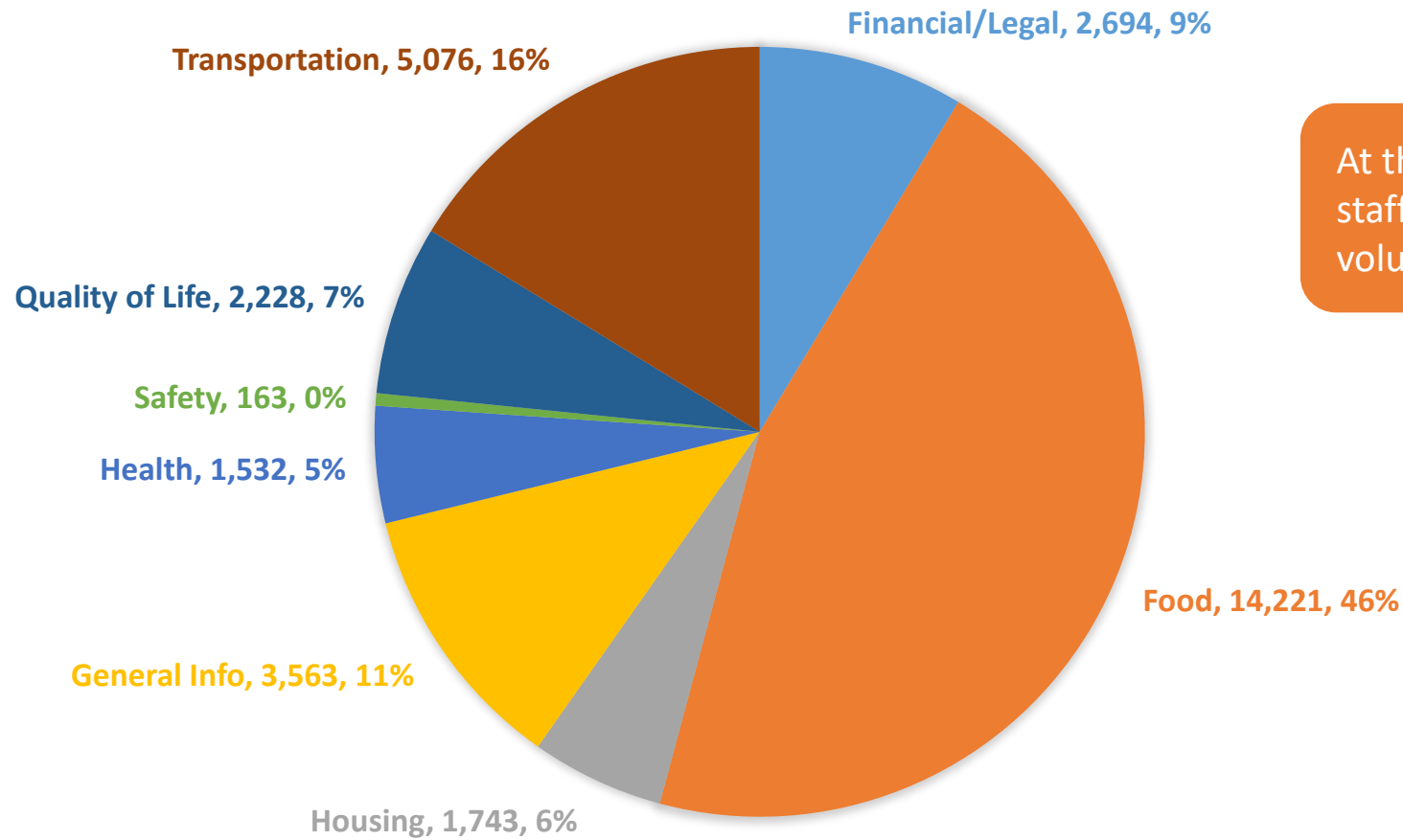
Financial/Legal	Appt - Bet Tzedek/Other
Financial/Legal	Appt - Notary
Financial/Legal	Referral - Financial
Financial/Legal	Referral - Legal
Financial/Legal	Income Tax Assistance
Financial/Legal	Referral - Employment
Financial/Legal	Social Security Issues
Food	Food - Brown Bag Distrib.
Food	Food - Emerg. Food Pantry
Food	Food - Food Finders Distrib.
Food	Food - Food Stamps
Food	Food - Human Svc Assoc
Food	Food - OCFB Food Distrib.
Housing	Housing
Housing	Referral - Homeless Issues
General Info	Info - Board Postings/Binders
General Info	Info - Brochures/Literature
General Info	Info - Sr Ctr General/Vol Info
General Info	Utility
Health	Medical - Assistive Devices
Health	Medical - Equip. Loans
Health	Appt - HICAP
Health	Referral - Mental Health
Health	Referral - Senior Links
Health	Referral - St. Mary Senior Clinic
Health	Referral - Case Mgmt
Safety	Police - Sr. Police Partners
Safety	Referral - APS/Ombudsman
Quality of Life	Referral - In-Home Services
Quality of Life	Registr - Classes
Quality of Life	Registr - Special Events
Quality of Life	Registr - Trips
Transportation	Transp - Bus Passes
Transportation	Transp - Bus Tokens
Transportation	Transp - Dial-a-Lift/Access
Transportation	Transp - Pkg Permit - DAY
Transportation	Transp - Pkg Permit - NIGHT
Transportation	Transp - Taxi Vouchers
Transportation	Transp - General
Transportation	Registr - AARP Driving

NUMBER OF TOUCHPOINTS
REFERRALS/SERVICES
SENIOR CENTER - JAN - OCT 2017



4th Street Senior Center I&A Stats

CATEGORIES OF SERVICES

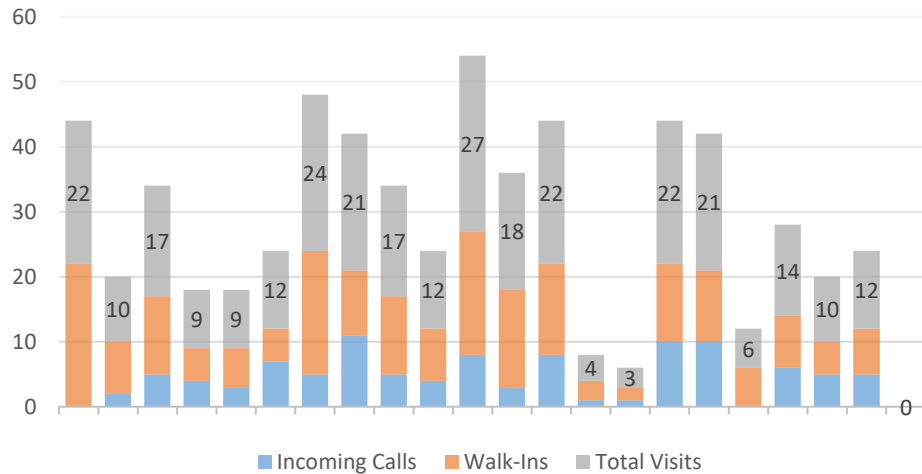


At the time of data collection, the I&A office was staffed by one fulltime employee and part-time volunteers.

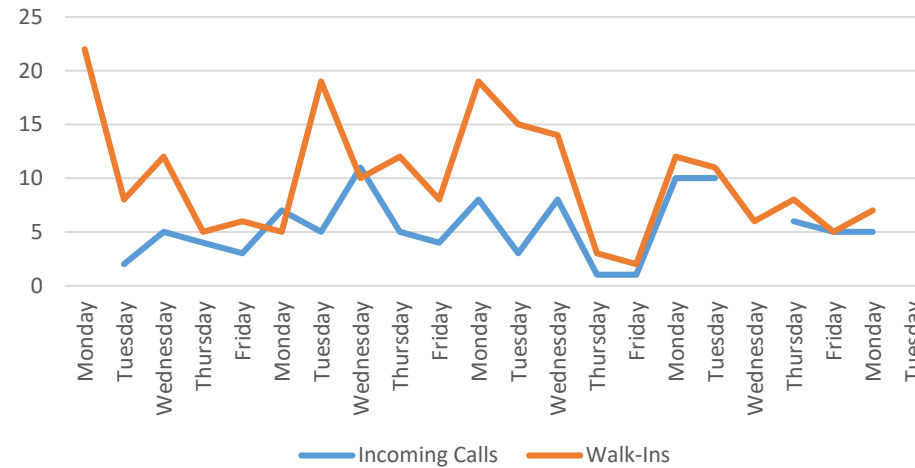
4th Street Senior Center I&A Stats – Oct 2017

- Snapshot of October 2017 for a drilldown on the daily data

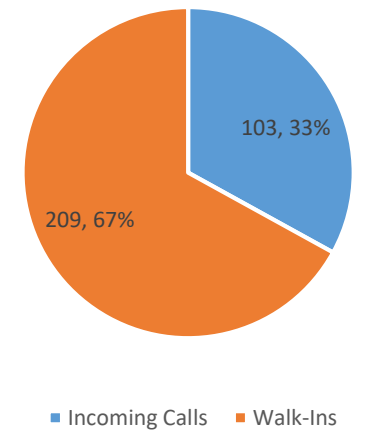
SENIOR RESOURCE CENTER VISITS - OCT 2017



Senior Center Visits by Weekday - Oct 2017



The Center



Age 50+ Accessing the DHHS Multi-Service Center (MSC)

October 2016 - September 2017

Age	
Age 50-54	230
Age 55-59	191
Age 60-64	110
Age 65-69	65
Age 70-74	31
Age 75-79	15
Age 80+	6
Total	648

Gender	
Female	236
Male	409
Trans Female (MTF or Male to Female)	2
Trans Male (FTM or Female to Male)	1
Total	648

Race	
American Indian or Alaska Native	10
Asian	6
Black or African American	269
Multi-Racial	32
Native Hawaiian	6
Other	1
White	324
Total	648

Ethnicity	
Hispanic/Latino (HUD)	98
Non-Hispanic/Non-Latino (HUD)	549
Data not collected (HUD)	1
Total	648

The Multi-Service Center (MSC) is the homeless continuum of care for the city of Long Beach. Multiple providers serving individuals experiencing homelessness are co-located at the MSC in West Long Beach. The MSC is managed by the City of Long Beach Department of Health & Human Services.

Age 50+ Accessing the MSC

October 2016 - September 2017

Services Rendered (Duplicated)	
Basic Needs	141
Birth Certificates	1
Case/Care Management	773
Emergency Shelter	4
General Relief	7
Health Care	23
Homeless Motel Vouchers	3
Homeless Permanent Supportive Housing	5
Housing Search and Information	1
Housing Search Assistance	1
Identification Cards	3
Information and Referral	23
Life Skills Education	53
Rental Deposit Assistance	3
Street Outreach Programs	6
Transportation	2
Total	1049

Exit Destinations	
Emergency Shelter, including hotel or motel paid for with emergency shelter voucher	48
Hospital or other residential non-psychiatric medical facility	2
Hotel or motel paid for without emergency shelter voucher	2
Long-term care facility or nursing home	1
Permanent housing for formerly homeless persons	2
Place not meant for habitation	7
Rental by client, no ongoing housing subsidy	11
Rental by client, with other ongoing housing subsidy	50
Rental by client, with VASH subsidy	5
Residential project or halfway house with no homeless criteria	1
Staying or living with family, permanent tenure	8
Staying or living with family, temporary tenure	1
Staying or living with friends, permanent tenure	1
Staying or living with friends, temporary tenure	5
Substance abuse treatment facility or detox center	3
Transitional housing for homeless persons	7
Unknown/Disappeared	24
Total	178

Age 50+ Accessing the MSC

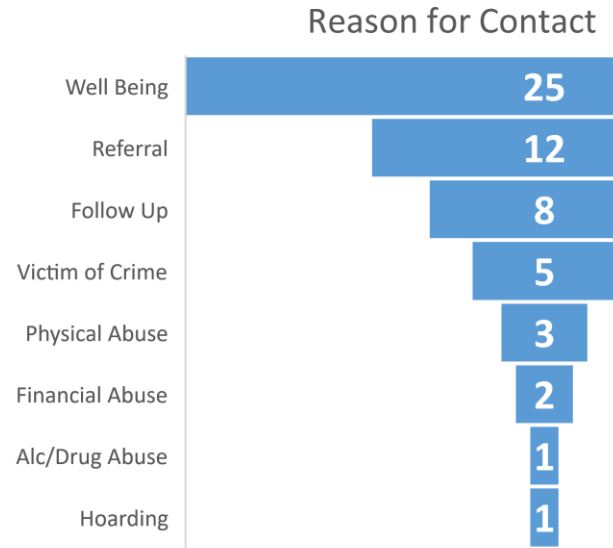
October 2016 - September 2017

- Recipients of services entered from 134 known zip codes
 - Below is a breakdown of the numbers of seniors served per the 10 zip codes within Long Beach
 - Seniors access the Multi-Services Center came from 125 zip codes outside of Long Beach

Zip Code	Number Served
90813	238
90802	41
90805	32
90804	29
90810	23
90806	20
90807	10
90803	7
90814	7
90808	3

LBDP Senior Police Partners

Snapshot of January – June 2017

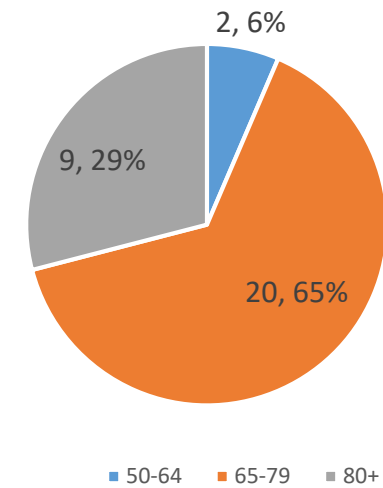


*Please note that a single visit may have multiple reasons for contact

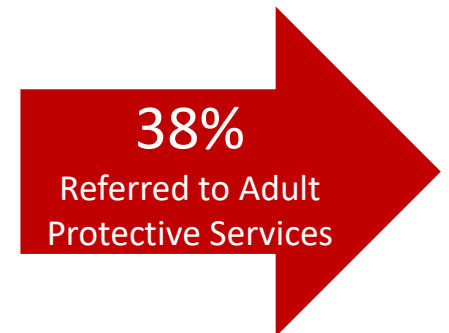
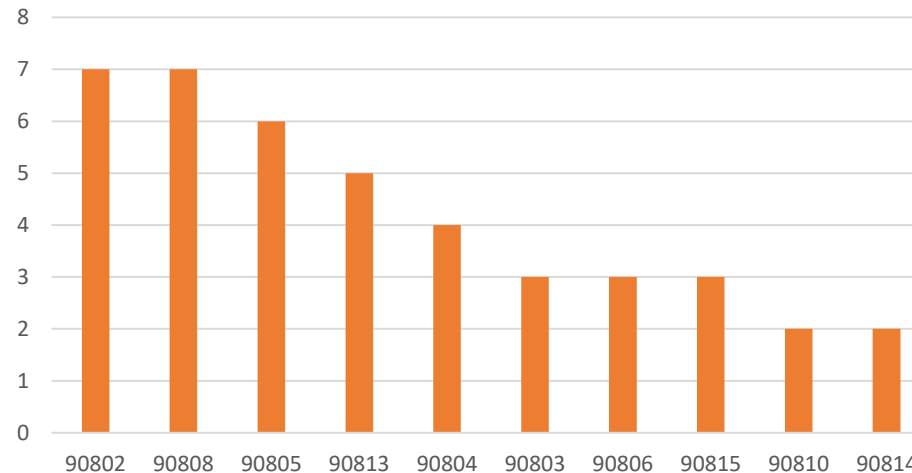


42 Visits Total

Majority of visits were for those aged 65+



Number of Visits by Zip Code





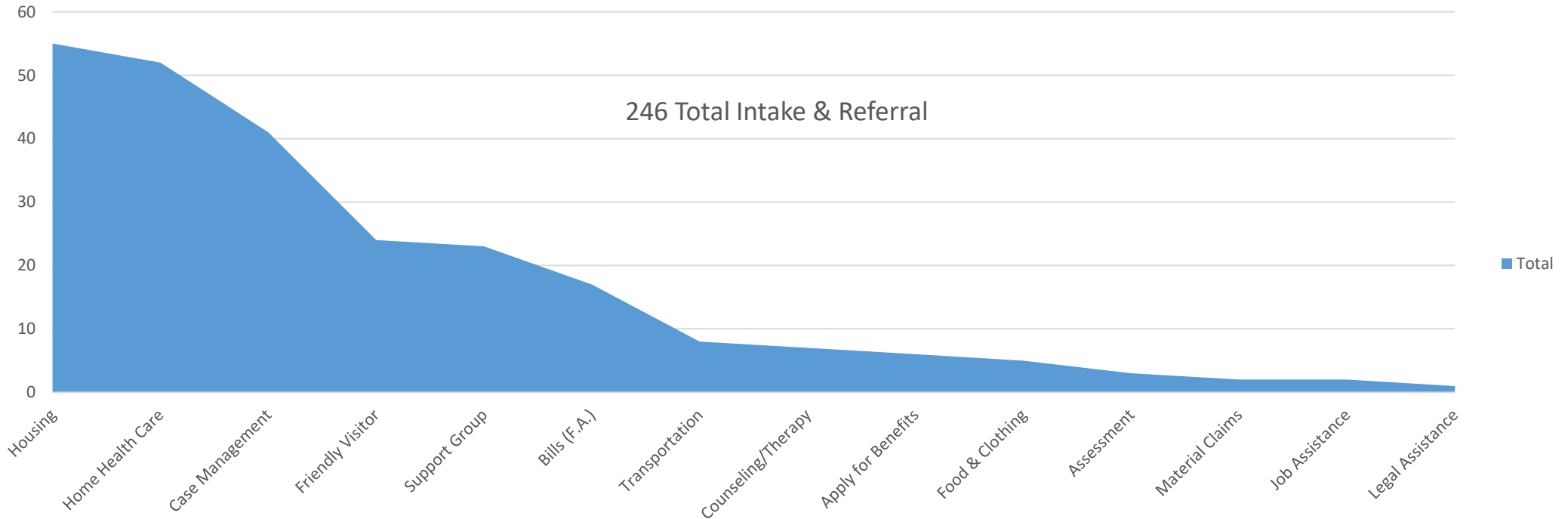
A COMMUNITY HEALED, ONE PERSON, ONE FAMILY AT A TIME

Intake & Referral Requests by Category

Sept 2016 – Dec 2017

Ages 50+

- JFCS’ mission is to empower people to make positive changes through professional, affordable counseling and support services
- The Intake & Referral Hotline provides assistance, resources and tools for people who don't know where to go, or who to ask
- The goal is to help seniors to live with dignity and age safely in their homes
- JFCS Hotline received a total of 246 calls from Sept 2016-Dec 2017
- Not surprising, housing requests was at the top of the list, followed by the growing need for in-home health care assistance

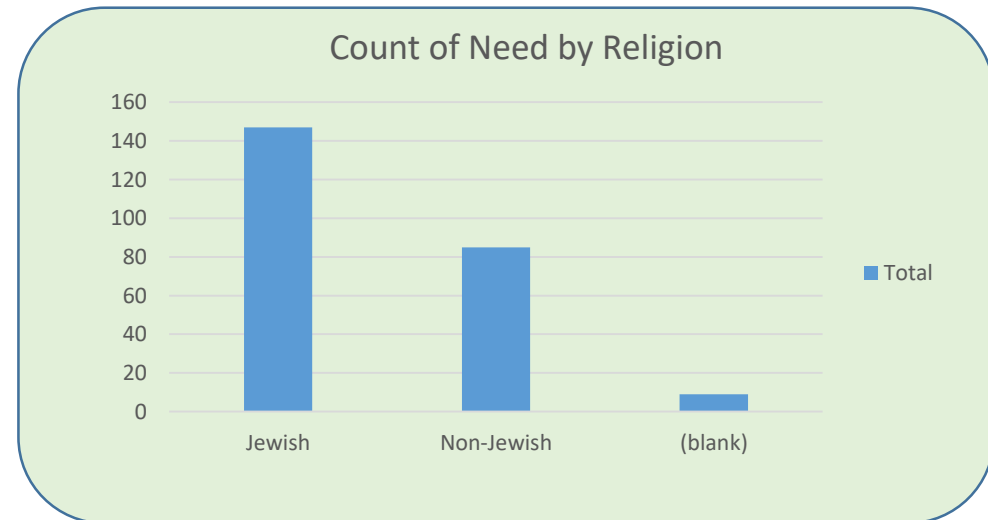
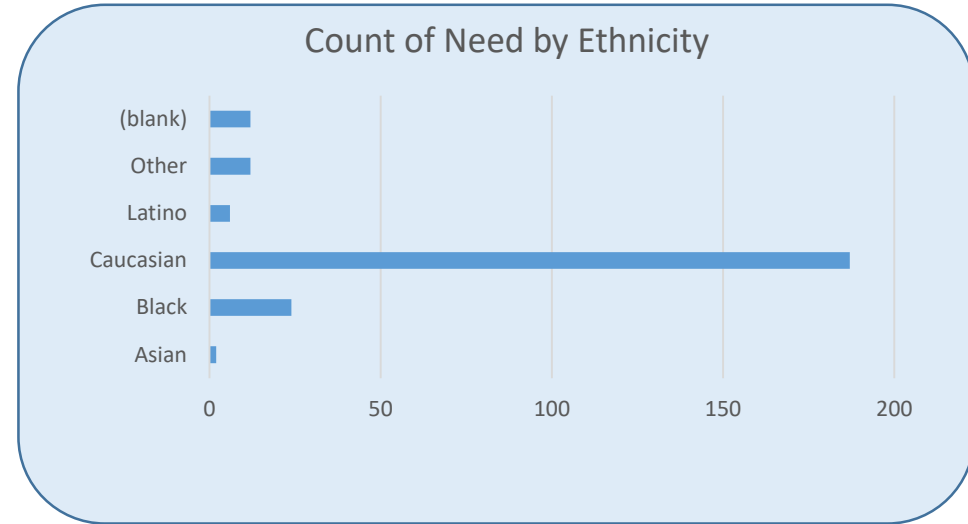
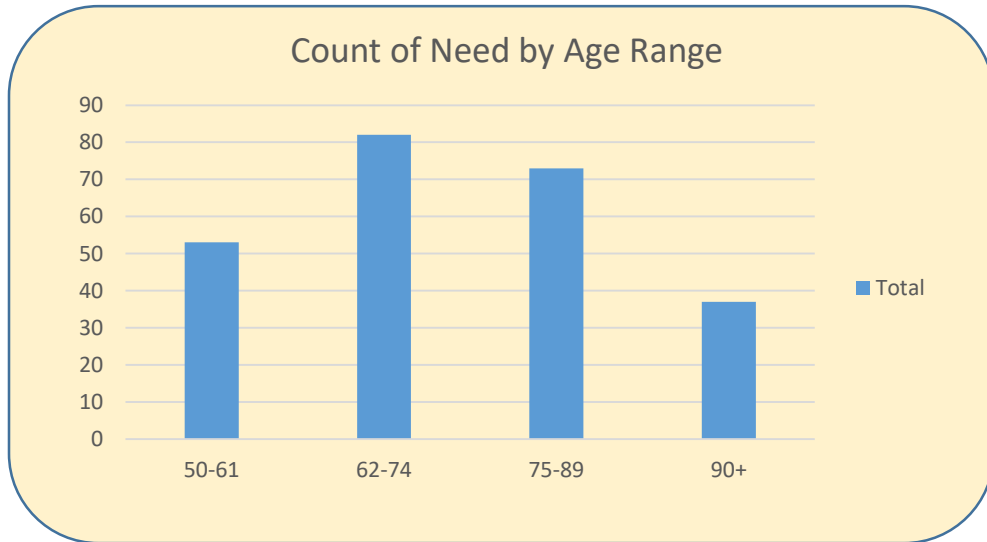




A COMMUNITY HEALED, ONE PERSON, ONE FAMILY AT A TIME

Count of Need by Age Range, Ethnicity and Religion

Sept 2016 – Dec 2017
Ages 50+

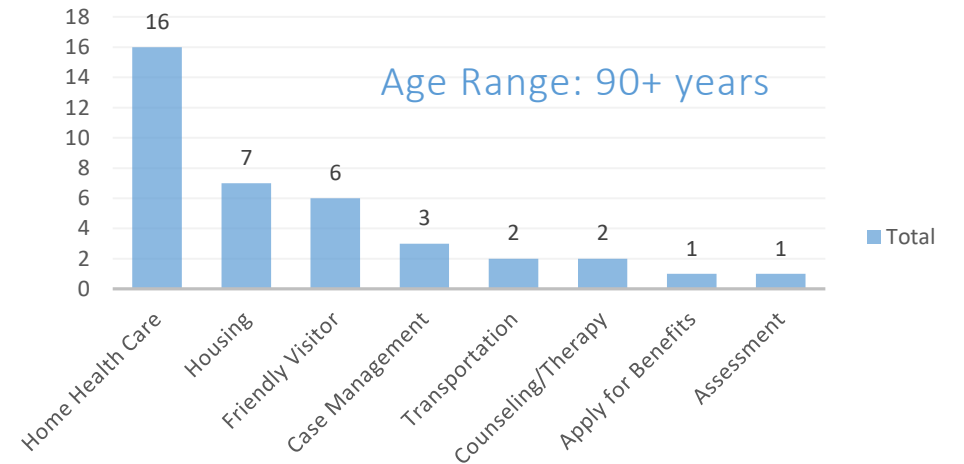
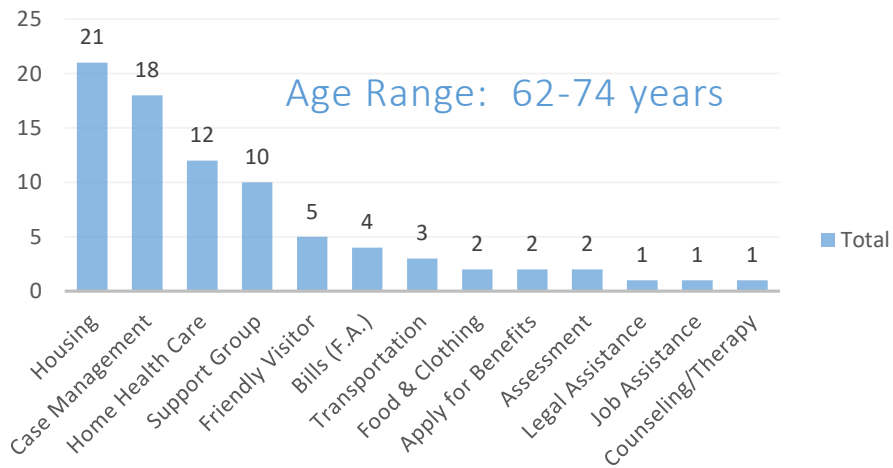
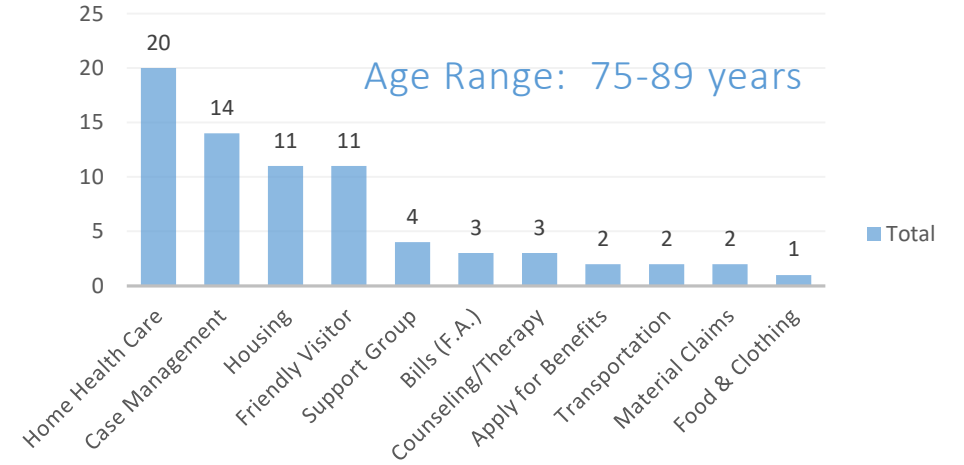
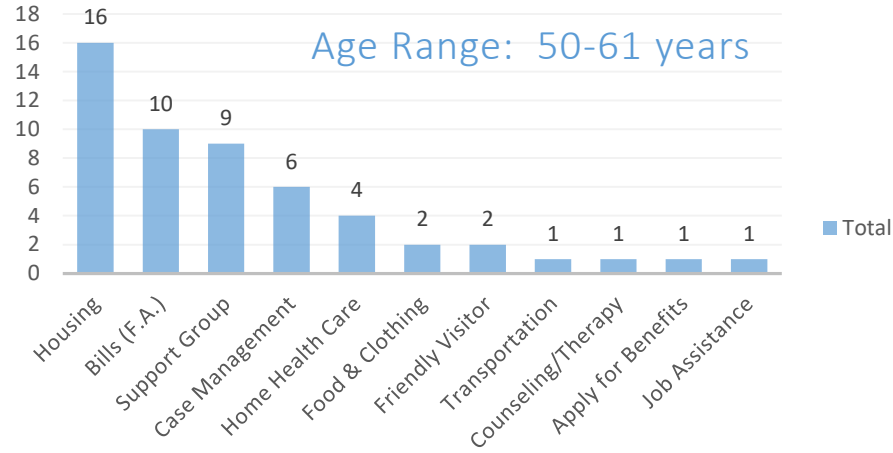




A COMMUNITY HEALED, ONE PERSON, ONE FAMILY AT A TIME

Needs by Age Range

Sept 2016 – Dec 2017



SCAN Independence at Home Program (IAH)

Jan-Nov 2017

Averaging 17 calls per day*

Categories of Calls



- General questions about aging and related services (multiple issues and questions)
- Follow-up on a prior call (repeat)
- IAH Services (General Information)
- Case Mgmt.
- Case Manager/Care Planner Follow Up

- General Questions about Aging is the largest category: Unduplicated count, therefore, those with multiple needs are categorized as “General Questions” (see next slide for the categories)
- IAH Service (grey) is third largest category (after follow-up): Calls to an Independence at Home (IAH) program are handled by highly trained professionals who complete an assessment for referrals to IAH programs or other agencies as appropriate (i.e. health, safety and welfare issues).
- Data includes all of Los Angeles and Orange counties, and thus is not specific to Long Beach. It is estimated that 40% of IAH data is for Long Beach

Combination of IAH Calls Provided – January to November 2017 (Unduplicated Count)	
Category	Count
Assistive Devices/DME	15
Caregiving/In-Home Care	168
Case Management	415
Community Based Adult Services (CBAS)	3
Case Manager/Care Planner Follow Up	188
Counseling Services	84
Emergency Response System Assistance	23
Finances/Money Management	12
Follow-up on a prior call (repeat)	816
Food Services	40
Health ED	23
Health Fair	4
Health Services	3
Housing	74
IAH Services (General Information)	484
In Home Supportive Services (IHSS)	31
General questions about aging and related services (multiple issues and questions)	1,588
Legal	0
Medi-Cal/Medi-Care	8
Medication Mgmt.	9
MKT	4
Respite Care	5
SCAN Member	64
SCAN Sales	8
Socialization	7
Transportation Assistance	53
Unknown	18
Waitlist Status for IAH Programs	101
TOTAL	3802

*Assumption: 3802/220 days (20 working days/month *11 months)

SCAN Independence at Home (IAH) Categories

Many calls are directly requesting enrollment in one of IAH's community-wide free services.

IAH delivers the following direct services:

- Multipurpose Senior Services Program (MSSP): Long-term care management for nursing home certifiable community dwellers. Services provided in Southern Los Angeles County including Long Beach.
- Supportive Services Program: Los Angeles County service for short term care management of individuals 60+. Services are providing in southern Los Angeles County including Long Beach.
- Family Caregiver Support Program: Los Angeles County service for family caregivers of older adults. Services are providing in southern Los Angeles County including Long Beach.
- Insights Behavioral Health Support Services: In-home counseling for depression and anxiety. Services are provided throughout Los Angeles and Orange Counties.
- COACH: Care management program for either older adults or their caregivers. Services are provided throughout Los Angeles and Orange Counties.
- Volunteer Action for Aging: Volunteer program to decrease senior social isolation. Services are provided throughout Los Angeles and Orange Counties.
- Health & Wellness Community Services: Health education staff that go out into the community and provide group healthy living education in multiple languages utilizing an evidence-based library of more than 50 topics. Additionally, they also go out and provide free health screenings. Services are provided throughout Los Angeles, Orange, and Riverside Counties.
- C-MEDS, Medication Safety Program: In-home service to help properly understand medication administration, storage and increase medication literacy. Services are provided throughout Los Angeles and Orange Counties.

Los Angeles County AAA Data on Numbers Served

Human Services Association (HSA) is the primary, AAA-funded provider of Elderly Nutrition Program Services, Family Caregiver Support Services (FCSP) and Supportive Services operating in the Long Beach area. The nutrition funding is allocated to HSA for one of eight geographical areas, Gateway Cities, whereas FCSP and Supportive Services funding is allocated to serve District 4, both of which include Long Beach. The total funding allocated to HSA for these services is \$5.46 million but please note that this allocation is not only for Long Beach but for all cities and Census Designate of Places within the geographical region that they serve. Funding by city is not available.

Additionally, LA County Workforce Development, Aging and Community Services provides the following Countywide services at an annual allocation of about \$2.1 million, which includes services to Long Beach:

- Health Insurance Counseling and Advocacy Program
- Disease Prevention and Health Promotion Program
- Ombudsman Program



Area Agency on Aging Clients Served in City of Long Beach

As of 1/25/18



Service	FY 2016-17		FY 2017-18	
	Total Clients	Total Units	Total Clients	Total Units
Congregate Meals	1,162	55,778	856	27,323
Family Caregiver Support Program	74	2,315	51	789
Family Caregiver Support Program(Grandparents)	6	370	4	144
Home Delivered Meals	108	19,591	76	9,473
Linkages Program	47	11,821	8	869
Nutrition Counseling	25	49	16	20
Support Services Program	127	5,009	86	2,382
Summary	1,504	94,932	1,081	41,001

Source: LA County Workforce Development, Aging and Community Services

Note: Counts represent information for data collected on registered participants; Client level data is not available for additional non-registered services delivered in the report period



LONG BEACH
HEALTH & HUMAN SERVICES



Thank you

Karen Doolittle, FUSE Executive Fellow

Karen.Doolittle@longbeach.gov



APPENDIX E – RELOCATION ASSISTANCE POLICIES

CITY	REQUIRED RELOCATION ASSISTANCE	PROGRAM SUMMARY
BERKELEY ³⁸	Determined on a case by case basis.	<p>Relocation ordinance for repairs unassociated with natural disasters, uniform relocation act for rehabilitation/housing projects.</p> <p>Ellis Act Ordinance for relocation assistance applies for low-income tenants subject to eviction through the Ellis act.</p> <p>A per diem payment to compensate for hotel or motel accommodations and meals. Such payment amount shall be established by City Council Resolution and be based upon Tenant Household size.</p> <p>The City may provide payment required by Section 13.84.070 to Tenant Households in situations where the Owner fails or refuses to pay for required Relocation costs. The City shall recover from the Owner all costs incurred because of making such payments.</p>
EL MONTE ³⁹	Information not available.	Tenant Relocation Ordinance for Mobile Homes. City staff reported this, but detailed information was not provided.
FRESNO ⁴⁰	A sum equal to two months of fair market rent for the area as determined by HUD.	Tenants are eligible if they are displaced and ordered to vacate due to health and safety risks, and are entitled to an amount sufficient for utility deposits as determined by local enforcement agency, and the return of a security deposit.
GLENDALE ⁴¹	Two (2) times the amount of current fair market rent plus \$1,000	If a rental unit of similar size is chosen, tenant receives the additional amount.

³⁸ <https://www.cityofberkeley.info/uploadedFiles/Housing/Level 3 - General/RelocationOrdinance.pdf>

³⁹ Reported by City of El Monte.

⁴⁰ <https://www.fresno.gov/cityattorney/wp-content/uploads/sites/3/2016/08/Tenant-Relocation-Assistance.pdf>

⁴¹ http://qcode.us/codes/glendale/view.php?topic=9-9_30-9_30_035&frames=on

CITY	REQUIRED RELOCATION ASSISTANCE	PROGRAM SUMMARY
HAWTHORNE ⁴²	Qualified tenants: \$2,500 Eligible Tenants: \$1,000	<p>Higher rents for replacement housing, and related expenses, which payment shall be made as follows:</p> <p>Entire fee paid to a single tenant.</p> <p>If a unit is occupied by two or more tenants, any one of which is a qualified tenant, each will be paid a pro rata share of the \$2,500 fee.</p> <p>If none of whom is a qualified tenant, each will be paid a pro rata share of the \$1,000 fee.</p> <p>In no event shall the landlord be liable to pay more than \$2,500 to all tenants residing in a unit in which at least one qualified tenant lives, or to pay more than \$1000 to all tenants residing in a unit in which no tenant is a qualified tenant.</p> <p>Where a tenant is entitled to relocation benefits pursuant to any local, state or federal law, such benefits shall operate as a credit against any fee required to be paid to the tenant.</p>
LONG BEACH ⁴³	\$4,500 per household, plus the following based on eligibility: <ul style="list-style-type: none"> - \$2,000 for senior households - \$2,500 reimbursement for disability modifications 	Relocation assistance payments only applicable within Coastal Zone for very-low and low-income households due to demolition or condominium conversion. (LBMC 21.60.310)
LOS ANGELES ⁴⁴	Eligible Tenants: \$7,750 - \$10,550 Qualified Tenants: \$15,550 - \$20,050	<p>Relocation Assistance Program applies for no-fault evictions. Level of required assistance depends on the length of tenancy, income, and other characteristics of the household being relocated, as well as the type of unit.</p> <p>Higher relocation assistance required for households with seniors, members</p>

⁴² http://www.qcode.us/codes/hawthorne/view.php?topic=9-vi-9_72-9_72_040

⁴³ https://library.municode.com/ca/long_beach/codes/municipal_code?nodeId=TIT21ZO_CH21.60R_EASMEHONEPEVELOLOINHO_DIVIIIREAS_21.60.310REBEBEPR

⁴⁴ <http://hcidla.lacity.org/Relocation-Assistance>

CITY	REQUIRED RELOCATION ASSISTANCE	PROGRAM SUMMARY
		with disabilities, or children; or who are under 80%.
NEWPORT BEACH ⁴⁵	Determined by relocation impact report.	Mobile Home Parks Only. In accordance with GC 65863.7, requires a relocation impact report as a prerequisite for the closure of a mobile home park. Report includes options for tenants for relocation assistance, including payment of reasonable costs to relocate mobile homes, payments to purchase the homes, and payment of relocation expenses.
OAKLAND ⁴⁶	Equal to two times the current monthly rent.	A unit of comparable or same size must be identified. For temporary displacement, the landlord will pay actual and reasonable moving costs and accommodation costs.
PALM SPRINGS ⁴⁷	Mobile home owners who move their homes receive the following: <ul style="list-style-type: none"> - \$6,000 for spaces occupied by single-wide mobile homes - \$12,000 for spaces occupied by doublewide mobile homes - \$15,000 for spaces occupied by triple-wide mobile homes 	Said sums shall be adjusted by the percentage increase in the Consumer Price Index since January 1989. Mobile home owners who do not move their mobile home shall be entitled to the "in-place" value of their mobile homes.
PASADENA ⁴⁸	An amount based on a daily rate equal to two (2) times the daily pro-rata portion of the rental rate of the tenant's unit. Actual costs of moving and storage.	For each day that temporary housing is required, tenant shall not be required to pay rent. Landlord may select a storage facility within a five (5) mile radius of tenant's rental unit. The displacement and relocation of a tenant pursuant to this section shall not terminate the tenancy of the displaced

⁴⁵ http://www.newportbeachca.gov/pln/general_plan/06_ch5_housing_web.pdf

⁴⁶ <http://www2.oaklandnet.com/oakca1/groups/ceda/documents/agenda/oak045391.pdf>

⁴⁷ <http://www.qcode.us/codes/palmsprings/>

⁴⁸ https://library.municode.com/ca/pasadena/codes/code_of_ordinances?nodeId=TIT9PUPEMOWE_ARTVIIMI_CH9.75TEPR_9.75.070TERE

CITY	REQUIRED RELOCATION ASSISTANCE	PROGRAM SUMMARY
	<p>\$1,200 for tenants of housing associated with their educational institution,</p>	<p>The displacement and relocation of a tenant pursuant to this section shall not terminate the tenancy of the displaced tenant. The displaced tenant shall have the right to reoccupy his/her unit upon the completion of the work necessary for the unit to comply with housing, health, building or safety laws or any governmental order, and the tenant shall retain all rights of tenancy that existed prior to the displacement.</p> <p>Should temporary relocation exceed 120 days, landlord may opt to terminate tenancy. Landlord shall however be required to pay all relocation fees.</p> <p>The relocation allowance and moving expense allowance is available to students, faculty members, and/or staff members, of any educational institution, living in housing provided by that same educational institution, if such student, faculty member. These persons must be able to demonstrate, with evidence acceptable to the city, that their tenancy was terminated by the landlord on a date that is more than 365 days after the date on which the student, faculty member, and/or staff member discontinued enrollment in the institution as a student or discontinued employment as a faculty member and/or staff member at the educational institution.</p> <p>For cases in which the educational institution enters into separate leases with individuals sharing a rental unit as roommates, the following relocation allowance and moving expense allowance shall apply per person: (i) Relocation allowance—Twice the HUD fair market rent for a studio unit; and (ii) Moving expenses.</p>

CITY	REQUIRED RELOCATION ASSISTANCE	PROGRAM SUMMARY
REDDING ⁴⁹	<p>One and one-half times the monthly rent.</p> <ul style="list-style-type: none"> - \$50 utility allowance 	<p>The subdivider shall provide moving expenses of one and one-half times the monthly rent to any tenant household that relocates from the building to be converted after approval of the condominium conversion by the city, except when the tenant household has given written notice of its intent to convert or the tenant household is being evicted for proven performance failure in a rental agreement.</p> <p>Utility Allowances: The subdivider shall provide a utility connection and deposit allowance of fifty dollars to each tenant household upon vacation of its unit.</p>
RICHMOND ⁵⁰	<p>Maximum cap per unit based on type of rental unit and nature of relocation:</p> <p>Owner Move In Base Amount</p> <ul style="list-style-type: none"> - Studio \$3,400 - 1 Bedroom \$5,250 - 2+ Bedroom \$7,150 <p>Qualified Tenant</p> <ul style="list-style-type: none"> - Studio \$3,950 - 1 Bedroom \$6,050 - 2+ Bedroom \$8,200 <p>Withdrawal from Rental Market Base Amount</p> <ul style="list-style-type: none"> - Studio \$6,850 - 1 Bedroom \$10,500 - 2+ Bedroom \$14,250 <p>Qualified Tenant</p> <ul style="list-style-type: none"> - Studio \$7,850 - 1 Bedroom \$12,100 - 2+ Bedroom \$16,400 	<p>If a Rental Unit is occupied by one Tenant then the entire per unit Relocation Payment shall be paid to the Tenant. If more than one Tenant occupies the Rental Unit, the total amount of the Relocation Payments shall be paid on a pro-rata share to each Eligible Tenant.</p> <p>If a Rental Unit is occupied by one Tenant then the entire per unit Relocation Payment shall be paid to the Tenant. If more than one Tenant occupies the Rental Unit, the total amount of the Relocation Payments shall be paid on a pro-rata share to each Eligible Tenant.</p> <p>The Relocation Payments will be calculated on a per Rental Unit basis, distributed on a per Tenant basis, and includes a maximum cap per Rental Unit.</p>

⁴⁹https://library.municode.com/ca/redding/codes/code_of_ordinances?nodeId=TIT17SU_CH17.34RECOCO_17.34.060TERI

⁵⁰ <http://www.ci.richmond.ca.us/3374/Fees>

CITY	REQUIRED RELOCATION ASSISTANCE	PROGRAM SUMMARY
	<p>In the Event of Substantial Repairs Hotel or Motel, \$145 per day per household</p> <p>Meal Expenses, \$29 per day per person</p> <p>Laundry \$1, per day per household</p> <p>Pet Accommodations Cat - \$28 Dog - \$51 per day per animal</p>	<p>A "Qualified Tenant Household" is any household that includes at least one Tenant that is a Senior Citizen, Disabled, or has at least one minor dependent child.</p>
RIVERSIDE ⁵¹	Information not provided.	Relocation Allowance was reported by City staff, but no details were provided.
SAN FRANCISCO ⁵²	<p>\$4,500 for each tenant, but not to exceed \$13,000 to all tenants in the same unit.</p> <p>And additional \$3000 for 60+ years of age, if there's at least one minor.</p>	<p>Of the \$4,500, half is paid at the time of the service of the notice to quit, and the rest of which shall be paid when the unit is vacated.</p> <p>Of the \$3,000, half is paid within fifteen (15) calendar days of the landlord's receipt of written notice from the Eligible Tenant of entitlement to the relocation payment along with supporting evidence, and the remaining \$1,500 when the Eligible Tenant vacates the unit.</p> <p>Within 30 days after notification to the landlord of a claim of entitlement to additional relocation expenses because of disability, age, or having children in the household, the landlord shall give written notice to the Rent Board of the claim for additional relocation assistance, and if the landlord disputes the claim.</p> <p>Commencing March 1, 2007, these relocation expenses, including the</p>

⁵¹ Reported by City of Riverside.

⁵² <https://sfrb.org/section-379c-tenants-rights-relocation-no-fault-evictions>

CITY	REQUIRED RELOCATION ASSISTANCE	PROGRAM SUMMARY
		maximum relocation expenses per unit, shall increase annually, rounded to the nearest dollar, at the rate of increase in the "rent of primary residence" expenditure category of the Consumer Price Index (CPI).
SAN JOSE ⁵³	<p>Base Assistance: Studio: \$6,925 1 Bedroom: \$8,400 2 Bedroom: \$10,353 3 Bedroom: \$12,414</p> <p>Qualified Assistance Studio: \$2,770 1 Bedroom: \$3,360 2 Bedroom: \$4,141 3 Bedroom: \$4,966</p> <p>Total Base + Qualified Studio: \$9,695 1 Bedroom: \$11,760 2 Bedroom: \$14,494 3 Bedroom: \$17,380</p>	The City's Relocation Consultant determines the amount a tenant may be entitled to, otherwise the determination is based on the information provided by the Landlord.
SAN LEANDRO ⁵⁴	\$7000, and \$1,000 for special-circumstances households.	<p>The landlord shall provide relocation assistance in the following amounts:</p> <p>Three times the most current Fair Market Rents or three times the monthly rent that the tenant(s) is paying at the time the notice of the landlord-caused termination is delivered, whichever amount is greater.</p>
SAN MARCOS ⁵⁵	No Information Provided	Nothing was provided by City staff.
SANTA MONICA ⁵⁶	<p>The landlord has the option to provide:</p> <ul style="list-style-type: none"> • <u>5 days or less</u>: tenant may be temporarily placed in a safe and sanitary hotel/motel, receive per diem money for temporary housing 	<p>Landlords are required to provide temporary relocation assistance in the following cases:</p> <ul style="list-style-type: none"> • When the landlord needs to complete repairs to comply with the law

⁵³ <http://www.sanjoseca.gov/index.aspx?NID=5517>

⁵⁴ <https://www.sanleandro.org/depts/cd/housing/tra/default.asp>

⁵⁵ Reported by City of San Marcos.

⁵⁶ <https://www.smgov.net/departments/cpu/content.aspx?id=8472>

CITY	REQUIRED RELOCATION ASSISTANCE	PROGRAM SUMMARY
	<p>and expenses, or alternate comparable housing</p> <ul style="list-style-type: none"> • <u>6 days or more:</u> tenant gets per diem money or alternate comparable housing <p>The landlord must pay for all actual reasonable moving costs, including expenses for:</p> <ul style="list-style-type: none"> • transporting personal property • packing and unpacking • insurance of personal property while in transit • compensation for any damage during the move • necessary storage of personal property • disconnection and re-connection of utilities • other costs due to a tenant's special needs, including needs resulting from disability or age <p>Fixed amounts to cover the costs of hotel, meals, laundry and pet boarding. These amounts are updated each year.</p> <p>Effective July 1, 2016, the amounts are:</p> <ul style="list-style-type: none"> • Hotel or motel: \$155 per day per household • Meal expenses: \$29 per day per person • Laundry: \$1 per day per household if the rental property included laundry facilities. • Pet accommodations: \$28 per day per cat; \$51 per day per dog; and actual daily boarding cost for all other pets. The pet accommodation per diem is required for lawful pets if the temporary relocation accommodation does not accept pets. 	<ul style="list-style-type: none"> • When the unit is deemed uninhabitable, for example the unit does not have a working bathroom, or there is no hot water, etc. • When a government officer or agency requires a tenant to vacate <p>If a tenant must move out of their rental and the owner chose not to provide comparable housing, the owner must pay for:</p> <ul style="list-style-type: none"> • Hotel or motel room • Meal expenses • Moving and storage expenses (when required) • Laundry (if the property has laundry facilities) • Pet accommodations (if the tenant has a lawful pet)

CITY	REQUIRED RELOCATION ASSISTANCE	PROGRAM SUMMARY
VENTURA ⁵⁷	<ul style="list-style-type: none"> Determined on a case by case basis. 	Relocation assistance for mobile home parks only. Relocation benefits for mobile homes must bear a relationship to the cost of displaced residents finding alternative housing and are determined on a case-by-case basis.

57

https://www.cityofventura.ca.gov/DocumentCenter/View/7055/Ord_6_600_000_Mobile_home

1

TEN LARGEST CALIFORNIA CITIES

City	Relocation Program	Trigger(s)	Amount	Property Type	Household Type	Total Units	Rental Units	% Rental Units	Median Rent, 2017 ACS 1-Yr Estimates
CITIES THAT DO NOT OFFER RELOCATION ASSISTANCE PROGRAMS (4)									
Anaheim	No	-	-	-	-	104,533	55,228	52.8%	\$ 1,578.00
Bakersfield	No	-	-	-	-	122,829	49,639	40.4%	\$ 1,082.00
Sacramento	No	-	-	-	-	194,917	95,780	49.1%	\$ 1,215.00
San Diego	No	-	-	-	-	533,973	264,523	49.5%	\$ 1,642.00
CITIES THAT HAVE CODIFIED STATE REQUIREMENTS (2)									
Fresno	Limited	Code Enforcement, Demolition	2 months' HUD Fair Market Rent, utility service deposits, and refund of security deposit	All Rentals	All Tenants	176,617	87,715	49.7%	\$ 954.00
Long Beach	Limited	Code Enforcement, Demolition	\$3,941 base, \$2,000 for senior, up to \$2,500 for disability modifications; increased by CPI annually (LBMC 21.30)	All Rentals	All Tenants	173,741	99,002	57.0%	\$ 1,278.00
CITIES WITH EXPANDED RELOCATION REQUIREMENTS (4)									
Los Angeles	Yes	Code Enforcement, Demolition, Ellis Act, No-Fault Eviction	\$7,750 to \$20,050 (higher amount for lower-income, disabled, seniors, and families)	Units covered under Rent Stabilization	All Tenants	1,457,762	862,062	59.1%	\$ 1,397.00
Oakland	Yes	Code Enforcement, Condo Conversion, Ellis Act, No-Fault Eviction	\$6,875 to \$10,545 depending on unit size. Additional \$2,500 for lower income, senior, disabled, and families	All Rentals	All Tenants	169,303	96,048	56.7%	\$ 1,394.00
San Francisco	Yes	Code Enforcement, Demolition, Ellis Act, No-Fault Eviction	\$5,470 to \$19,449 depending on unit size	Units Covered under Rent Stabilization Ordinance	All Tenants	390,376	224,960	57.6%	\$ 1,836.00
San Jose	Yes	Code Enforcement, Substantial Rehabilitation, Ellis Act, Owner Move-In, Conversion to Permitted Use	\$6,925 to \$17,380 depending on unit size and household characteristics	All Rentals	All Tenants	331,510	135,834	41.0%	\$ 2,109.00

APPENDIX F – REPORT ON CITYWIDE RENTAL RATES



Date: September 29, 2017

To: Patrick H. West, City Manager *T.H.W.*

From: Amy J. Bodek, Director of Development Services *AJBodek*
John Keisler, Director of Economic Development *JKeisler*

For: Mayor and Members of the City Council

Subject: **Report on Citywide Rental Rates**

On February 21, 2017, the City Council held a Study Session on a draft affordable housing report entitled "Revenue Tools and Incentives for the Production of Affordable and Workforce Housing (Housing Report)." The Housing Report contained, among other things, data on current and historical rental rates in Long Beach. Specifically, the Housing Report contained rental data obtained through Zillow, an online real estate and rental marketplace. During the Study Session, concern was expressed over the accuracy of this data. Staff was asked to conduct additional research on rental rates.

To address the City Council's concern on the accuracy of rental rates, Economic Development Department staff have entered into a contract with CoStar Group, Inc. (CoStar), a firm that provides information, analytics, and market research to the multi-family commercial real estate industry. The data provided by CoStar is consistent and reliable, and has been used to prepare the attached final Report of Citywide Rental Rates. The Economic Development Department will update the Rent Report on an annual basis beginning July 2018, and will utilize this data to monitor progress toward Quality of Life objectives related to housing access as outlined in the Economic Development Blueprint.

If you have any questions regarding this matter, please contact Patrick Ure, Housing Development Officer, at (562) 570-6026 or Patrick.Ure@longbeach.gov.

AB:PU:KB
R:\TO-FROM-FOR MEMOS\2017\9 26 17 RENTAL RATE RESEARCH V10.DOCX

ATTACHMENT:
REPORT ON CITYWIDE RENTAL RATES

CC: CHARLES PARKIN, CITY ATTORNEY
LAURA L. DOUD, CITY AUDITOR
TOM MODICA, ASSISTANT CITY MANAGER
KEVIN JACKSON, DEPUTY CITY MANAGER
REBECCA JIMENEZ, ASSISTANT TO THE CITY MANAGER
OSCAR W. ORCI, DEPUTY DIRECTOR OF DEVELOPMENT SERVICES
PATRICK URE, HOUSING DEVELOPMENT OFFICER
CITY CLERK (REF. FILE #17-0108)

REPORT ON CITYWIDE RENTAL RATES

Through June 30, 2017

Department of Development Services
Housing and Neighborhood Services Bureau

Department of Economic and Property Development

September 26, 2017

Background

On February 21, 2017, the City Council held a Study Session to discuss a draft affordable housing report entitled “Revenue Tools and Incentives for the Production of Affordable and Workforce Housing” (Housing Report). The background research in the draft report contained data from online real estate and rental marketplace Zillow.com. However, concerns were expressed over the accuracy and reliability of the data provided by Zillow. The City Council requested that staff conduct additional research on rental rates to paint a more comprehensive picture of the state of the rental market in Long Beach.

In April 2017 staff provided a draft rental report via a memorandum to City Council. The report contained a survey of a number of different data sources regarding rental rates in Long Beach. These sources included commercial real-estate data firm REIS, Inc., the American Community Survey, Apartments.com, and Craigslist.org. Staff found that there was no reliable way to determine whether the data from these sources was up-to-date or comprehensive, and began investigation into a more thorough and current data source.

In May 2017 Economic Development staff began a subscription service to the commercial real-estate database CoStar Market Analytics (CoStar). This includes access to the CoStar Group’s comprehensive database for Orange, Los Angeles, and Ventura counties, as well as to a variety of tools for market analysis. CoStar provides granular, verified data on commercial, industrial, and multi-family residential real estate. To obtain this data, CoStar’s market research team investigates, tracks, and verifies property characteristics in major markets using phone surveys of property owners and managers, as well as provides up-to-date field research, which is updated for all properties in a market on a monthly basis. Thus, CoStar provides the most comprehensive source of data on current rental rates in Long Beach.

This data source is not without its limitations. Many households in Long Beach rent non-apartment rental properties such as condominiums, single-family homes, duplexes, and triplexes. CoStar does not gather data for these types of properties. Furthermore, the City of Long Beach (City) does not require owners of 1-, 2- and 3-unit properties to obtain a residential rental business license, making it challenging to track the number of these units that are considered rental properties.

CoStar Analytics

There are approximately 67,500 rental housing units in 7,500 multi-family residential rental properties containing four or more housing units, according to business license records kept by the City¹. As of Q1 2017, CoStar’s database contained data for 4,085 multi-family rental properties containing 56,220 housing units in Long Beach. Of these properties, CoStar has collected quarterly data on asking rents dating to 2007 or earlier for 1,458 multi-family properties containing 29,039 housing units. This means that

¹ City of Long Beach, Department of Financial Management

CoStar provides comprehensive subset data for approximately 20% of all multi-family buildings, and for 43% of all multi-family housing units citywide. While CoStar attempts to obtain complete rental rate data for all properties in the city, not all property owners provide this data. Nevertheless, the CoStar database represents the most comprehensive, up to date, and verifiable source of rental rate data available to staff.

Inventory of Rental Projects and Units

Table 1 presents the CoStar rental inventory results organized to show the five ZIP codes with the largest number of buildings and units first. These five ZIP codes represent 78% of the buildings and 74% of the units identified in the overall CoStar database.

Table 1. CoStar Rent Data Availability ²

ZIP	Total in CoStar		With Rent Data Since 2007	
	Buildings	Units	Buildings	Units
Citywide	4,085	56,220	1,458	29,039
90802	831	14,100	265	6,890
90804	776	7,270	238	3,076
90805	301	6,561	143	4,432
90806	410	4,058	175	2,039
90813	854	9,685	340	5,124
90803	325	4,034	99	1,519
90807	128	2,285	46	1,284
90808	34	619	14	431
90810	73	1,692	22	992
90814	298	3,222	86	1,209
90815	55	2,694	23	2,091

Source: CoStar Market Analytics

Average Rents: 2007 - 2017

Staff obtained the mean rents, published by CoStar quarterly, dating back to 2007 for both Long Beach as a whole, and for the ZIP codes within the city.³ This data is summarized in the following table.

² The CoStar information is compiled from multiple data sets. There is a seven building and 48 unit difference between the ZIP code estimates and the summation used to reach the citywide estimates.

³ “Mean” and “average” are used interchangeably throughout this analysis.

ZIP	Q1 2017	Q1 2016	Q1 2012	Q1 2007
Citywide	\$1,333	\$1,280	\$1,091	\$1,092
90802	\$1,595	\$1,516	\$1,244	\$1,210
90804	\$1,261	\$1,215	\$1,034	\$1,028
90805	\$1,159	\$1,113	\$1,002	\$1,022
90806	\$954	\$919	\$774	\$778
90813	\$1,089	\$1,046	\$881	\$904
90803	\$1,545	\$1,504	\$1,345	\$1,406
90807	\$1,399	\$1,335	\$1,108	\$1,100
90808	\$1,380	\$1,307	\$1,170	\$1,149
90810	\$777	\$752	\$849	\$875
90814	\$1,317	\$1,287	\$1,127	\$1,139
90815	\$1,947	\$1,909	\$1,548	\$1,535

Source: CoStar Market Analytics

Changes in Average Rents: 2007 - 2017

Citywide, the mean rent for multi-family housing units, of all bedroom configurations, rose from \$1,280 in Q1 2016 to \$1,333 in Q1 2017. This represents a 4.1% increase. As shown in Table 3, when all the ZIP codes are considered separately, the increases between 2016 and 2017 range from 2.0% to 5.6%. The five ZIP codes with the largest number of buildings and units exhibited one-year growth rates ranging from 3.8% to 5.2%.

ZIP	1-Year	5-Year	10-Year
Citywide	4.1%	22.2%	22.1%
90802	5.2%	28.2%	31.8%
90804	3.8%	22.0%	22.7%
90805	4.1%	15.7%	13.4%
90806	3.8%	23.3%	22.6%
90813	4.1%	23.6%	20.5%
90803	2.7%	14.9%	9.9%
90807	4.8%	26.3%	27.2%
90808	5.6%	17.9%	20.1%
90810	3.3%	-8.5%	-11.2%
90814	2.3%	16.9%	15.6%
90815	2.0%	25.8%	26.8%

Source: CoStar Market Analytics

Compound Annual Rent Changes: 2007 - 2017

Table 4 presents the compound annual change in rent for the period between 2007 and 2017. According to CoStar, all but one ZIP code in Long Beach experienced an increase in rents since 2012. The five ZIP code with the largest number of buildings and units exhibited compound growth ranging from 3.0% to 5.1% annually. Five of the remaining ZIP codes generated compound growth ranging from 2.8% to 4.8% annually.

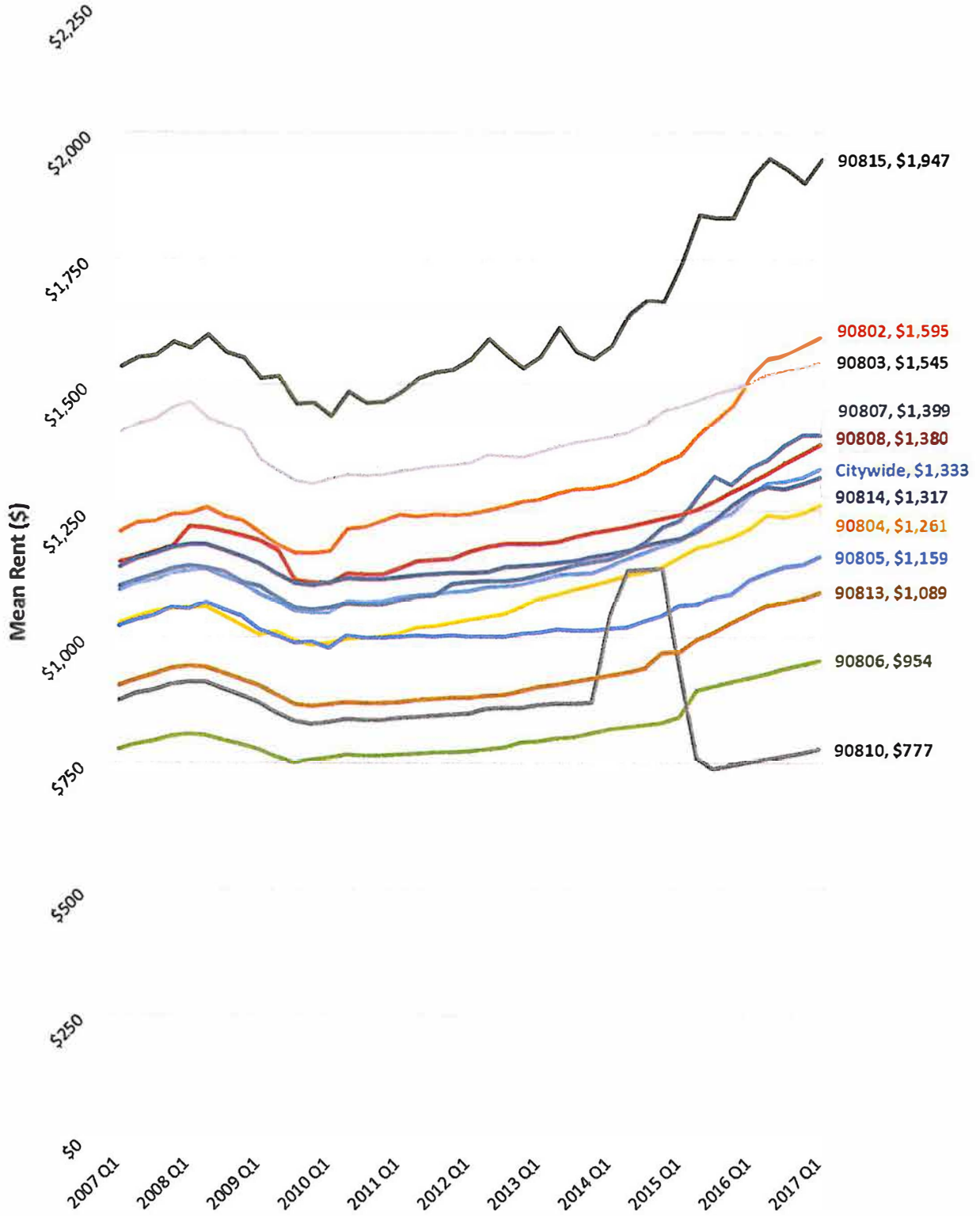
Only one ZIP code, 90810, experienced a decrease in rents between 2012 and 2017. This decrease is likely due to a change in the reported asking rents at both the 348-unit Gold Star Manor senior housing complex and the 410-unit Springdale West apartments. These 748 units comprise 75% of the units for which CoStar has data in ZIP code 90810. The acquisition, rehabilitation, and renewal of HUD Section 8 contracts in 2015 at both Gold Star Manor and Springdale West briefly changed the reported asking rents at these properties. Reported rents at Gold Star Manor dropped from \$724 in 2015 Q1 to \$389 in 2015 Q3, while reported rents at Springdale West jumped from \$973 in Q1 2014 to \$1,601 in Q4 2014 and then fell to the previous rate of \$973 by Q3 2015.

Table 4. Compound Annual Growth				
Compound Annual Percentage Change				
ZIP	2007 - 2017	2007 - 2012	2012 - 2017	2016 - 2017
Citywide	2.0%	0.0%	4.1%	4.1%
90802	2.8%	0.6%	5.1%	5.2%
90804	2.1%	0.1%	4.0%	3.8%
90805	1.3%	-0.4%	3.0%	4.1%
90806	2.1%	-0.1%	4.3%	3.8%
90813	1.9%	-0.5%	4.3%	4.1%
90803	0.9%	-0.9%	2.8%	2.7%
90807	2.4%	0.1%	4.8%	4.8%
90808	1.8%	0.4%	3.4%	5.6%
90810	-1.2%	-0.6%	-1.8%	3.3%
90814	1.5%	-0.2%	3.2%	2.3%
90815	2.4%	0.2%	4.7%	2.0%

Source: CoStar Market Analytics

The chart on the following page provides a graphic representation of the annual changes in the mean rents exhibited between 2007 and 2017.

Asking Rents, 2007-2017
(All Bedroom Configurations)



Variations in rental rates among ZIP codes can also be affected by the unit configuration mix. As shown in Table 5, with the exception of ZIP code 90805, the apartment projects within the Long Beach ZIP codes are dominated by one- and two-bedroom units (73% to 97% of the total units). Charts showing the asking rents by bedroom configuration from 2007 through 2017 for all the Long Beach ZIP codes can be found in Appendix A.

ZIP	Units	Studio	1BR	2BR	3BR
Citywide	28,865	4,302	13,257	10,067	1,239
90802	6,811	1,760	3,258	1,712	81
90804	3,077	1,206	1,399	355	117
90805	4,430	374	1,801	1,851	404
90806	2,007	323	947	636	101
90813	5,080	723	2,819	1,351	187
90803	1,518	242	805	446	25
90807	1,283	190	585	503	5
90808	426	14	168	244	0
90810	991	63	348	456	124
90814	1,232	70	681	434	47
90815	2,090	168	738	1,041	143

Source: CoStar Market Analytics

VACANCY RATES

A certain number of vacant units are needed to moderate the cost of housing, allow sufficient choice for residents, and provide an incentive for unit upkeep and repair. An optimum vacancy rate allows for the healthy functioning of the housing market. When vacancy rates drop below a healthy rate, residents will likely have a difficult time finding units that are matched to their household and income needs. Furthermore, as the vacancy rate drops, competition for units increases, causing housing prices and rental rates to rise.

The California Department of Housing and Community Development (HCD) considers healthy vacancy rates to range from 1% to 4% for owner-occupied housing and 4% to 8% for multi-family rental units, depending on market conditions⁴. For the Southern California Association of Governments (SCAG) region which includes Long Beach, HCD utilized a healthy vacancy rate of 4.5% for multifamily rental units in calculating the Regional Housing Need Assessment (RHNA) Determination for the 2014-2021 projection period.

According to CoStar, the citywide multi-family vacancy rate was 4.6% in Q1 of 2017. While the overall vacancy rate remains relatively low, vacancy rates rose from 4.0% in

⁴ Department of Housing and Community Development, Division of Housing Policy Development

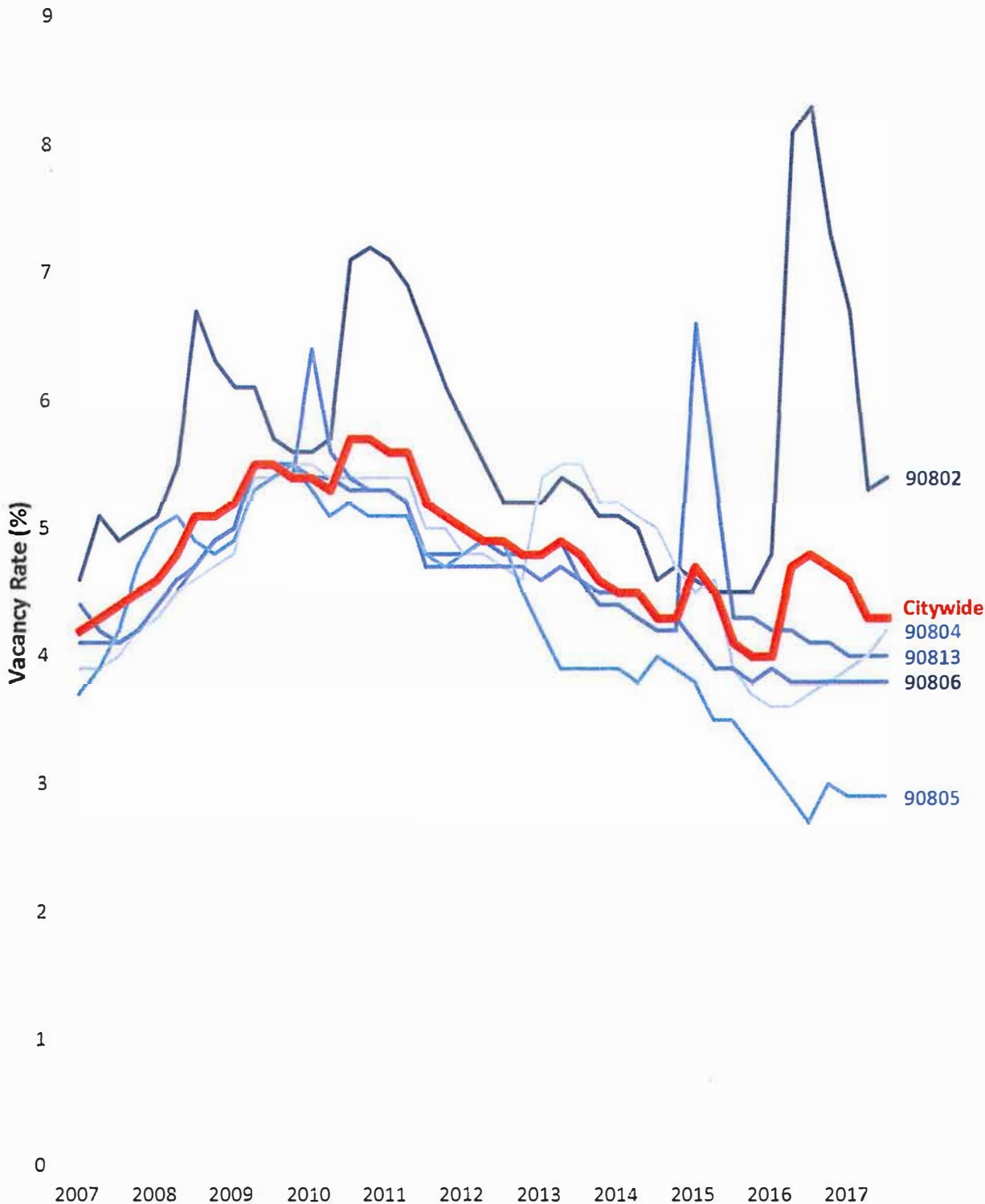
Q1 2016 to 4.6% in 2017, and rose most dramatically in ZIP codes 90802, 90808, and 90815 during this time. In 90802, which includes most of downtown as well as dense residential areas along the coast, this phenomenon can be attributed to large residential rental properties coming online in 2016, specifically The Current (223 units, May 2016) and The Edison (156 units, Sep 2016).

Table 6. Vacancy Rates				
ZIP	Q1 2017	Q1 2016	Q1 2012	Q1 2007
Citywide	4.6%	4.0%	5.0%	4.2%
90802	6.7%	4.8%	5.8%	4.6%
90804	3.9%	3.6%	4.8%	3.9%
90805	2.9%	3.1%	4.8%	3.7%
90806	3.8%	3.9%	4.7%	4.1%
90813	4.0%	4.2%	4.8%	4.4%
90803	5.2%	5.1%	5.5%	4.5%
90807	4.0%	3.9%	4.3%	3.2%
90808	3.1%	2.1%	2.9%	1.8%
90810	1.9%	2.0%	3.8%	3.0%
90814	3.8%	3.8%	4.9%	4.1%
90815	5.9%	4.2%	6.1%	6.4%

Source: CoStar Market Analytics

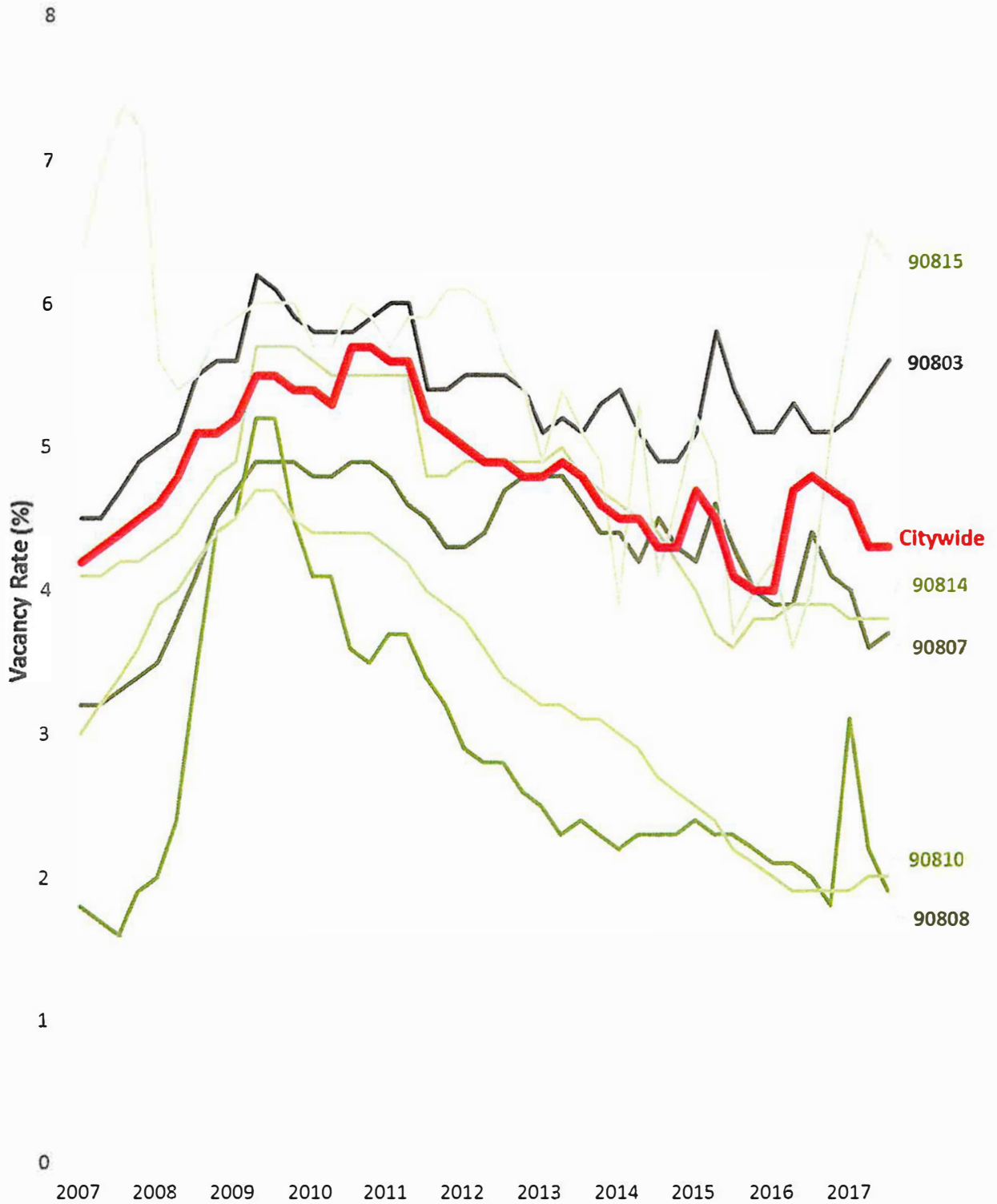
Charts showing vacancy rates by ZIP code are presented on the following two pages. As can be seen on the charts, vacancy rates generally peaked in 2009-2010 following the 2008 recession and since that time have generally trended downward.

Vacancy Rates Top 5 ZIP Codes by Number of Rental Units



Source: CoStar Market Analytics

Vacancy Rates By ZIP Code



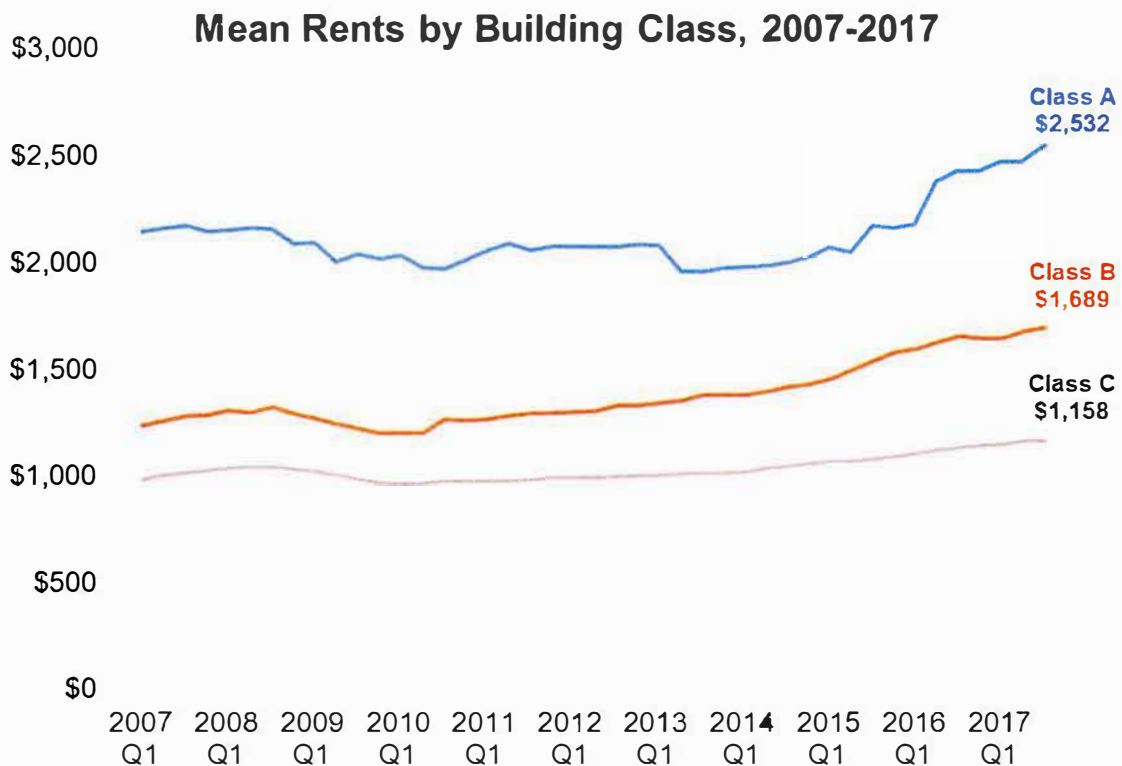
Source: CoStar Market Analytics

Building Rating

Rental rates also differ within a geography depending on the building quality, amenities, and age. Typically, buildings are classified using a Class A, B, and C system. CoStar provides these ratings for residential buildings using the following criteria:

- Class A: New construction (within last 10 years) or substantially renovated. Landscaping, attractive rental offices and/or club buildings. High-end exterior and interior amenities as dictated by market. High-quality construction with highest quality materials. Commands highest rents in markets.
- Class B: Recent construction (within last 20 years) Exterior and interiors may be dated. Good-quality construction with little deferred maintenance.
- Class C: Limited/dated exterior and interior amenities. Properties show some age and deferred maintenance. Majority of appliances are original.

Accordingly, the average rents in Long Beach are higher in Class A buildings. However, of the approximately 29,000 units that CoStar has published rent data for, only 1,428 are Class A, compared to 6,208 Class B units and 21,403 Class C units. This distribution reflects the general age of the housing stock in Long Beach. The following chart shows the mean rents by building class since 2007. As of August 2017, Class A units rent for an average of \$2,532, Class B units for an average of \$1,689, and Class C units for an average of \$1,158. Note that these averages are not standardized for unit size or bedroom configuration.



Source: CoStar Market Analytics

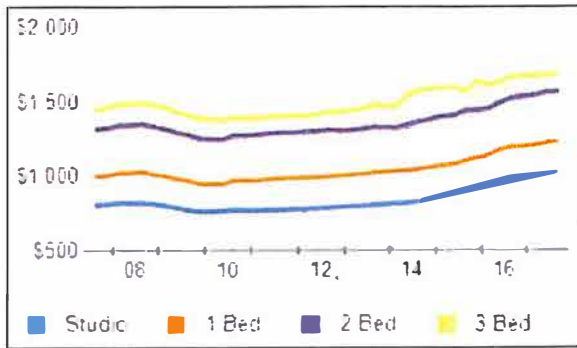
Conclusions

The following conclusions have been derived from the CoStar Market Analytics data presented in this analysis:

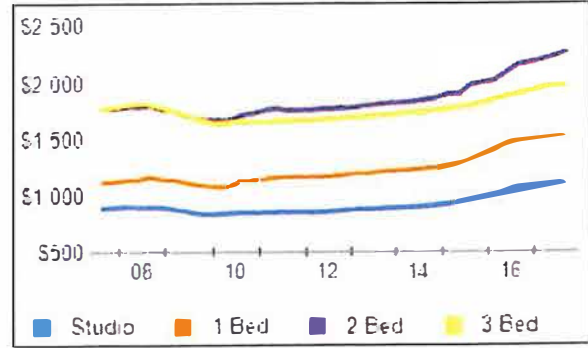
1. In 2010, rents began rebounding from the 2008 recession, and returned to 2007 levels by 2012.
2. During the 2007 to 2017 time period, the citywide vacancy rate reached a peak of 5.7% in 2010, and then over time fell to the current rate of 4.6%.

Report: Long Beach Rental Rates
 Appendix A – Asking Rents Per Unit by Bedroom

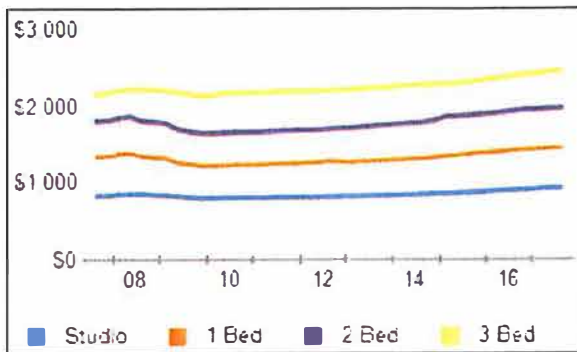
Citywide



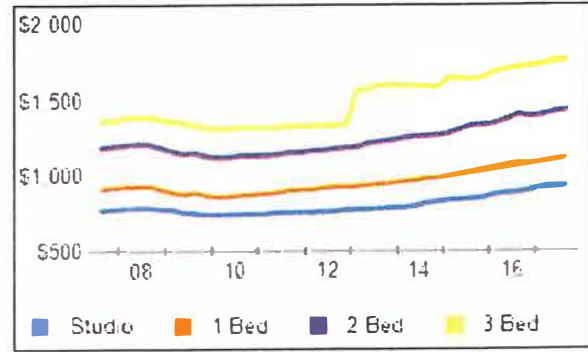
90802



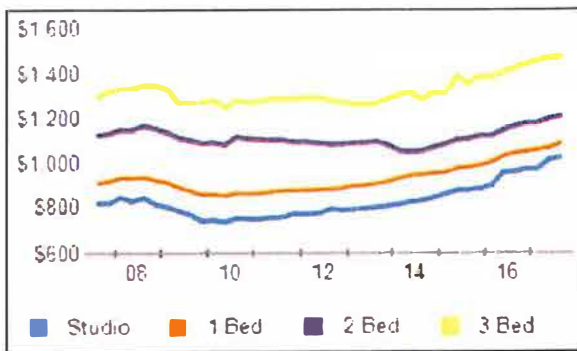
90803



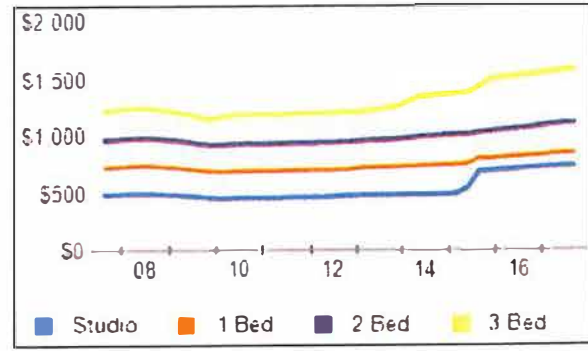
90804



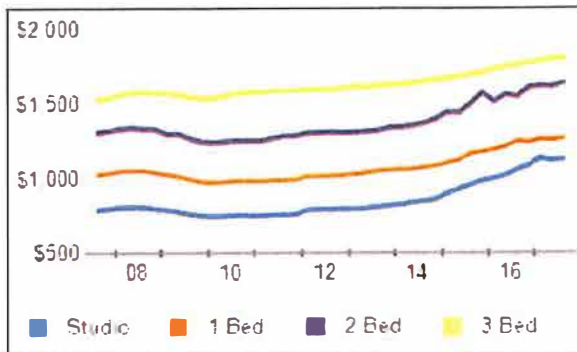
90805



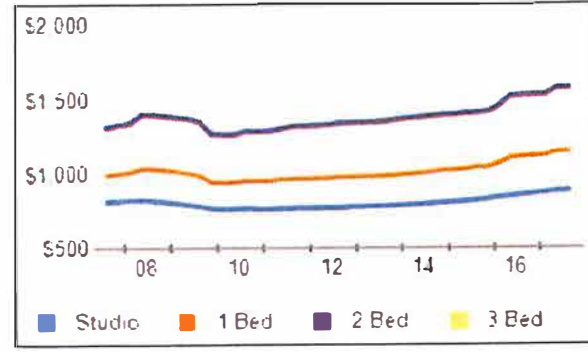
90806



90807

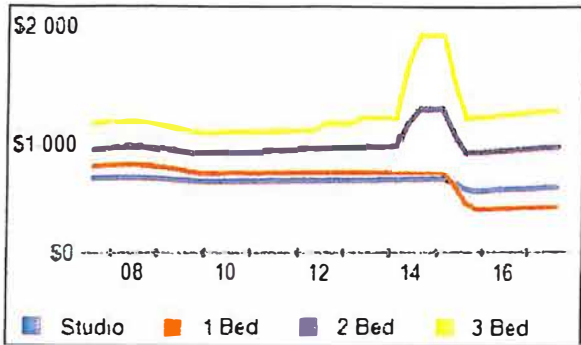


90808

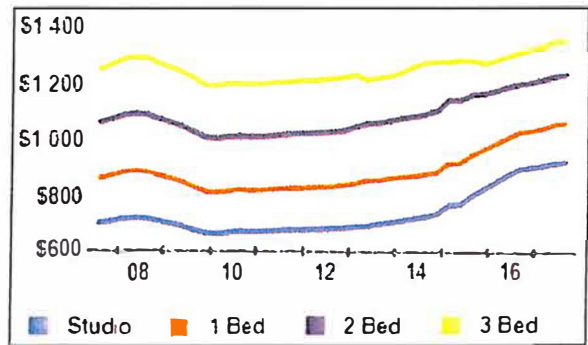


Report: Long Beach Rental Rates
 Appendix A – Asking Rents Per Unit by Bedroom

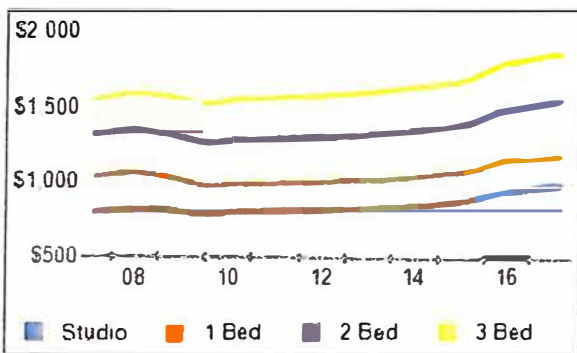
90810



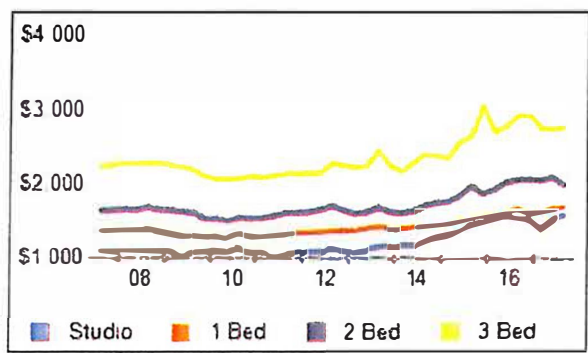
90813



90814



90815



Source: CoStar Market Analytics

APPENDIX G – STAKEHOLDER FOCUS GROUPS

(This page intentionally left blank.)

Tenant Protections Focus Group

Michelle Obama Library, 5870 Atlantic Ave.

August 14, 2018

2:00 PM – 5:00 PM

- I. Introductions**

- II. Background & Purpose**

- III. Focus Group Process**

- IV. Case Studies**

- V. Small Group Discussion**

- VI. Break**

- VII. Large Group Exercise**



Tenant Protections Focus Group

City of Long Beach Development Services

Date: August 14, 2018

Name	Organization	Email
Karen Reside	LB Gray Panthers	longbeachgraypanthers@gmail.com
Susana Engien	YCC	susana.engien@ycc.org
Josh Butler	Housing Long Beach	jbutler@housinglb.org
Jeff Wood	Long Beach City College	jwood@LBCC.edu
Jorge Rivera	LiBRE	JRIVERA jorge@wearelibre.org
Darick J Simpson	LBCAP	DSimpson@LBCAP.org
Alison King	HACLB	alison.king@longbeach.gov
Myron Wallin	LB Gray Panthers	

Tenant Protections Focus Group

AUGUST 2018

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH

CITY OF LONG BEACH

Agenda

- Introductions
- Background & Purpose
- Process
- Case Studies
- Small Group Discussion
- Break
- Large Group Exercise

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH

CITY OF LONG BEACH

Introductions

Focus Group Invitees

- Centro CHA
- DisABLED Professionals Association
- Filipino Migrant Center
- Housing Long Beach
- Khmer Girls in Action
- Latinos in Action
- Legal Aid Foundation
- Long Beach City College
- Long Beach Forward
- Long Beach Gray Panthers
- Long Beach Interfaith Community Organization (ICO)
- Long Beach Residents Empowered (LIBRE)
- The LGBTQ Center Long Beach
- United Cambodian Community

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH

CITY OF LONG BEACH

Background & Purpose

On January 16, 2018 the City Council directed staff to reach out to landlord and tenant representatives to:

- Gather feedback on potential tenant protection policies that could work for Long Beach
- Find common ground amongst different advocacy groups

Purpose: Identify potential opportunities for tenant protections in Long Beach to be considered by the City Council

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH

CITY OF LONG BEACH

Process

- Two Focus Groups meet separately
- Identify common ground for potential tenant protection policies
- Conduct a third focus group meeting
- Present draft findings to City Council

Purpose: Identify potential opportunities for tenant protections in Long Beach to be considered by the City Council

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH

CITY OF LONG BEACH

Background & Purpose

Today we are focused on:


- Relocation assistance (including seniors)
- Just cause termination of tenancy
- Anti-retaliation policies
- Source of income anti-discrimination
- Legal information or assistance
- Seniors-only rental assistance
- Enhanced notice provisions
- Right of first refusal

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH

CITY OF LONG BEACH

Background & Purpose

- You are representing a stakeholder group
- Everyone's perspective has value
- Share in a constructive manner
- Everyone has an equal opportunity to participate
- Look for common ground



LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH CITY OF LONG BEACH

Process

Potential Guiding Principles for Future Policies

- Address housing problems impacting Long Beach
- Seek a balance between tenant protections and property owner investments
- Consider unintended consequences

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH CITY OF LONG BEACH

Case Studies

What have we explored so far?

- Originally surveyed 100 most populous cities in California
 - 15 most populous cities (Long Beach #7) all have tenant protection policies or programs beyond state requirements, except Bakersfield (#9)
- Expanded research to include several less populous cities, some counties, and out-of-state cities

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH CITY OF LONG BEACH

Case Studies

Out of the 113 jurisdictions surveyed...

- 46 (41%) - no tenant protections above state law
- 25 (22%) - proactive unit inspection program
- 19 (17%) - tenant relocation assistance
- 17 (15%) - just cause for termination of tenancy policy
- 10 (9%) - anti-retaliation policy
- 6 (5%) - source of income anti-discrimination policy
- 5 (4%) - legal information or assistance
- 3 (3%) - enhanced notice provisions
- 2 (2%) - senior-only relocation assistance
- 1 (1%) - right of first refusal

Note: Some cities fall into several categories; Long Beach has the highlighted protections

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH CITY OF LONG BEACH

Case Studies: Tenant Relocation Assistance

Tenant Relocation Assistance

Ordinances that require owners to make a relocation payment to eligible tenants who are displaced by demolition or conversion.

- California Health & Safety Code 17975-17975.10 requires owners to pay a relocation fee to renters ordered to vacate due to serious code violations
- Long Beach Tenant Relocation Program (LBMC 21.60) requires owners to pay \$3,941 lower income tenant households displaced due to demolition or condo conversion (or in Coastal Zone per state law)
 - Additional payments for displaced households with seniors and/or people with disabilities in Coastal Zone
 - Fee annually increased based on Consumer Price Index
 - 18 months notice

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH CITY OF LONG BEACH

Case Studies: Tenant Relocation Assistance

Of the cities surveyed, 19 have adopted their own tenant relocation assistance policies for lower income renters

• Berkeley	• Newport Beach	• San Jose
• El Monte	• Oakland	• San Leandro
• Fresno	• Pasadena*	• San Marcos
• Glendale	• Redding	• Santa Monica
• Hawthorne	• Richmond	• Ventura
• Long Beach	• Riverside	
• Los Angeles	• San Francisco	

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH CITY OF LONG BEACH *Pasadena includes moderate income renters

Case Studies: Tenant Relocation Assistance

- Like Long Beach, many cities require additional financial assistance for tenants with qualifying age or disability status
- Some cities require relocation benefits to be paid if the tenant is being removed at no fault of their own



Case Studies: Senior Relocation Assistance

Senior Relocation Assistance

Cities can require relocation assistance to be paid by an owner upon the termination of senior renter's tenancy

- Long Beach owners in the Coastal Zone pay additional monies to qualifying displaced households with seniors and/or people with disabilities (up to \$8,441; \$3,941 base, \$2,000 extra, plus up to \$2,500 for accessibility improvements)

Of the cities surveyed, 2 have senior-only programs

- Santa Monica: households with a member age 62 and over are eligible for up to \$3,950
- Ventura: senior mobile home renter relocation, amount determined on a case-by-case basis

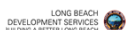


Case Studies: Just Cause

Just Cause for Termination of Tenancy

A local policy that requires landlords to provide evidence prior to terminating tenancy.

- A city can adopt "just cause" requirements such as documenting:
 - Breaking the lease
 - Failure to pay rent or habitual tardiness
 - Significant building rehabilitation
 - Withdrawing the unit from the rental market under the Ellis Act
 - Creation of a substantial nuisance
 - Owner-occupancy or occupancy by a member of the landlord's immediate family



Case Studies: Just Cause

Of the cities surveyed, 17 have adopted just cause for termination of tenancy policies

- Alhambra
- Berkeley
- Carson
- Fremont
- Glendale
- Hayward
- Los Angeles
- Oakland
- Rialto
- Richmond
- San Diego
- San Francisco
- San Jose
- San Leandro
- Santa Monica
- Thousand Oaks
- Ventura



Case Studies: Anti-Retaliation

Anti-Retaliation Policies

State law protects tenants if they are evicted within 6 months of..

- Complaining to the landlord or government about unsafe conditions
- Repair and deduct remedy
- Filing a lawsuit or beginning arbitration over the condition of the unit
- Causing a public agency to inspect the unit
- Tenant needs to prove the termination was following a complaint (keep records)
- Court typically defers to state law and can award actual damages, punitive damages, and attorney's fees to the prevailing party



Case Studies: Anti-Retaliation

Of the cities surveyed, 10 have adopted local anti-retaliation policies

- Beverly Hills
- Carson
- Concord
- Glendale
- Moreno Valley
- Oakland
- Pasadena
- Santa Monica
- Ventura
- West Hollywood



Case Studies: Anti-Retaliation

- Some list types of retaliation and harassment
- Oakland, Santa Monica, and West Hollywood can take civil action at the discretion of the City Attorney

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH CITY OF LONG BEACH

Case Studies: Income Anti-Discrimination

Source of Income Anti-Discrimination
Local ordinances protecting households who are seeking rental housing from discrimination based on their source of income, such as a government subsidy or housing voucher

- California state law bars discrimination based on source of income, but that does not cover housing vouchers

Of those surveyed, 6 cities address vouchers

- Berkeley
- Cortez Madera
- East Palo Alto
- Santa Monica
- Pittsburgh, PA
- Woodland
- Marin County
- Santa Clara County

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH CITY OF LONG BEACH

Case Studies: Legal

Legal Information or Assistance
Local regulations on legal information, assistance, or mediation

Of the cities surveyed, 5 have different programs

- Fremont: Rent Review Board offers mediation during tenant and landlord disputes for rent increases > 5%
- Gardena: Owners must provide mediation and hearing procedure information to tenants
- San Leandro contracts with ECHO housing to provide housing rights and responsibilities information
- New York City, NY: Lower income tenants facing eviction can receive free legal assistance from the city (2017)
- Washington D.C.: \$4.5 million pilot program offering some lower income renters free legal counsel during eviction proceedings (2017)

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH CITY OF LONG BEACH

Case Studies: Enhanced Notice Provisions

Enhanced Notice Provisions
Cities can require extended noticing for no-fault lease terminations to give tenants more time to prepare

Of the cities surveyed, 3 have enhanced notice provisions

- San Jose: 90 days for tenants of at least one year (notice extends to 120 days when the city declares a severe housing shortage)
- Portland, OR: 90 days before the effective dates
- Tacoma, WA: 90 days when due to demolition, substantial rehabilitation, or change of use

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH CITY OF LONG BEACH

Case Studies: Right of First Refusal

Right of First Refusal
Tenant right of first refusal laws give tenants the right to first refusal when the building they live in is to be demolished or converted to a condominium. Right of first refusal policies can provide a path to homeownership and give households an opportunity to occupy affordable units in a replacement building.

Of the cities surveyed, 1 has an ordinance

- Washington D.C.: Tenant Opportunity to Purchase Act
 - For a single unit, tenant has 30 days to respond
 - 2 to 4 units, tenants have 15 days to respond jointly and an additional 7 days to respond individually
 - 5 or more units, tenants respond jointly within 30 to 45 days

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH CITY OF LONG BEACH

Small Group Discussion

Degrees of Consensus

On which protections does your group have the most consensus?

- 5** I strongly support this recommendation.
 - I am enthusiastic about the recommendation and I am confident that it expresses the best wisdom of the group.
- 4** I support this recommendation.
 - I support this recommendation, and I think it is the best choice of the options available to us.
- 3** This recommendation is okay.
 - I may not be especially enthusiastic about it, but I can accept the recommendation and feel the process has been fair and inclusive.
- 2** I do not agree with this recommendation.
 - I am uncomfortable with this recommendation, but I can live with it.
- 1** I dislike this recommendation.
 - I do not like this recommendation, but I am willing to defer to the wisdom of the group and promise not to sabotage it.
- 0** I cannot support this recommendation.
 - I will not support this recommendation for reasons that I have stated to the group.

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH CITY OF LONG BEACH

Small Group Discussion – 30 mins.

Which, if any, new/enhanced tenant protections are needed in Long Beach, over and above State law?

- Tenant relocation assistance (including seniors)
 - *Priority waiting list for new affordable units (for previously displaced lower income tenants)*
- Just cause for termination of tenancy
- Anti-retaliation policies
- Source of income anti-discrimination
- Legal information or assistance
- Enhanced notice provisions
- Right of first refusal

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH CITY OF LONG BEACH

Small group presentations then quick break

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH CITY OF LONG BEACH

Large Group Exercise

Which of these approaches to tenant protection do you think are the most appropriate or important for the future of Long Beach?

- Everyone gets 5 stickers, worth 1 to 5 points
- Place #5 on your highest priority
- How does the large groups' priorities add up?
- Where do you appear to have the most common ground?

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH CITY OF LONG BEACH

Our next step is to study your priorities and ideas!

Thank you for participating in this focus group!

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH CITY OF LONG BEACH

Tenant Protections Focus Group
AUGUST 2018

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH CITY OF LONG BEACH

Tenant Protections Focus Group

City of Long Beach Development Services

Date: August 29, 2018

Name	Organization	Email
Janet Lee	sp09social	janet.1@sp09social.com
Elaine Hutchison	SP09-SOCAL	ewh@townsoft.com
MIKE Murchison	Murchison Consulting	MIKE@murchisonconsulting.net
KARI FAITHFUL	HOUSING AUTHORITY	KARI.FAITHFUL@longbeach.gov

Tenant Protections Focus Group

City of Long Beach Development Services

Date: August 29, 2018

Name	Organization	Email
Keith Kenney	SPOA	Keith.K@sposocial.com
Maticorn Bendett	SPOA	MHC11215@Aol.com
Fred Sutton	CAA	fsutton@caonet.org
Bob McCabe	R.C. Solutions	TBob@BobMcCabe.com
Gary Dehn		GaryeGruDeL.com
Christine Schachter	PWR ^{pacific west} Association of ^{of} Realtors	Christines@pwr.net
Joani Weir	Better Housing for LB	Joaniweir@du.com
B. Ramer Spurr	AAESC	Ramer@spurrmanagement.com



Agenda

- Introductions
- Background & Purpose
- Process
- Case Studies
- Small Group Discussion
- Break
- Large Group Exercise

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH
CITY OF LONG BEACH

Introductions

Focus Group Invitees

- Apartment Association, California Southern Cities
- Minority Property Owners Association
- Apartment Owners Association
- Pacific West Realtors
- Better Housing for Long Beach
- Small Property Owners Alliance of Southern California
- California Apartment Association
- Spurr Management

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH
CITY OF LONG BEACH

Background & Purpose

On January 16, 2018 the City Council directed staff to reach out to landlord and tenant representatives to:

- Gather feedback on potential tenant protection policies that could work for Long Beach
- Find common ground amongst different advocacy groups

Purpose: Identify potential opportunities for tenant protections in Long Beach to be considered by the City Council

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH
CITY OF LONG BEACH

Process

- Two Focus Groups meet separately
- Identify common ground for potential tenant protection policies
- Conduct a third focus group meeting
- Present draft findings to City Council

Purpose: Identify potential opportunities for tenant protections in Long Beach to be considered by the City Council

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH
CITY OF LONG BEACH

Background & Purpose


Today we are focused on:

- Relocation assistance (including seniors)
- Just cause termination of tenancy
- Anti-retaliation policies
- Source of income anti-discrimination
- Legal information or assistance
- Enhanced notice provisions
- Right of first refusal

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH
CITY OF LONG BEACH

Background & Purpose

- You are representing a stakeholder group
- Everyone's perspective has value
- Share in a constructive manner
- Everyone has an equal opportunity to participate
- Look for common ground



LONG BEACH
DEVELOPMENT SERVICES
BUILDING A BETTER LONG BEACH

CITY OF
LONG BEACH

Process

Potential Guiding Principles for Future Policies

- Address housing problems impacting Long Beach
- Seek a balance between tenant protections and property owner investments
- Consider unintended consequences

LONG BEACH
DEVELOPMENT SERVICES
BUILDING A BETTER LONG BEACH

CITY OF
LONG BEACH

Case Studies

What have we explored so far?

- Originally surveyed 100 most populous cities in California
 - 15 most populous cities (Long Beach #7) all have tenant protection policies or programs beyond state requirements, except Bakersfield (#9)
- Expanded research to include several less populous cities, some counties, and out-of-state cities

LONG BEACH
DEVELOPMENT SERVICES
BUILDING A BETTER LONG BEACH

CITY OF
LONG BEACH

Case Studies

Out of the 113 jurisdictions surveyed...

- 46 (41%) - no tenant protections above state law
- 25 (22%) - proactive unit inspection program
- 19 (17%) - tenant relocation assistance
- 17 (15%) - just cause for termination of tenancy policy
- 10 (9%) - anti-retaliation policy
- 6 (5%) - source of income anti-discrimination policy
- 5 (4%) - legal information or assistance
- 3 (3%) - enhanced notice provisions
- 2 (2%) - senior-only relocation assistance
- 1 (1%) - right of first refusal

Note: Some cities fall into several categories; Long Beach has the highlighted programs

LONG BEACH
DEVELOPMENT SERVICES
BUILDING A BETTER LONG BEACH

CITY OF
LONG BEACH

Case Studies: Tenant Relocation Assistance

Tenant Relocation Assistance

Ordinances that require owners to make a relocation payment to eligible tenants who are displaced by demolition or conversion.

- California Health & Safety Code 17975-17975.10 requires owners to pay a relocation fee to renters ordered to vacate due to serious code violations
- Long Beach Tenant Relocation Program (LBMC 21.60) requires owners to pay \$3,941 lower income tenant households displaced due to demolition or condo conversion (or in Coastal Zone per state law)
 - Additional payments for displaced households with seniors and/or people with disabilities in Coastal Zone
 - Fee annually increased based on Consumer Price Index
 - 18 months notice

LONG BEACH
DEVELOPMENT SERVICES
BUILDING A BETTER LONG BEACH

CITY OF
LONG BEACH

Case Studies: Tenant Relocation Assistance

Of the cities surveyed, 19 have adopted their own tenant relocation assistance policies for lower income renters

• Berkeley	• Newport Beach	• San Jose
• El Monte	• Oakland	• San Leandro
• Fresno	• Pasadena*	• San Marcos
• Glendale	• Redding	• Santa Monica
• Hawthorne	• Richmond	• Ventura
• Long Beach	• Riverside	
• Los Angeles	• San Francisco	



*Pasadena includes moderate income renters

LONG BEACH
DEVELOPMENT SERVICES
BUILDING A BETTER LONG BEACH

CITY OF
LONG BEACH

Case Studies: Tenant Relocation Assistance

- Like Long Beach, many cities require additional financial assistance for tenants with qualifying age or disability status
- Some cities require relocation benefits to be paid if the tenant is being removed at no fault of their own



Case Studies: Senior Relocation Assistance

Senior Relocation Assistance
Cities can require relocation assistance to be paid by an owner upon the termination of senior renter's tenancy

- Long Beach owners in the Coastal Zone pay additional monies to qualifying displaced households with seniors and/or people with disabilities (up to \$8,441; \$3,941 base, \$2,000 extra, plus up to \$2,500 for accessibility improvements)

Of the cities surveyed, 2 have senior-only programs



- Santa Monica: households with a member age 62 and over are eligible for up to \$3,950
- Ventura: senior mobile home renter relocation, amount determined on a case-by-case basis

Case Studies: Just Cause

Just Cause for Termination of Tenancy
A local policy that requires landlords to provide evidence prior to terminating tenancy.



- A city can adopt "just cause" requirements such as documenting:
 - Breaking the lease
 - Failure to pay rent or habitual tardiness
 - Significant building rehabilitation
 - Withdrawing the unit from the rental market under the Ellis Act
 - Creation of a substantial nuisance
 - Owner-occupancy or occupancy by a member of the landlord's immediate family

Case Studies: Just Cause

Of the cities surveyed, 17 have adopted just cause for termination of tenancy policies



- Alhambra
- Berkeley
- Carson
- Fremont
- Glendale
- Hayward
- Los Angeles
- Oakland
- Rialto
- Richmond
- San Diego
- San Francisco
- San Jose
- San Leandro
- Santa Monica
- Thousand Oaks
- Ventura

Case Studies: Anti-Retaliation

Anti-Retaliation Policies
State law protects tenants if they are evicted within 6 months of...



- Complaining to the landlord or government about unsafe conditions
- Repair and deduct remedy
- Filing a lawsuit or beginning arbitration over the condition of the unit
- Causing a public agency to inspect the unit
- Tenant needs to prove the termination was following a complaint (keep records)
- Court can award actual damages, punitive damages, and attorney's fees to the prevailing party

Case Studies: Anti-Retaliation



Of the cities surveyed, 10 have adopted local anti-retaliation policies

- Beverly Hills
- Carson
- Concord
- Glendale
- Moreno Valley
- Oakland
- Pasadena
- Santa Monica
- Ventura
- West Hollywood

Case Studies: Anti-Retaliation

- Some list types of retaliation and harassment
- Oakland, Santa Monica, and West Hollywood can take civil action at the discretion of the City Attorney



Case Studies: Income Anti-Discrimination

Source of Income Anti-Discrimination
Local ordinances protecting households who are seeking rental housing from discrimination based on their source of income, such as a government subsidy or housing voucher

- California state law bars discrimination based on source of income, but that does not cover housing vouchers

Of those surveyed, 6 cities address vouchers

- Berkeley
- Corte Madera
- East Palo Alto
- Santa Monica
- Pittsburgh, PA
- Woodland
- Marin County
- Santa Clara County

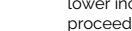
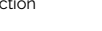



Case Studies: Legal

Legal Information or Assistance
Local regulations on legal information, assistance, or mediation

Of the cities surveyed, 5 have different programs

- Fremont: Rent Review Board offers mediation during tenant and landlord disputes for rent increases > 5%
- Gardena: Owners must provide mediation and hearing procedure information to tenants
- San Leandro contracts with ECHO housing to provide housing rights and responsibilities information
- New York City, NY: Lower income tenants facing eviction can receive free legal assistance from the city (2017)
- Washington D.C: \$4.5 million pilot program offering some lower income renters free legal counsel during eviction proceedings (2017)






Case Studies: Enhanced Notice Provisions

Enhanced Notice Provisions
Cities can require extended noticing for no-fault lease terminations to give tenants more time to prepare

Of the cities surveyed, 3 have enhanced notice provisions

- San Jose: 90 days for tenants of at least one year (notice extends to 120 days when the city declares a severe housing shortage)
- Portland, OR: 90 days before the effective dates
- Tacoma, WA: 90 days when due to demolition, substantial rehabilitation, or change of use






Case Studies: Right of First Refusal

Right of First Refusal
Tenant right of first refusal laws give tenants the right to first refusal when the building they live in is to be demolished or converted to a condominium. Right of first refusal policies can provide a path to homeownership and give households an opportunity to occupy affordable units in a replacement building.

Of the cities surveyed, 1 has an ordinance


- Washington D.C.: Tenant Opportunity to Purchase Act
 - For a single unit, tenant has 30 days to respond
 - 2 to 4 units, tenants have 15 days to respond jointly and an additional 7 days to respond individually
 - 5 or more units, tenants respond jointly within 30 to 45 days



Small Group Discussion

Degrees of Consensus

On which protections does your group have the most consensus?



- 5** I strongly support this recommendation.
 - I am enthusiastic about the recommendation and I am confident that it expresses the best wisdom of the group.
- 4** I support this recommendation.
 - I support this recommendation, and I think it is the best choice of the options available to us.
- 3** This recommendation is okay.
 - I may not be especially enthusiastic about it, but I can accept the recommendation and feel the process has been fair and inclusive.
- 2** I do not agree with this recommendation.
 - I am uncomfortable with this recommendation, but I can live with it.
- 1** I dislike this recommendation.
 - I do not like this recommendation, but I am willing to defer to the wisdom of the group and promise not to sabotage it.
- 0** I cannot support this recommendation.
 - I will not support this recommendation for reasons that I have stated to the group.

Small Group Discussion – 30 mins.

Which, if any, new/enhanced tenant protections are needed in Long Beach, over and above State law?

- Tenant relocation assistance (including seniors)
 - *Priority waiting list for new affordable units (for previously displaced lower income tenants)*
- Just cause for termination of tenancy
- Anti-retaliation policies
- Source of income anti-discrimination
- Legal information or assistance
- Enhanced notice provisions
- Right of first refusal



Small group presentations then quick break



Large Group Exercise

Which of these approaches to tenant protection do you think are the most appropriate or important for the future of Long Beach?

- Everyone gets 5 stickers, worth 1 to 5 points
- Place #5 on your highest priority
- How does the large groups' priorities add up?
- Where do you appear to have the most common ground?



Our next step is to study your priorities and ideas!

Thank you for participating in this focus group!



Tenant Protections Focus Group

AUGUST 2018



Meeting of the Minds Focus Group #3

September 26, 2018

3:00 to 5:00 PM

333 W. Ocean Blvd.

3rd Floor

Long Beach, CA 90802

AGENDA

- Welcome
- Self-Introductions
- Brief Presentation
 - » Background & Purpose
 - » What We've Heard So Far
- Group Discussion
 - » Handout
- Next Steps

City of Long Beach Meeting of the Minds Focus Group Sign-In Sheet

September 26, 2018

Name	Organization
KARI FAITHFUL	HACLB
SUSANNE BROWNE	LAFCA
JORGE RIVERA	LIBRE
JOSH BUTLER	HLB
MALCOLM BENNETT	MAOA
FRED SUTTA	CAA
JOANI WEIR	BH4LB
ANGELA ENGIN	UCC
JESSICA SUINHA	CENTROCTA

Termination of Tenancy Policy Discussion

How should the City of Long Beach define types of termination of tenancy (other than eviction)? Potentially:

No Fault Termination

- Substantial rehabilitation of the unit
- Removal of the unit from the rental market under the Ellis Act
- Owner or owner's family move-in
- City code enforcement actions requiring vacating the unit
- Conversion of an unpermitted unit to a permitted use

Just Cause Termination

- Nonpayment of rent
- Refusing to agree to a similar or new rental agreement
- Unapproved subtenant/occupant
- Refusing access to the unit when requested in accordance with law
- Violation of the lease/rental agreement
- Material damage to the unit
- Disorderly behavior/disturbing the peace
- Using the premises for unlawful activities



Meeting of the Minds Focus Group

September 2018



Introductions

Stakeholder Groups

- Apartment Association, California Southern Cities
- Better Housing for Long Beach
- California Apartment Association
- Centro CHA
- Housing Long Beach
- Legal Aid Foundation
- Long Beach Residents Empowered (LiBRE)
- Minority Property Owners Association
- Small Property Owners Alliance of Southern California
- United Cambodian Community



Background & Purpose

On January 16, 2018 the City Council directed staff to reach out to landlord and tenant representatives to:

- Gather feedback on potential tenant protection policies that could work for Long Beach
- Find common ground amongst different advocacy groups

Purpose: Identify potential opportunities for tenant protections in Long Beach to be considered by the City Council

Background & Purpose

At previous Focus Groups, participants discussed the following types of potential policies:

- Source of income anti-discrimination
 - On August 21, 2018, City Council requested staff to develop this policy.
- Right of first refusal
- Legal information or assistance
- Anti-retaliation policies
- Enhanced notice provisions
- Just cause for termination of tenancy
- Tenant relocation assistance

What We've Heard So Far

Perspectives on Right of First Refusal

- 1: Would be ineffective if the new rates are market level; moderate and lower income households would still get displaced.
- 2: Should be voluntary and at market rates to incentivize updating aging properties.

What We've Heard So Far

Perspectives on Legal Information and Assistance

- 1: Tenants, especially lower income households, need additional information and legal assistance to understand their rights and obtain representation.
- 2: Any legal information or assistance from the City should also be offered to owners because those with multiple properties can be significantly burdened by multiple legal actions.

What We've Heard So Far

Perspectives on Anti-Retaliation

- 1: State law is ineffective because it is extremely challenging to prove that the owner/manager's intent was retaliatory.
- 2: An anti-retaliation policy that goes above and beyond state law should be designed to also protect owner/managers from being harassed by tenants.

What We've Heard So Far

Perspectives on Just Cause Termination

- 1: A just cause for termination policy is needed to protect tenants from being displaced at no fault of their own. Displacement is especially hard on senior citizens, families, and people with disabilities.
- 2: Evidence is hard to collect unless the police are involved. Prolonging tenancy keeps bad tenants in the building (often impacting good tenants) and they typically stop paying rent once a notice is issued. Should focus any just cause policy on investors (or “flippers”) upgrading to luxury units.

What We've Heard So Far

Perspectives on Relocation Assistance

- 1: Tenant relocation assistance policies should apply citywide for lower income renter households.
- 2: Relocation payments for lower income renter households make sense in the case of property “flipping.”

What We've Heard So Far

Perspectives on Enhanced Noticing

- 1: Enhanced notice provisions would be especially helpful for lower income, senior, and long-term tenants. Extended noticing, however, does not prevent displacement.
- 2: Extended noticing times could result prolonging conflict with bad tenants. Additionally, some tenants would not pay rent once notified.

What We've Heard So Far

Common Ground

- Desire to protect good tenants
- Desire to address displacement due to extensive upgrading or rebranding of apartment buildings (e.g., The Driftwood)
- Some interest in enhancing relocation assistance



Potential Policy Areas

1. Termination of Tenancy – distinguish No Fault from Just Cause (see handout)
2. Relocation Assistance Payments
3. Enhanced Noticing Provisions

DRAFT



Small Group Discussion

- You are representing a stakeholder group
- Everyone's perspective has value
- Share in a constructive manner
- Everyone has an equal opportunity to participate
- Look for common ground



Small Group Discussion

Common Ground

- Desire to protect good tenants
- Desire to address displacement due to extensive upgrading or rebranding of apartment buildings
- Some interest in enhancing relocation assistance

Potential Guiding Principals for Policymaking

- Address housing problems impacting Long Beach
- Seek a balance between tenant protections and property owner investments
- Consider unintended consequences

Next Steps

- **Research**
- **Present findings**
- **Request direction from City Council**

Thank you for participating in the meeting of the minds focus group.



Meeting of the Minds Focus Group

September 2018



MEETING OF THE MINDS 2

October 8, 2018

3:00 to 5:00 PM

333 W. Ocean Blvd., 3rd Floor

Long Beach, CA 90802

DRAFT AGENDA

1. Welcome

2. Overview of areas of consensus from Meeting of the Minds 1

- a. Relocation assistance will help Long Beach residents stay within our community, but more details are needed.
- b. Support for extended noticing for no fault terminations of tenancy to 90 days, citywide, only if tenant continues to pay the rent (with reasonable accommodation in accordance with state and federal laws). This does not remove an owner's ability to use 3-day notices related to causes specified in the California Code of Civil Procedures Section 1161. Terminations of tenancy for cause do not qualify for extended noticing.
- c. Staff will request that the City Council authorizes them to move forward with drafting an extended noticing ordinance, in cooperation with the City Attorney and other related departments. Details to be addressed include how the City will be involved in the process, including identifying staffing needs to facilitate the program (long-term).

3. Under which circumstances would relocation assistance provisions apply beyond existing Long Beach procedures?

- a. When a tenant is asked to vacate at no fault of their own (and they are current on the rental payment with reasonable accommodation in accordance with state and federal laws). No fault terminations:
 - i. Substantial rehabilitation requiring tenant displacement (HUD definition attached for your review and input)
 - ii. Removal of the units from the market (Ellis Act)
 - iii. Owner or owner's family move-in
 - iv. Code enforcement action requiring vacating the unit
 - v. Conversion of an unpermitted use to a permitted use (resulting in vacating the unit)
 - vi. Any other request to vacate that is not a For-Cause Termination of Tenancy
- b. Note that rental security deposits must be refunded in accordance with existing state laws regardless of whether a household receives relocation assistance payments.
- c. What are the draft For Cause Terminations of Tenancy?

- i. Nonpayment of rent (with reasonable accommodation in accordance with existing state and federal laws)
 - ii. Material or habitual violation of the rental agreement (including unapproved subtenant/occupant)
 - iii. Damage to the apartment unit (threshold needed above wear and tear)
 - iv. Disorderly behavior/disturbing the peace (documentation details TBD)
 - v. Refusing access to the unit when requested in accordance with the law
 - vi. Using the premises for unlawful activities (documentation details TBD)
- d. What is an appropriate building size threshold for relocation assistance and why? Some stakeholders have suggested as high as ten or more units in a structure, others have gone as low as duplexes.
 - i. Which types of properties are exempt?
- e. The City has an adopted relocation assistance payment of approximately \$4,500 per unit that currently applies in specific circumstances like lower income households being displaced from the Coastal Zone. The fee is increased annually. Moving forward, can the proposed new relocation assistance payment program use this same fee?

4. Meeting of the Minds 1 ideas that were introduced, but not fully discussed

- a. Requiring relocation assistance in the event of a rent increase of a certain percentage or amount. Threshold relating assistance to income level or ability to pay?
- b. What would happen if a property owner purchased a building not knowing that there is such a serious code violation or unpermitted use that it requires a termination of tenancy?

CHAPTER 4. REHABILITATION

- 4-1. GENERAL. All instructions of this Handbook apply to rehabilitation projects unless modified by this Chapter.
- 4-2. DEFINITIONS.
- A. Substantial Rehabilitation. Required repairs, replacements, and improvements:
1. Involve the replacement of two or more major building components or,
 2. Cost of which exceeds either:
 - a. 15 percent (exclusive of any soft costs) of the property's replacement cost (fair market value) after completion of all required repairs, replacements, and improvements.
 - or
 - b. \$6,500 per dwelling unit (adjusted by the Field Office's authorized high cost percentage)

Note: Estates for determining the cost for substantial must include general requirements and fees for builder's general overhead and profit, design architect and supervisory architect. However, these estimated costs are not applied when determining the eligibility of Section 223(f) projects. (See Chapter 5 for instructions).
- B. Major Building Component. Roof structures; wall or floor structures; foundations; and plumbing, central heating and air conditioning, or electrical systems.
1. Major refers to the importance of the component and the extent of replacement.
 - a. The element must be significant to the building and its use, normally expected to last the useful life of the building, and not minor or cosmetic.
- Page 4-1 12/95
- 4460.1 REV-2
- (4-2) Examples: Major - roof sheathing, rafters, trusses.
- Minor - shingles, built-up roofing.
- b. Total replacement is not required, but the

greater part (at least 50 percent) must be replaced.

2. The term provides a great deal of latitude and, therefore, good judgement is necessary and expected.
3. Architectural staff will make the determination.

4-3. ARCHITECTURAL PROCESSING. Rehabilitation processing consists of three stages: Feasibility, Conditional Commitment, and Firm Commitment. The Field Office may allow the sponsor to combine one or more stages.

A. Feasibility. Upon notification of the receipt of an application, the Production Branch Chief will assign a staff member as Design Representative for the project.

1. Feasibility exhibits for architectural processing are:
 - a. Application.
 - b. Project location map.
 - c. Survey or site plan.
 - d. Drawings or sketches of the existing building(s).
 - e. Description of the proposed rehabilitation (work write-up), including any post-rehabilitation sketches.
 - f. LBP test report for projects constructed prior to 1978. (See paragraph 1-40).
2. Make a joint inspection of the project and modify the sponsor's work write-up as needed.

12/95
4460.1 REV-2

Page 4-2

(4-3) B. Conditional Commitment. The Design Representative provides liaison with the sponsor's architect during preparation of rehabilitation architectural exhibits if professional design service is required. (See paragraph 4-5.).

1. Review architectural exhibits to assure compliance with the work write-up.
2. Provide architectural conditions for the conditional commitment.
3. Review the Owner-Architect Agreement.
4. If an abnormal amount of time has elapsed since the joint inspection, or if property damage may have occurred, reinspect the property to determine current

City of Long Beach Meeting of the Minds Focus Group Sign-In Sheet

October 9, 2018 239

Name	Organization
X Jessica Quintana (phone)	Centro CMA
Susana Sneyten	UCC
Susanne Braune	UACUA
JORGE RIVERA	LIBRE
MALCOLM BENNETT	MAOA
M.D. Butler	HLB
Joani Weir	BH4LB
MIKE Murchison	SPOA
Fred Sutton	CAA
Alex Hapos	City of Long Beach
KARI FAITHFUL	HACUB
Kate Brewer	HANSB-COLB

Meeting of the Minds 2

October 9, 2018
3:00 to 5:00 PM
333 W. Ocean Blvd., 5th Floor
Long Beach, CA 90802

AGENDA

- Welcome
- Overview of areas of consensus from Meeting of the Minds 1
 - » Helping Long Beach residents stay here
 - » Extended noticing
- Further discuss relocation assistance beyond current City policies
 - » No fault terminations
 - » Building scale thresholds
 - » Who qualifies
 - » Payment amount
- Discuss ideas that were previously introduced only briefly
 - » Relocation assistance related to rent increase/ability to pay
 - » New owner surprised by existing code violation



Degrees of Consensus

5. I strongly support this idea. I am enthusiastic about the idea and confident that it expresses the wisdom of the group.
4. I support this idea. I support this idea and I think it is the best choice of the options available to us.
3. This idea is okay. I may not be especially enthusiastic about it, but I can accept the idea and feel the process has been fair and inclusive.
2. I do not agree with this idea. I am uncomfortable with it, but can live with it.
1. I dislike this idea. I do not like this idea, but am willing to defer to the wisdom of the group and promise not to sabotage it.
0. I cannot support this idea. I will not support this idea for reasons that I have stated to the group.



Meeting of the Minds Focus Group 2

October 2018



Introductions

Stakeholder Groups

- Apartment Association, California Southern Cities
- Better Housing for Long Beach
- California Apartment Association
- Centro CHA
- Housing Long Beach
- Legal Aid Foundation
- Long Beach Residents Empowered (LiBRE)
- Minority Property Owners Association
- Small Property Owners Alliance of Southern California
- United Cambodian Community



What We've Heard So Far

Common Ground After Meeting of the Minds 1

- Desire to protect good tenants
- Support for relocation assistance
- Support for extended noticing (90 days) for no fault terminations of tenancy citywide
 - Rent must be current, exception for reasonable accommodation
 - Owners can still use 3-day notices when warranted
 - Need more details on applicability, amount, etc.



Relocation Assistance

Which types of terminations qualify?

- No Fault (rent is current, with reasonable accommodation):
 1. Substantial rehabilitation requiring tenant move-out (HUD definition)
 2. Removal of the units from the market (Ellis Act)
 3. Owner or owner's family move-in
 4. Rent increase of more than 10% (stay or vacate with relocation)
 5. Code enforcement action requiring vacating the unit
 6. Conversion of an unpermitted use to a permitted use (resulting in vacating the unit)
 7. Any other request to vacate that is not a For-Cause Termination of Tenancy

Relocation Assistance

What are For Cause Terminations of Tenancy?

- For Causes (not eligible for relocation payments or extended noticing)
 8. Nonpayment of rent (with reasonable accommodation in accordance with existing laws)
 9. Material or habitual violation of the rental agreement (including unapproved subtenant/occupant)
 10. Damage to the apartment unit (threshold needed)
 11. Disorderly behavior/disturbing the peace (documentation details TBD)
 12. Refusing access to the unit when requested in accordance with the law
 13. Using the premises for unlawful activities (documentation details TBD)

Relocation Assistance

What buildings participate? Which are excluded?

- Number of units in the building threshold
 - 10 units or more?
 - 4 units or more like City business licenses?
 - Exclude single-family, duplex and triplex
 - Housing stock data review
- Exemptions –properties/households receiving government assistance
 - Deed restricted affordable units / properties with deed restricted affordable units
 - Units with housing voucher tenants
 - Buildings acquired by government agencies

Relocation Assistance

How does tenant income play a role? Who is eligible for relocation assistance?

HUD 2018 INCOME LIMITS (Los Angeles County) (LA County Area Median /4-person household: \$69,300)								
Income Level	Household Size							
	1	2	3	4	5	6	7	8
Low-Income 80% AMI	54,250	62,000	69,750	77,500	83,700	89,900	96,100	102,300
Very-Low Income 50% AMI	33,950	38,800	43,650	48,450	52,350	56,250	60,100	64,000
Extremely Low-Income 30% AMI	20,350	23,250	26,150	29,050	31,400	33,740	38,060	42,380

- Only Extremely low- and very low-income households eligible?
- Households earning up to low-income (80% AMI) eligible?



Relocation Assistance

Local relocation assistance payments

- What does Long Beach currently require in other relocation scenarios?
 - \$4,500 per unit (updated in 2009)
 - Annual increase based on CPI
 - Use this amount for new policy?

What about security deposits?

- Rental security deposits must be refunded in accordance with existing state laws regardless of whether a household receives relocation assistance payments.

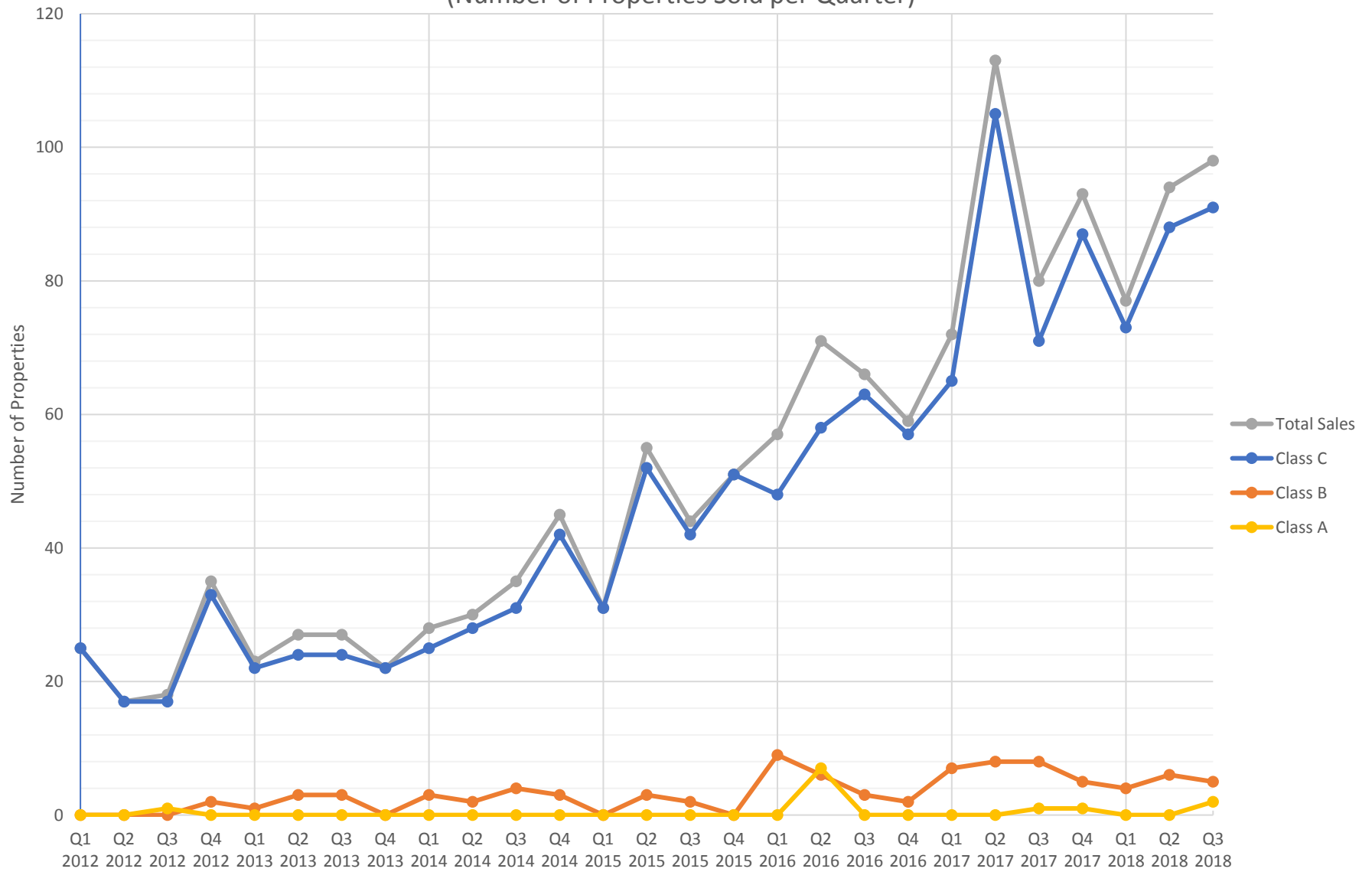
Meeting of the Minds Focus Group 2

October 2018



City of Long Beach Sales Volumes, Q1 2012 through Q3 2018
 (Number of Properties Sold per Quarter)

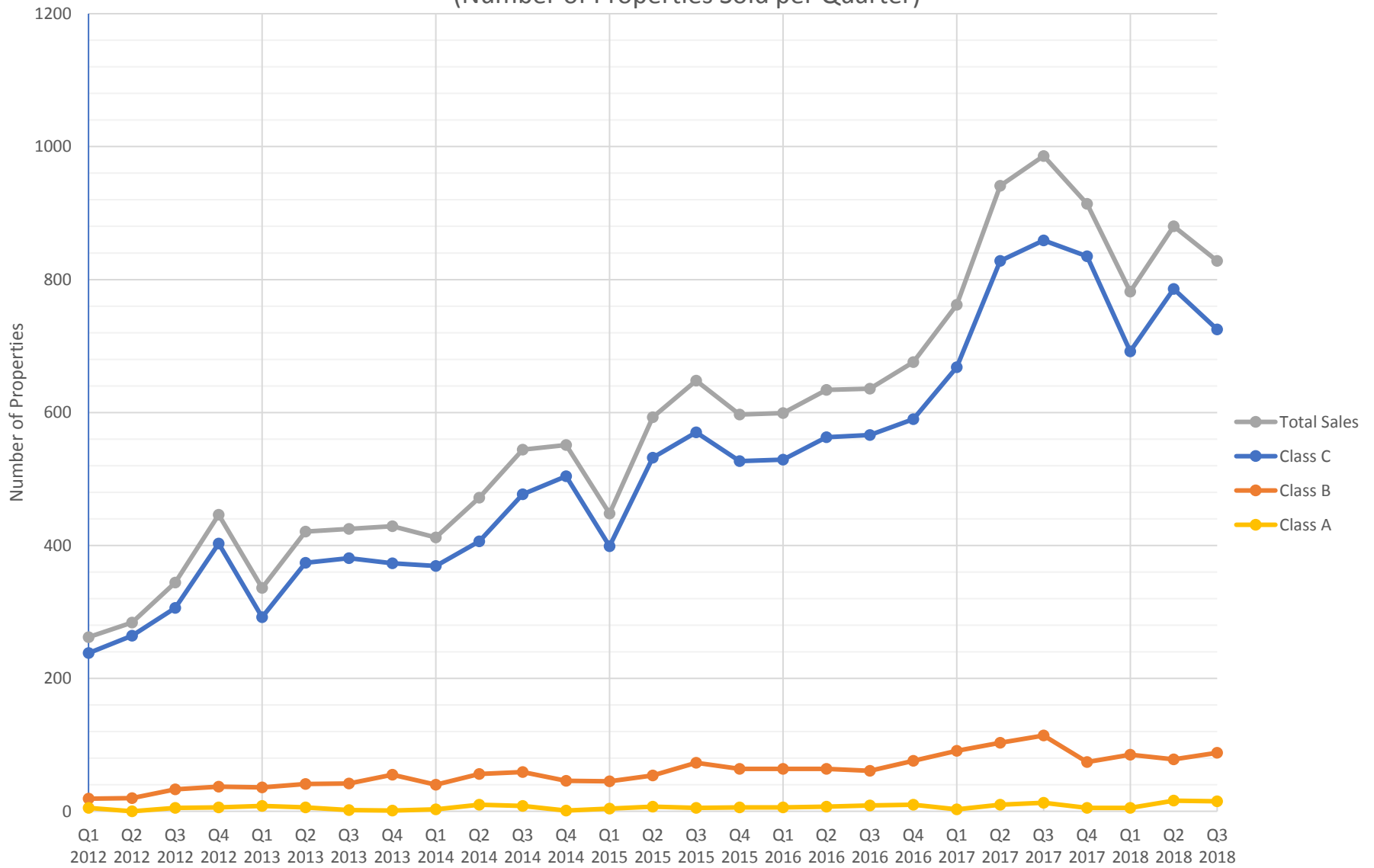
DRAFT



Source: CoStar Market Analytics

County of Los Angeles, Q1 2012 through Q3 2018
 (Number of Properties Sold per Quarter)

DRAFT



Source: CoStar Market Analytics

Multi-Housing Data: Long Beach, CA

All Multi-Housing Owners

Number of Owners in the City who own properties with 4+ units:	5,902 Owners
Number of Total Properties with 4+ units in the City:	7,644 Properties
Number of Total 4+ Units in the City:	70,317 Units

Multi-Housing Owners with 1 Property

Number of Owners/Properties in the City who own 1 property with 4+ units:	4,844 Owners/ Properties
Number of Total Units of Owners who own 1 property with 4+units:	43,449 Units

Multi-Housing Owners with 2+ Properties

Number of Owners in the City who own 2+ properties with 4+ units:	1,058 Owners
Number of Total Properties of Owners who own 2+ properties with 4+units:	2,800 Properties
Number of Total Units of Owners who own 2+ properties with 4+ units:	26,868 Units

	<u>Single Owners (1 Property)</u>		<u>Owner of 2+</u>		<u>Total</u>	
	<u>Properties</u>	<u>Units</u>	<u>Properties</u>	<u>Units</u>	<u>Properties</u>	<u>Units</u>
4 Units	2,194	8,776	694	2,776	2,888	11,552
5 Units	406	2,030	186	930	592	2,960
6 Units	454	2,724	303	1,818	757	4,542
7 Units	239	1,673	130	910	369	2,583
8 Units	478	3,824	420	3,360	898	7,184
9 Units	155	1,395	187	1,683	342	3,078
10 – 29 Units	809	11,564	818	11,542	1,627	3,106
30+ Units	109	11,463	62	3,849	171	15,312
Total	4,844	43,449	2,800	26,868	7,644	70,317

APPENDIX H – STAKEHOLDER COMMENTS

(This page intentionally left blank.)

Examples of Anti-Displacement Policies (Homeless Prevention)

1. Tenant Protections

- a. Just Cause Ordinances: Tenants can only be evicted for cause (i.e., non-payment of rent)
- b. Rent Control Ordinances: Limits on rent increases coupled with just cause protections
- c. Anti-Harassment Policies: Typically coupled with rent control ordinances
- d. Limits on Condominium Conversions: Limits on the number of rental units that can be converted to condominiums (i.e., limits on number per year or moratoriums when the rental vacancy rate dips below 5%.)
- e. Legal Defense Funds / Right to Counsel: for tenants at risk of losing their homes and need legal representation.
- f. Short-Term Rental Regulation: Many apartments/homes are taken off the housing market leaving even less units for long term tenancy in an already impacted market with low vacancy rates.
- g. Rent Freeze: Freeze rents for a specified period of time in order to protect tenants during which time, resident retention policies can be enacted

2. Affordable Housing Production Strategies

- a. Inclusionary Housing (IH): A percent of all new residential development (at least 10% to 15%) must be set aside on-site as affordable. If in lieu fees are offered to developers, but they must be set at the economic equivalent of providing the units on-site.
- b. Commercial Linkage Fees: Commercial, office, retail and industrial developers are charged a fee per square foot of new development. The fee goes to the local jurisdiction to pay for affordable housing to support a housing-jobs balance.
- c. Boomerang Funds: These funds are returning to local jurisdictions as a result of the demise of redevelopment agencies. 20% of these funds were previously earmarked as affordable housing funds, yet they are returning to local jurisdictions without any strings attached. Jurisdictions such as the County of LA have dedicated some of these funds towards affordable housing.
- d. Other dedicated local sources of revenue that can be used for housing production: (w/income targeting for most at need)
 - i. Affordable Housing Bonds
 - ii. Hotel Taxes
 - iii. Condominium Conversion Fees
- e. Section 8 Discrimination Policies: passing policies making it illegal for landlords to discriminate against persons/families solely on the basis they are Section 8 recipients.

3. Affordable Home Ownership Strategies

- a. Community Land Trusts and Co-operative Housing Agreements: Affordable home ownership models where low income residents own a proportional interest in the property.

4. Housing Preservation Strategies

- a. No Net Loss Policies:
 - i. Affordable units lost through renovation, conversion or demolition must be replaced within the same neighborhood
 - ii. "Affordable units" are defined by rent levels OR incomes of residents
- b. Right to Return/Right of First Refusal: If tenants are displaced by a new development and affordable units are included as part of the new development, displaced residents have a right of to return/right of first refusal for the new affordable units.



LONG BEACH GRAY PANTHERS POSITION PAPER – Affordable Housing

BACKGROUND: Affordable housing has always been an issue. Affordable housing for seniors was established in 1964 by President Johnson in his “War on Poverty”. Affordable housing is housing that costs no more than 30% of a person’s income including utility payments. Long Beach is in crisis as escalating rents are resulting in housing insecurity and unjust evictions. Housing insecurity is experienced by 19% of seniors, 10% of homeowners and 24% of our community. The City needs to look at new, creative solutions, that are effective, feasible, simple, fair to all concerned, have precedents and are data driven.

POSITIONS - AFFORDABLE HOUSING

1. Safe, affordable housing is a right. It is a City responsibility to balance the needs of residents with housing stock so everyone has a safe, healthy place to live.
2. The housing crisis is so severe; we cannot build our way out of it. All current projects beginning the building process need to have inclusionary units to begin to add units quickly. Inclusionary units must be restricted for 30 years or more.
3. Existing affordable housing units need to be preserved through notifications of intent to convert affordable housing units to market rate to be delivered to development services. Maintaining affordable housing must be the priority and City shall negotiate using incentives to landlords and other positive to maintain affordable housing.
4. Alternative housing options should be included in housing plans, such as “Granny Flats”, co-housing options, tiny houses, factory-built homes, empty space conversions, and group living arrangements.
5. Resources need to be directed to working middle-class families to support home purchases that stabilize communities.
6. We need policies at the State and local level that counter displacement and protect renters from unjust eviction and unreasonable rent increases. Renters should be protected from unsafe or unhealthy housing conditions without fear of retaliation.
7. Regulation of short-term rentals is critical and can be a source of funding for the Housing Trust Fund. Note that Short-term rentals reduce available housing stock in desirable neighborhoods.
8. As a built-out community, Long Beach needs to look at how affordable housing can be preserved and built going forward. Survey Public Land to see where affordable housing might be built and who can build it.
9. Look at a Rent Control Ordinance to control escalating rental prices and implement a rent freeze until a policy is adopted.
10. Fully Fund the Housing Trust Fund. Establish impact/linkage fees to fund it and view local bond initiatives for funding.
11. Define affordable housing as housing & utilities costing no more than 30% of renter/owner’s monthly income.

SUMMARY:

Safe, affordable housing for all members of a community is a right. A community cannot depend on low-wage workers to support the cities’ economy and then exclude them from living in the community. Communities are healthier when everyone is housed in spaces they can afford and there are protections for renters, homeowners, and landlords that are fair to all. Funding sources are limited, requiring preservation of existing affordable housing as well as the building of new units at a cost-effective price.

POSITION RECOMMENDATION:

Preserve existing affordable housing through conversion notification requirements to the City, add inclusionary housing to new projects being proposed. Fully fund the Housing Trust Fund, implement rent control, renter protections, and use creative solutions to develop affordable housing options.

SOURCES:

affordablehousingonline.com; City Council presentation by Jeannine Pearce on short-term rentals; City of Long Beach Draft Affordable Housing Plan; Prevention Institute



September 10, 2018

SPOA

SMALL PROPERTY
OWNERS ALLIANCE

Patrick Ure
Housing and Neighborhood Services Bureau Manager
City of Long Beach
333 West Ocean Blvd.
Long Beach, CA 90802

**SMALL PROPERTY OWNERS ALLIANCE (SPOA)
RESPONSE TO TENANT PROTECTION STAKEHOLDER ENGAGEMENT
MEETING - HOUSING PROVIDERS**

Dear Patrick,

Small Property Owners Alliance (SPOA) appreciates the efforts of both PlaceWorks and Development Services for bringing housing provider groups together last week. SPOA wanted to share some feedback from our debriefing meeting.

1. Since none of the groups, including SPOA, had access to the agenda or presentation prior to the meeting, SPOA and the other groups were somewhat surprised to see "Just Cause Eviction" listed as one of the topics on the initial slide since city council did not direct city staff to review or consider this form of Rent Control based on the January 16, 2018 directive. Due to the numerous documented negative unintended consequences associated with these types of policies, SPOA considers this a non-starter for rental housing providers.
2. SPOA generally agrees that offering existing residents with a "1st Right of Refusal" is a good idea as long as it is clear that a tenant would need to meet the new qualifications and perform in a timely manner.
3. SPOA agrees with a policy that does not allow for discrimination in advertising against Housing Voucher holders; we reiterate that SPOA members accept all applications. Some suggestions to make the program attractive to Housing Providers would be to implement supportive services for certain Housing Voucher holders, provide an education and outreach program and include a government backed tenant default/damage policy that applies to all voucher holders.
4. It would be valuable to know if current workforce, low income, and other types of developments in the City of Long Beach require rental housing providers to accept a certain percentage of Section 8 applicants.



SPOA

SMALL PROPERTY
OWNERS ALLIANCE

Patrick Ure
September 10, 2018
Page 2

5. In July, Long Beach voters had the opportunity to send to the ballot a Rent Control ordinance which included Just Cause Eviction and Tenant Relocation Payments. Proponents of the ballot initiative were unable to gather enough signatures to qualify. This was the second time voters in the City of Long Beach have rejected this type of initiative, so it is unclear as to why we are continuing this discussion.
6. SPOA recommends the following changes to the slides that were used for this and future presentations on this subject:
 - Change “Tenant Relocation Benefit” to read “Tenant Relocation Payment”. There is no benefit to the Housing Provider.
 - In support of transparency, SPOA recommends the following:
 - For presentations involving this subject matter, it’s important to note that only 10 out of 100 cities studied supported some form of Rent Control regulation and the majority of cities in the state do not support any of these types of regulations at all.
 - Include the success/failure rates of those cities studied to determine if these regulations have justified their existence.
 - For a more accurate comparison of our market, we recommend limiting the discussion to cities in California of similar size since larger cities and cities outside of California generally do not share the same demographics, economic characteristics or real estate market place.

California offers some of the strongest tenant rights protections in the United States and duplicating regulations makes administering these policies more difficult and adds to the overall cost of housing. We believe that the above suggestions and recommendations will help continue to make the City of Long Beach a more desirable and business friendly environment where everyone can thrive. Thanks again for hosting this meeting and we look forward to the next steps.

Respectfully,
SMALL PROPERTY OWNERS ALLIANCE

Keith Kennedy
President/Founder SPOA

KK/jl

cc: SPOA General Membership

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

From: Mike Murchison <mike@murchisonconsulting.net>

To: Patrick Ure <patrick.ure@longbeach.gov>

Cc: Gary Delong <gary@garydelong.com>; Malcolm Bennett <mac11215@aol.com>; Joani Weir <joaniweir@aol.com>; Fred Sutton <fsutton@caanet.org>

Sent: Tue, Oct 9, 2018 12:53 pm

Subject: Fwd: comments to staff letter

Good Afternoon Patrick,

We wanted to get back to you with our responses to your staff's letter that recaps the two meetings we have had with the city, consultants and tenant rights groups prior to the meeting at 3pm.

I have asked for all of the rental property owner groups to comment and here are their thoughts to the Draft Agenda "Meeting of the Minds" 2:

2A - generically we are fine with this statement; the key being what the details are.

2B - Remove "no fault termination" verbiage. Any use of the word "for cause" is a non-starter for our groups.

2C - Staff is getting ahead of themselves; we do not support staff requesting that the council authorize an ordinance when we have no details/definitions. We also do not support any process that includes identifying staffing needs as this will result in budget increases and thus the potential for added city staff and fees.

3A - We propose the following changes to 3Ai to 3Avi. Landlords in the City of LB are required to pay households a relocation assistance to existing tenants upon termination of tenancy through change of ownership, only within one year after change of ownership as well as 6 months prior to change of ownership. In addition, we believe that the overall discussions with our groups did not include defining causes of termination but exploring relocation assistance and enumerating when individuals would be eligible to receive it. We are concerned proposals to extend notice as previously discussed, likely violates the law because notice periods are mandated by state law. The court held that extended notice periods were unconstitutional in Tri-County Apartment Assoc v City of Mountain View 1987.

A targeted relocation program can be created without incorporating termination controls.

3B - We support state law.

3C - We are not in support of this section from 3Ci to 3Cvi.

3D - 10+ units; most units in LB are under 10 and ownership is made up of retirees that need rental income as their source of income; therefore they cannot afford tenant relocation payments. Additionally, this ownership segment is not vacating tenants due to construction activity.

3Di - not enough info on this one for type of property required for exemption.

3E - We support one month's rent for someone that has rented from 1-5 years. If after 5 years, we support two months rent in relocation payments as long as they meet the existing criteria. Our goal is to cover a tenant's one time moving cost, not create a "profit" for them.

4A and B - We are all opposed to the language in 4A/B. A's language on certain percentage or amount from our perspective is "rent control".

We also have questions about the data that was sent to us:

1. Who generated the data?
2. Graphs/Charts - what is City staff/consultant's position on these two charts if any?

We look forward to seeing you at 3pm.

Signed.....

BHLB, SPOA, CAA, AOA, Minority rental property owners, and Apartment Association, California Southern Cities.

Best Regards,
Mike Murchison - "Mike 24-7"
Murchison Consulting
Mike@murchisonconsulting.net
www.murchisonconsulting.net
562-884-3009



October 15, 2018

Patrick Ure
Housing and Neighborhood Services Bureau
Manager
City of Long Beach

Dear Patrick,

We at Better Housing for Long Beach appreciate your efforts to bringing together Housing Advocates and Tenant Activists organizations to help facilitate a solution to Long Beach's housing challenges.

- On April 25, 2018, Better Housing for Long Beach reached out to housing providers and community members to create a proactive solution to assist displaced tenants, that housing providers would support.
- On June 18, 2018, Better Housing for Long Beach submitted to all Long Beach council members, the City Clerk and Mayor Garciaour proactive solution to assist displaced tenants. See attached letter.
- On August 29, 2018, in good faith, Better Housing for Long Beach attended a meeting on tenant protection policies with the City of Long Beach per your invitation.
- On September 26, 2018, in good faith, Better Housing for Long Beach attended a Joint Stakeholder Engagement Meeting on tenant protection policies per your invitation.
- On October 9, 2018, in good faith, Better Housing for Long Beach attended a second Joint Stakeholder Engagement Meeting on tenant protection policies per your invitation.
- On October 9, 2018, prior to the meeting Mike Murchison sent you a letter on behalf of Better Housing for Long Beach and other housing advocates regarding what itemswe would collectively consider and which ones we were not in agreement with. See attached letter.

- At the October 9, 2018, after lengthy discussions with tenant advocates and attempts to facilitate a solution to tenant displacement; Better Housing for Long Beach presented and shared our proactive solution to assist displaced tenants. In spite of resistance in the room and a verbal ask from you to not share this information.

Prior to the meetings Better Housing for Long Beach had reached out to many of their members and asked what they would be comfortable with in regards to tenant assistance. Many of them expressed concern that this is opening the door to rent control and that demands and attacks on housing providers would increase and continue should we move forward and support relocation assistance.

After attending three of the meetings with an open mind, I came to the conclusion that these meetings were not to help a “targeted issue”, i.e., entire buildings being vacated. I am in agreement with many of the concerns expressed to me by supporters of BHFLB. These meetings are an attempt to push rent control through the back door.

BHFLB attended the meeting expecting to discuss relocation fees for a mass displacement scenario, i.e., a large building set to be completely vacated. Ms. Brown attempted to turn the conversation into relocation fees for all people moving due to a 2-3% rent increase. These rent control conversations suggested by Susanne Brown of Legal Aid would have to include all buildings. Just Cause Eviction was brought into conversation and was off topic. Josh Butler of Housing Long Beach, Ms. Brown started rent control discussions without calling it rent control in our first joint meeting and continued to the second joint meeting. Reasonable relocation fees were offered by housing providers/advocates. However the discussion became unreasonable when tenant activist Mr. Butler, demanded that we duplicate the \$8000.00, Oakland relocation fees.

According to Ms. Brown, you suggested annual rent caps on housing providers, this is very concerning.

It was troubling to me to hear Mr. Butler state in the meeting that city staff had suggested to tenant advocates, to change our 60 day notice to vacate to a 120 day notice to vacate. Mr. Butler stated he wanted to convert our 60 day notice to vacate into a 90 day notice to vacate and wanted to supersede existing State Law.

It is Better Housing for Long Beach’s opinion that these advocates were not negotiating in good faith to create a real solution. We feel these conversations were not reasonable solutions but another attack on housing providers.

Due to this realization, Better Housing for Long Beach is not in support of any of these tenant protection policies presented including but not limited to the three meetings. We

want to be very clear that our name is not to be counted in supporting this road to rent control. We are not in support of anything related to these meetings that will be presented to council regarding tenant protection policies aka rent control.

You and Long Beach city staff must be very careful when you present damaging suggestions to tenant advocates that could have long term unintended consequences to our city and to small property owners.

Many of our Housing providers are alarmed that tenant activists are making financial decisions that can be very burdensome to their property and in some cases their home. These tenant activists have never experienced the liability and the financial responsibility that comes with being a landlord. Some of these housing providers are struggling to make ends meet even today. These new policies could force them into bankruptcy or force them to sell their property which in turn displaces them and their renters. There are many housing providers on a fixed income, seniors who cannot afford these purposed programs.

I hope that a conversation can take place that can lead to a real solution—Not one that is guided by a city-paid consultant who is driving the conversation in a pre-determined direction.

Please include our documents in all information regarding these topics when presenting to the Mayor and City Council:

- The Tenant Protection Policy Stakeholder Engagement Meeting
- Long Beach Tenant Protection Stakeholder Engagement Meeting – Property Owner/Manager Advocates
- City Council Tenant Relocation Payment/Rights, Engagement Meeting
- Tenant Assistance Policy - Joint Stakeholder Engagement Meeting

Sincerely,

Joani Weir

President, Better Housing for Long Beach



Date created April 25, 2018 Updated October 15, 2018

Dear Mayor Garcia and City Council,

In an effort to bring proactive solutions to assist displaced tenants, Better Housing for Long Beach is providing this document to you in the hope that you will review it for consideration.

There are significant housing challenges facing both renters and landlords here in Long Beach. They stem from situations brought up at Council meetings where entire buildings are being vacated and new investors are entering the Long Beach market. We do not want to stop the positive growth by encumbering properties with restrictive ordinances. However, we do see a need to find a solution to the displacement of tenants when entire buildings are being vacated.

There are many reasons why buildings are vacated. They may include:

- The owner is leaving the industry for various reasons such as relocation, retirement, or moving into another investment.
- The owner's inability to properly manage the building which can lead to code violations, neighborhood complaints, and potential disrepair and ultimate uninhabitability.
- Litigious actions against predatory lawsuits from eviction attorneys and advocacy groups who are taking advantage of unsuspecting tenants. These groups give advice to renters that have damaging consequences to the renter's credit and their ability to rent in the future. In turn, it also damages the property owner's financial solvency and at times pushes them into a financial situation where they are forced to sell.
 - One prime example is a group of predatory attorneys who tell these tenants "Don't pay your rent. We can get you 3 months of free rent." This results in a "rent strike". Of course, the landlord will start an eviction on these unsuspecting tenants and then they get their "3 months of free rent" and become homeless, because of bad advice from these legal groups.
- The owner's inability to manage a property where certain individuals are not acting in good faith.
- A death in the family.

- Dissolution of investor partnership.
- Increased fees to operate properties, fear of rent control, and new policies implemented that may not be perceived as business friendly.

Any policy around relocation solutions has to take into consideration the various reasons why buildings are vacated. It's a complex issue that cannot be quantified by any single reason. In the interest of bettering our community, we are proposing some solutions to this challenging housing situation. They include but are not limited to:

- Creating a non-profit organization funded by grant monies which focuses solely on assistance for displaced tenants. These focuses could start with:
 1. Providing grant support for qualified individuals who need financial assistance.
 2. Forming robust partnerships with cities and property owners to assist displaced tenants in finding comparable and suitable housing. The aim is to foster positive solutions so that displaced tenants can live in sustainable housing with dignity.
 3. Bringing in seasoned grant writers to explore all organizations, state, and federal entities who provide much needed housing grants.
 4. Tenant workshops to build a healthy community.

Where will the money come from?

There are many organizations who are currently giving grants to various non profits to encourage greater equity in the community and preserve our strong diversity. We would like to work with these organizations to create a long term sustainable solution regarding displacement. Some of these organizations that are at the forefront of the housing challenges are:

- California Endowment
- Gumbiner Foundation
- Legal Aid
- NextGen America
- Housing Authority

And the list goes on. We must find permanent solutions to our housing challenges. Fostering communication by seeing the needs of our diverse community together, we can build a bridge of long term good will that will be passed on for years to come.

We hope that you will take these ideas into consideration and that we can be a partner in this solution.

Signed,

Better Housing for Long Beach



Long Beach Development Services

333 W. Ocean Blvd., 3rd Floor
Long Beach, CA 90802

Visit us at www.lbds.info

 LongBeachBuilds

 @LongBeachBuilds

This information is available in alternative format by request at (562) 570-3807.

For an electronic version of this document, visit our website at www.lbds.info.

TEN LARGEST CALIFORNIA CITIES								
City	Relocation Program	Trigger(s)	Amount	Property Type	Household Type	Total Units	Rental Units	% Rental Units
CITIES THAT DO NOT OFFER RELOCATION ASSISTANCE PROGRAMS (4)								
Anaheim	No	-	-	-	-	104,533	55,228	52.8%
Bakersfield	No	-	-	-	-	122,829	49,639	40.4%
Sacramento	No	-	-	-	-	194,917	95,780	49.1%
San Diego	No	-	-	-	-	533,973	264,523	49.5%
CITIES THAT HAVE CODIFIED STATE REQUIREMENTS (2)								
Fresno	Limited	Code Enforcement, Demolition	2 months' HUD Fair Market Rent, utility service deposits, and refund of security deposit	All Rentals	All Tenants	176,617	87,715	49.7%
Long Beach	Limited	Code Enforcement, Demolition	\$3,941 base, \$2,000 for senior, up to \$2,500 for disability modifications; increased by CPI annually (LBMC 21.30)	All Rentals	All Tenants	173,741	99,002	57.0%
CITIES WITH EXPANDED RELOCATION REQUIREMENTS (4)								
Los Angeles	Yes	Code Enforcement, Demolition, Ellis Act, No-Fault Eviction	\$7,750 to \$20,050 (higher amount for lower-income, disabled, seniors, and families)	Units covered under Rent Stabilization	All Tenants	1,457,762	862,062	59.1%
Oakland	Yes	Code Enforcement, Condo Conversion, Ellis Act, No-Fault Eviction	\$6,875 to \$10,545 depending on unit size. Additional \$2,500 for lower income, senior, disabled, and families	All Rentals	All Tenants	169,303	96,048	56.7%
San Francisco	Yes	Code Enforcement, Demolition, Ellis Act, No-Fault Eviction	\$5,470 to \$19,449 depending on unit size	Units Covered under Rent Stabilization Ordinance	All Tenants	390,376	224,960	57.6%
San Jose	Yes	Code Enforcement, Substantial Rehabilitation, Ellis Act, Owner Move-In, Conversion to Permitted Use	\$6,925 to \$17,380 depending on unit size and household characteristics	All Rentals	All Tenants	331,510	135,834	41.0%

KEY RELOCATION ASSISTANCE POLICY COMPONENTS FOR ALL OPTIONS	OPTION ONE	OPTION TWO (RECOMMENDED)	OPTION THREE
<p>Benefits triggered upon the following:</p> <p>A. Notice of rent increase of 10 percent or more in any 12-month period.</p> <p>B. Notice to vacate issued to tenant who has not:</p> <ol style="list-style-type: none"> 1. Failed to pay rent 2. Violated lease or rental agreement 3. Materially damaged property 4. Interfered with other tenants 5. Committed violence or assault 6. Used premises for unlawful activity 7. Engaged in unlawful use or dealing of drugs 8. Conducted animal fighting 9. Engaged in unlawful use of weapons or ammunition <p>Conditions:</p> <ul style="list-style-type: none"> • Rent must be paid during noticing period or relocation benefits are not required. • Households removed under provisions 1 through 9, or evicted, do not receive relocation benefits. • Tenants vacating voluntarily do not receive relocation benefits. • Tenants receiving a rent increase of 10 percent or more must notify owner within 7 days of their intent to stay or leave with relocation benefits. • Rental security deposits must be returned per California law. • Tenants shall be given reasonable accommodation to cure causes for termination per California law. <p>Other requirements / enforcement provisions</p> <ul style="list-style-type: none"> • Owners must include relocation information in lease and rental agreements. • Owners must report relocation payments to City. • Owners must notify City when entire building is being vacated. • Affordable rent-restricted properties are exempt. • Enforcement will include a “Private Right of Action,” and breach of local law as an “Affirmative Defense to an Unlawful Detainer.” 	<p>Includes key components, plus the following applicability requirements:</p> <ul style="list-style-type: none"> • Relocation amount based on LBMC 21.60 - \$4,500 for all unit types. • Additional \$2,000 for senior and disabled households. • Additional \$1,000 for moving expenses. • Applies to all rental properties, duplex and above. • Applies to all households regardless of income. 	<p>Includes key components, plus the following applicability requirements:</p> <ul style="list-style-type: none"> • Relocation amount of Two (2) month’s rent based on the current Housing Authority Rent Payment Standards for a similar unit size in the same Zip Code. • Applies to all multi-family rental properties with 4 units or more. • Applies to lower- and moderate-income households (earning 120% of Area Median Income and below). 	<p>Includes key components, plus the following applicability requirements:</p> <ul style="list-style-type: none"> • Relocation amount based on LBMC 21.60 - \$4,500 for all unit types. • Applies to all multi-family rental properties with 10 units or more. • Applies to lower-income households earning 80% Area Median Income and below.
	<p style="text-align: center;">CONSIDERATIONS</p> <ul style="list-style-type: none"> • Includes about 95,726 housing units citywide. • Potentially provides largest benefit to tenants. • Applies most broadly across all tenants regardless of unit size or income. • Negatively impacts non-commercial properties (duplex, and triplex). • Potentially places highest burden on all owners. • May have unintended consequence of bias toward senior and disabled renters. 	<p style="text-align: center;">CONSIDERATIONS</p> <ul style="list-style-type: none"> • Includes 7,644 multi-family properties (100% of properties with 4 units or more). • Includes 70,317 multi-family units (100% of the units in buildings with 4 units or more). • Provides targeted benefits to tenants based on unit size and Zip Code. • Addresses displacement without impacting non-commercial properties. • Result in a lower per unit relocation cost to owners, but larger payments to tenants in larger units. • Assists lower- and moderate-income households earning up to 120% of the Area Median Income (up to \$83,150 for a 4-person household). 	<p style="text-align: center;">CONSIDERATIONS</p> <ul style="list-style-type: none"> • Includes 1,798 multi-family properties (23% of the properties with 4 units or more). • Includes 38,418 multi-family units (55% of all the units in buildings with 4 units or more). • Focuses the program on large commercial buildings. • Addresses displacement on a limited basis. • Does not fully address displacement. • Assists lower-income households earning up to 80% of the Area Median Income (up to \$77,500 for a 4-person household).

ATTACHMENT D

HOUSING AUTHORITY FISCAL YEAR 2019 PAYMENT STANDARDS

Effective Date: 12/12/2018

Zip Code	0Bdrm	1Bdrm	2Bdrm	3Bdrm	4Bdrm	5Bdrm	6Bdrm	7Bdrm
90802	\$1,291	\$1,543	\$1,995	\$2,677	\$2,940	\$3,381	\$3,822	\$4,263
90803	\$1,607	\$1,922	\$2,489	\$3,339	\$3,675	\$4,226	\$4,778	\$5,329
90804	\$1,431	\$1,719	\$2,218	\$2,979	\$3,268	\$3,758	\$4,249	\$4,739
90805	\$1,352	\$1,614	\$2,087	\$2,796	\$3,071	\$3,532	\$3,993	\$4,453
90806	\$1,378	\$1,641	\$2,126	\$2,848	\$3,137	\$3,607	\$4,078	\$4,548
90807	\$1,302	\$1,554	\$2,016	\$2,699	\$2,972	\$3,417	\$3,863	\$4,309
90808	\$1,439	\$1,722	\$2,226	\$2,982	\$3,287	\$3,779	\$4,272	\$4,765
90810	\$1,040	\$1,239	\$1,607	\$2,153	\$2,373	\$2,729	\$3,085	\$3,441
90813	\$1,263	\$1,513	\$1,950	\$2,613	\$2,875	\$3,306	\$3,738	\$4,169
90814	\$1,291	\$1,543	\$1,995	\$2,677	\$2,940	\$3,381	\$3,822	\$4,263
90815	\$1,491	\$1,785	\$2,310	\$3,098	\$3,413	\$3,924	\$4,436	\$4,948

The above payment standard will be applied to new contracts effective December 12, 2018 and after and for existing participants beginning with annual certifications effective January 1, 2019 and after.



LONG BEACH
DEPARTMENT OF HEALTH
AND HUMAN SERVICES

CITY OF
LONG BEACH

ATTACHMENT E



**EVERYONE HOME
LONG BEACH
TASK FORCE
RECOMMENDATIONS**



Acknowledgements

OFFICE OF THE MAYOR

Mayor Robert Garcia
Mark Taylor, Chief of Staff

OFFICE OF THE CITY MANAGER

Kevin Lee, Public Affairs Officer
Harrison Huynh, Designer, Office of Public Affairs & Communications

HEALTH AND HUMAN SERVICES

Kelly Colopy, Director
Teresa Chandler, Human Services Bureau Manager
Shannon Parker, Homeless Services Officer
David Thompson, Homeless Impacts Coordinator
Elsa Ramos, Special Projects Coordinator
Michelle MelDuch, Homeless Management Information System Coordinator
Michelle Lim, Community Program Technician
Dennis Keith, Executive Assistant
Shaton Anderson, Bureau Secretary
Erica Valencia-Adachi, Administrative Analyst

DEVELOPMENT SERVICES

Linda Tatum, Director
Patrick Ure, Housing & Neighborhood Bureau Manager

EVERYONE HOME LONG BEACH TASKFORCE MEMBERS

Jane Close Conoley, California State University Long Beach
Andy Kerr, Measure H Citizens' Oversight Advisory Board
Brenda Threatt, United States Veterans Initiative
Brian D'Andrea, Century Housing
Carol Williams, Interval House
Carolyn Caldwell, St. Mary Medical Center
Chris Miller, Mental Health America
Chris Steinhauser, Long Beach Unified School District
Chris Wing, SCAN Health Plan
Christine Petit, Long Beach Forward/Building Healthy Communities
Erin Rank, Habitat for Humanity of Greater Los Angeles
Gregory Sanders, Long Beach Minister's Alliance
Janet McCarthy, Goodwill, SOLAC
Jeff Johnson, Homeless Services Advisory Committee
Jeff Levine, Long Beach Rescue Mission & Continuum of Care
Jessica Quintana, Centro CHA
John Bishop, Long Beach Memorial Medical Center
John Molina, Pacific 6
John Thomas, Long Beach Community Investment Corporation
Kathryn Miles, Jewish Family Services
Kenneth McDonald, Long Beach Transit
Kraig Kojian, Downtown Long Beach Alliance
Mary Ellen Mitchell, WomenShelter of Long Beach
Porter Gilberg, Long Beach LGBTQ Center
Randy Gordon, Greater Long Beach Chamber of Commerce
Reagan Romali, Long Beach City College
Sunny Lay Chang, LINC Housing
Susana Sngem, United Cambodian Community
Thomas Hudson, Housing Authority of the City of Long Beach
Tonya Burns, Children Today
Walt Dannenberg, Long Beach VA Medical Center



In May, the City of Long Beach launched Everyone Home Long Beach (EHLB), a new initiative to address the statewide homelessness crisis and its impacts on Long Beach. The EHLB Taskforce was assembled and is comprised of leaders from across the City and those with lived experience of homelessness. Its purpose was to build on the City's comprehensive homeless services and affordable housing efforts and to identify innovative approaches to provide new pathways into housing, while preventing residents from falling into homelessness.

The City of Long Beach is pleased to present the final report of the EHLB Taskforce. This report makes policy and service recommendations that will improve our responses to this issue in Long Beach, including expanding prevention and mental health, and sets clear goals for housing that are needed to reduce the number of people who experience homelessness each year in Long Beach. It is an important report, which deserves serious consideration and concrete steps to implement the policies and recommendations contained herein.

Thanks go to all the members of the EHLB Taskforce for their hard work and especially CSULB President Jane Conoley and Andy Kerr, who served as the Chair and Vice Chair, respectively, and helped guide the work of the Taskforce. Special thanks also go to Kelly Colopy and the entire Homeless Services staff, the City's Interdepartmental Team and Continuum of Care for their efforts to support the Taskforce, to develop the recommendations in this report, and for their work every day to provide services to those experiencing homelessness in Long Beach.

The City team looks forward to working with the City Council and our many community partners to achieve the statement of possibility that guides this report: to make the experience of homelessness in Long Beach rare and brief when it occurs.

Mayor Robert Garcia

Table of Contents

The Everyone Home Long Beach Taskforce	4
Statement of Possibility	5
Setting the Context	6
Causes of Homelessness.....	7
The Current Homeless Services System	8
Governance	8
Outreach and Services	9
Current Funding	11
The Need.....	12
Prevention.....	12
Housing	12
Behavioral and Physical Health Services.....	14
Discharge Planning.....	14
Income and Employment.....	15
Supporting Families.....	15
Taskforce Goals and Recommendations.....	16
Goal 1: Strengthen Governance and Increase Funding.....	16
Goal 2: Increase Housing Access	19
Goal 3: Reduce Homelessness.....	21
Goal 4: Employ People	22
Goal 5: Support Families	23
Goal 6: Connect to Health.....	24
Goal 7: Develop Population Based Service Models.....	25
Conclusion.....	26

THE EVERYONE HOME LONG BEACH TASKFORCE

On May 21, 2018, Mayor Robert Garcia launched the Everyone Home Long Beach (EHLB) Initiative to address homelessness and housing in the City of Long Beach. Everyone Home Long Beach was designed to build on the City's comprehensive homeless services and affordable housing efforts already underway and to identify innovative approaches to provide new pathways into housing and to prevent residents from falling into homelessness.

On June 15, 2018, the City convened the first Everyone Home Long Beach (EHLB) Taskforce, chaired by Jane Close Conoley, President, California State University Long Beach. The Taskforce was comprised of leaders from across the City, including CEOs and leadership from major institutions, a diverse group of Long Beach organizations, community members and those with lived experience. Institutions represented include California State University Long Beach and Long Beach City College, Long Beach Unified School District, a variety of non-profit organizations, healthcare institutions, faith based organizations, Long Beach Transit, business organizations, Continuum of Care Board and Homeless Services Advisory Committee.

The EHLB Taskforce met five times over a six-month period. The first three meetings provided essential information regarding homeless service efforts underway within the City, gaps in housing and services, organizational infrastructure, and financing. Meetings four and five focused on developing and finalizing the goals and recommendations. A subgroup of Taskforce members met between the final meetings to refine and strengthen the recommendations.

In addition, Taskforce members engaged members of their organizations and communities to generate ideas and provide feedback throughout the process. The Mayor's Homeless Services Advisory Committee and the City's Continuum of Care Board also reviewed and provided feedback to the recommendations. The Taskforce meetings were open meetings, and each included public comment opportunities which were also taken into account in the final recommendations.



STATEMENT OF POSSIBILITY

In 2017, nearly 100 Long Beach community stakeholders produced a Statement of Possibility to define success in Long Beach in its mission to end homelessness. This Statement of Possibility was affirmed by the Everyone Home Long Beach Taskforce members in 2018.

The Statement of Possibility is used as a guide as we develop strategies and initiatives for the next five years. Making this Statement of Possibility a reality will require broadening the effort to the whole community. The goals and strategies of the Everyone Home Long Beach Taskforce align and support the Statement of Possibility.

The experience of homelessness in Long Beach is rare and brief when it occurs.

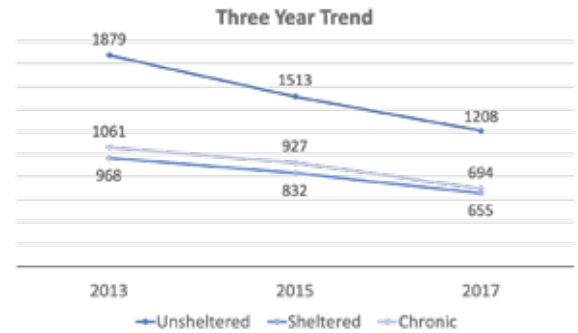
- Capacity of strong and innovative collaborative partnerships are leveraged to ensure that individuals and families are sheltered within 48 hours of seeking shelter and quickly moved to permanent housing solutions integrated and supported in communities across Long Beach.
- Prevention is a City priority reflected in concerted efforts to expand low-income and affordable housing and to ensure that supports are in place to help those at imminent risk of homelessness remain housed. Individuals and families at risk of homelessness are identified long before they fall into homelessness and supports are provided.
- Residents experiencing homelessness access culturally competent services available 24/7 across the City, that both allow them to acquire skills and resources needed to remain housed and that create a sense of purpose and belonging.
- Data are utilized to track results and successes and to identify areas in need of improvement.
- Members of our communities can access the information needed to ensure they have the knowledge and comfort level to assist those experiencing homelessness and actively engage as part of a positive solution.
- We do not give up on the possibility of yes.



SETTING THE CONTEXT

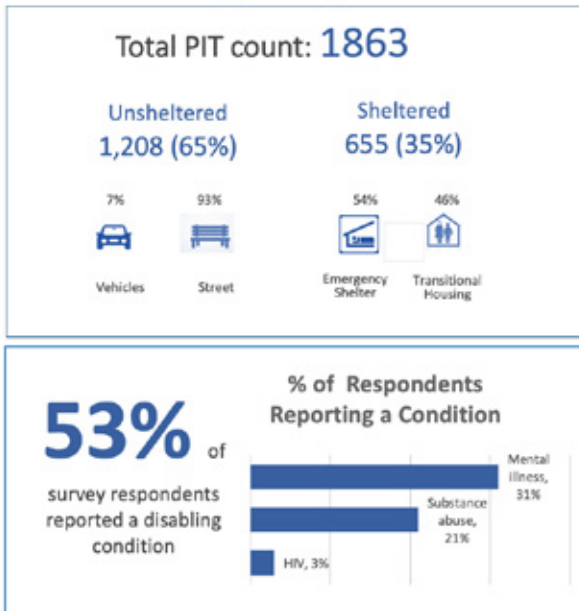
Every two years, in January, the City of Long Beach conducts a Point-In-Time (PIT) count where 400-500 volunteers walk through the streets, parks, beaches, and under bridges across Long Beach to identify and interview individuals and families experiencing homelessness. Those in temporary shelters are also interviewed and counted. PIT data for the past six years have demonstrated a 41 percent decline between 2011 and 2017. This decrease is due, in part, to the many innovative approaches to address homelessness in Long Beach such as our unique outreach model, coordinated entry system, conversion of transitional housing programs into rapid rehousing models, federal investments in housing resources for veterans and the expansion of permanent housing for homeless households.

By the Numbers

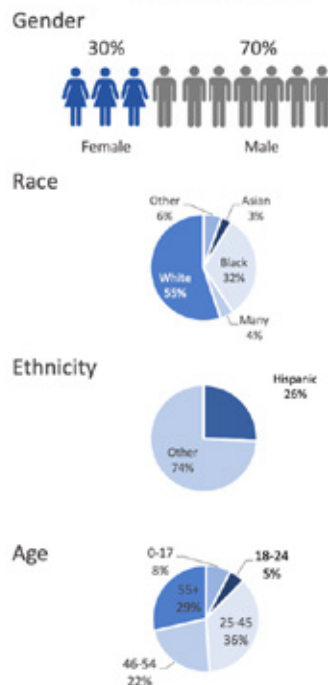


The table below provides demographic information for those identified in the 2017 homeless count. We find that 13 percent are under age 24, over one-quarter (29 percent) are older adults, one-third (31 percent) report a mental illness and 21 percent report a substance use disorder. African Americans are approximately 13 percent of the population in Long Beach but are one-third of those experiencing homelessness. This over-representation in the homeless population mirrors poverty and unemployment trends within the City. Historical housing segregation practices that led to decreased home ownership and housing access nationally and in Long Beach has had long-term impacts on the financial success of the City's African American population.

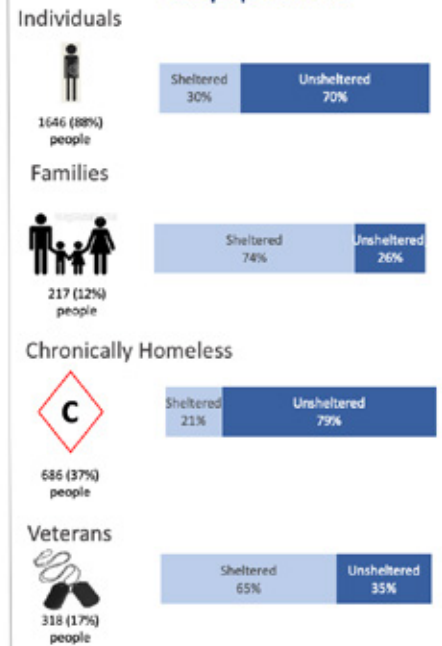
Demographics



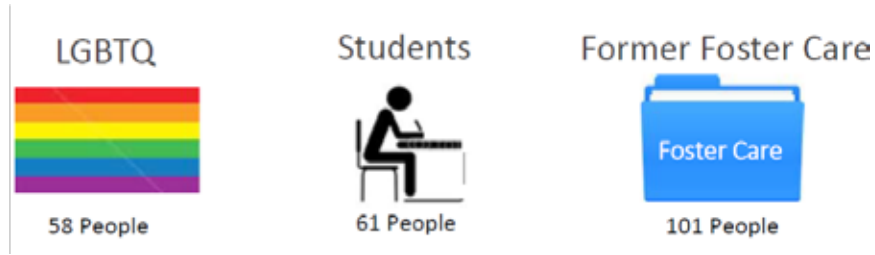
Demographics



Subpopulations



We also know that five percent were formally in foster care, three percent are LGBTQ, and three percent are students



The Point-in-Time count provides a snap shot of homelessness on a particular day and only tells us part of the homeless story for Long Beach – it provides the story of those on the streets and in our shelters on one day. However, it is estimated that approximately 4,000 people fall in and out of homelessness in Long Beach each year. 23.6 percent (37,941 households) of the City’s households are at 45 percent of the median income (\$25,000) or less. In addition, nearly 20,000 households are living in over-crowded situations, of which over 9,000 are in severely overcrowded situations. These households are considered precariously housed, often one step away from homelessness.

The need for resources to prevent homelessness and to build low and very low-income housing far exceeds current capacity and resources.

CAUSES OF HOMELESSNESS

Studies have found that people fall into homelessness for many reasons. As the graphic below indicates, loss of job/insufficient wages, behavioral health and health issues, abuse, family breakdown, and incarceration are key factors. A homeless prevention and services system must move beyond immediate interventions and address issues around employment and wages, family supports, health and reentry from incarceration.



THE CURRENT HOMELESS SERVICES SYSTEM

Governance

The City's homeless services and housing systems have four oversight bodies. Daily operations are managed by two City Departments, Health and Human Services and Development Services. Each oversight body has a different make-up and mission.

Homeless Services

One of the governing bodies is the Long Beach Continuum of Care (CoC) Board which is comprised of 17 members that are elected by the Long Beach Continuum of Care General Membership. They include representatives of organizations and projects serving homeless individuals and families in the City of Long Beach. The CoC Board is a requirement for Federal Housing and Urban Development (HUD) CoC funding. The CoC Board serves as the oversight for HUD funded homeless services programs in the City. It approves Multi Service Center (MSC) operations, Homeless Management Information System (HMIS) policies and procedures, annual performance standards for CoC and Emergency Solutions Grant (ESG) programs, and written standards for providing assistance under ESG and CoC programs. It also develops recommendations regarding homeless services related policies, programs and funding.

In addition to the CoC Board, the Mayor appoints, and the City Council confirms, a Homeless Services Advisory Committee (HSAC), comprised of 11 members - nine representing each council district in the City and two at-large members. HSAC advises the Mayor and Council members on policy, programs and activities related to homeless assistance resources.

The Homeless Services Division staffs HSAC, the CoC Board as well as the CoC General Membership meetings. Information, recommendations and feedback are shared across the two oversight bodies. Additional information can be found in the Long Beach Continuum of Care Governance Charter and Bylaws.



Housing Development

The Planning Commission and Long Beach Community Investment Company are the primary governance structures for locating and developing housing. The Planning Commission, a seven-member charter commission appointed by the Mayor and confirmed by the City Council, advises the Mayor and City Council on all matters affecting development of the City's general plan, zoning and other ordinances to guide the implementation of long range planning. Among other duties, the Planning Commission is responsible for approving development entitlements for housing projects, including affordable and supportive housing projects.

The Long Beach Community Investment Company (LBCIC) is a 501(c)(3) nonprofit company established by the City of Long Beach, with the City serving as its sole member. The LBCIC is led by a seven-member Board of Directors appointed by the Mayor and confirmed by the City Council. The LBCIC serves as the Housing Successor to the former Redevelopment Agency on behalf of the City and advises the City Council regarding the delivery of housing and neighborhood revitalization services, use of Community Development Block Grant funding, and continuing administration of the City's affordable housing funds. Among other duties, the LBCIC approves loans to developers for the production of affordable and supportive housing projects.



Outreach and Services

The City has a robust system of care to address the needs of our diverse homeless population. The Long Beach Continuum of Care (CoC), made up of over 80 service partners, brings together the core services needed by our population experiencing homelessness. The City's Health and Human Services Department provides the leadership for these efforts in Long Beach, and applies annually to HUD, the State and Los Angeles County to resource these services.

The CoC is an integrated and coordinated system that provides various services, including street outreach, intake and assessment, emergency shelter, transitional housing, permanent housing and supportive services. Each household has a unique set of needs and the system is designed to identify the appropriate services for each household. This collaborative group of service providers has the ability to meet those needs in part to being designated a Unified Funding Agency (UFA) by HUD in 2014. Given only to the highest quality Continuums of Care in the country, Long Beach is one of four UFA's out of 400 continuums nationwide. This status allows the flexibility to move funding within the approved projects to address the unique needs of our community.

The Homeless Services Division operates the Multi-Service Center (MSC), which is located at 1301 W. 12th Street. The MSC is an innovative best practice model and has been replicated by other communities. The MSC serves as the one-stop shop for homeless services. Over a dozen partner agencies operate at the MSC, working together to holistically address the needs of those accessing the center. The center provides a range of services from basic needs such as mail, transportation and shower facilities to assessments for more comprehensive needs such as

understanding the current living situation of each person and developing a housing plan that ultimately leads to a long-term housing solution. The MSC will have approximately 13,000 visits in 2018.

The Homeless Services Division is the lead agency for coordinated outreach, through the Outreach Network Team, and the City's Interdepartmental efforts. The Interdepartmental Team meets monthly to discuss the City's integrated and systemic approach to homelessness and plan resource allocation. This team includes the Police and Fire Departments, Public Works, the City Attorney's Office, the Library, and Parks, Recreation & Marine. The Outreach Network Team includes our interdepartmental team as well as nonprofit providers and community-based agencies such as the Downtown Long Beach Association. The Homeless Services Officer coordinates proactive outreach events across the City.

The Outreach Network makes approximately 2,000 contacts per year. We know that it takes an average of 17 contacts with an individual experiencing homelessness on the street to engage in services. In 2018, the Homeless Services team and its partners found permanent housing for over 1,000 people experiencing homelessness.

An example of the power of this coordinated comprehensive partnership can be seen in our work with veterans and their families. The Homeless Services Division and its partners, which include the Long Beach Veterans Administration and multiple nonprofit providers serving Veterans, have coordinated a comprehensive approach to assist homeless Veterans achieve housing stability. The success of this effort has been the critical development of a seamless system of care for Veterans experiencing homeless. The key to this approach are dedicated resources that are flexible, sufficient and reliable to assist Veterans no matter where they are in the housing process, including those who are precariously housed, newly homeless, or chronically homeless. The collaboration provided emergency shelter, transitional housing, rapid rehousing and permanent housing or prevention services. At each stage of a Veteran's housing process, the system can respond quickly and nimbly to each unique circumstance. Long Beach has effectively ended street homelessness in the city for Veterans. Every Veteran is offered a permanent housing intervention and services to stabilize his or her situation.



Current Funding

Most funding available to serve individuals and families who are precariously housed or homeless is held by the Long Beach Health and Human Services Department through both the Homeless Services Division and Housing Authority.

The Homeless Services Division applies each year for the HUD Continuum of Care Grant. This funding has been the main source of services and housing for homeless services for over 20 years in the City. The Homeless Services Division also receives HUD funds through its Emergency Solutions Grant (ESG) and HOME funds and recently was awarded State ESG funding. More recently, the Homeless Services Division negotiated specific funding through Los Angeles County Measure H which is now in its second year of funding and received the State Homeless Emergency Assistance Program (HEAP) Grant (\$12.3 million total) that is available over the next two years. Finally, the Homeless Services Division was awarded California Emergency Solutions and Housing Program (CESH Program) which provides funding for five years to strengthen the Coordinated Entry System and HMIS. The Measure H, HEAP and CESH funds have significantly expanded the City's capacity to provide services.

The Housing Authority provides 100 vouchers specifically for those coming through Homeless Services and another 702 vouchers for Veterans Experiencing homelessness. These vouchers equate to approximately \$10 million in housing subsidy for those experiencing homelessness.

The current funding available for services, shelter, housing, and operations is approximately \$30 million in FY 2019.

Current Funding Available for Services	
(in millions)	
HUD Continuum of Care	\$8.18
HUD Other Sources	\$0.76
Measure H	\$5.61
HEAP (Services)	\$2.34
Other State Funding	\$1.58
Other County Funding	\$0.45
Housing Authority Vouchers	\$10.02
City Funding (Homeless Services)	\$1.21
Total Services, Shelter, Operations	\$30.15
Total Capital Funding (HEAP)	\$9.92

While the Homeless Services Division generates significant funding to support those facing homelessness, the utilization of these funds is very prescribed and allows little flexibility in how they are used. Their focus is street outreach, emergency shelter, transitional housing, rapid rehousing, permanent supportive housing, and some supportive services. Funding for prevention has been minimal; resources for mental health and substance use treatment, pilot programs, and building facilities and housing are not funded under most of these sources.

The HEAP funding provided a much-needed level of flexibility and is allowing the City to increase its prevention funding, fund pilot programs for both employment opportunities and SAFE Parking, as well as purchase both a year-round shelter building and storage facility.

Available funding to support building additional housing within the City of Long Beach is minimal. The City's only existing ongoing funding source for affordable housing is the Home Investment Partnerships Program (HOME) funds provided by HUD. The City's allocation for 2019 is about \$3 million, with an estimated \$1.5 million in program income, for a total of \$4.5 million. In 2017, the California Legislature adopted Senate Bill 2, which is intended to provide affordable housing funding to cities. The amount that Long Beach may receive through this source is estimated by staff at about \$2 million annually, but the actual amount is unknown at this time.

THE NEED

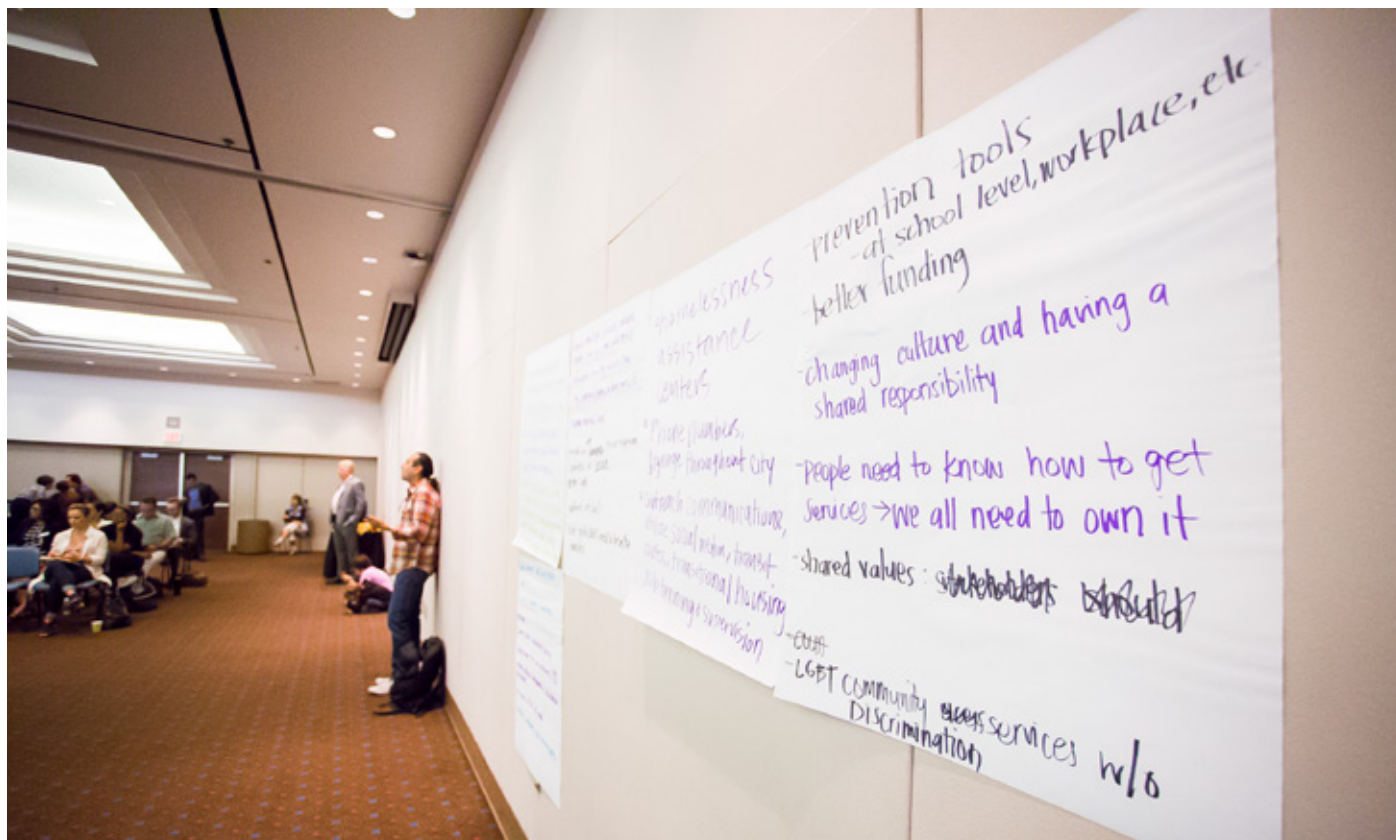
As a city-wide homeless services system, we focus on homeless prevention as well as services to assist individuals and families experiencing homelessness into temporary and permanent housing. The standard definition of prevention services includes rental assistance, rental arrears, security deposits, and utility assistance for those who are at-risk of, or are recently homeless. In Long Beach, we also define access to low and very-low income housing opportunities, mental health and substance use treatment as well as case management to assist with maintaining housing, employment training and employment opportunities as homeless prevention.

Prevention

For FY 2019, the Homeless Services Division received \$1.5 million in prevention funding to serve approximately 430 households per year for the next two years, an increase from 150 households per year, from HEAP funding and an increase in Measure H funding. However, given that approximately 4,000 people fall into homelessness each year, the need is far greater. The average cost for prevention services per individual or family is \$3,500. Assisting half of that number would require \$7 million in prevention funding annually.

Housing

As previously discussed, nearly 4,000 individuals and families experience homelessness each year and over 20,000 households are precariously housed in our city. Creating access to permanent supportive, very low and low-income housing is essential. This could come in the form of new development, re-development of properties (including nuisance motels), and increasing the number of landlords that accept Housing Choice Vouchers (HCV).



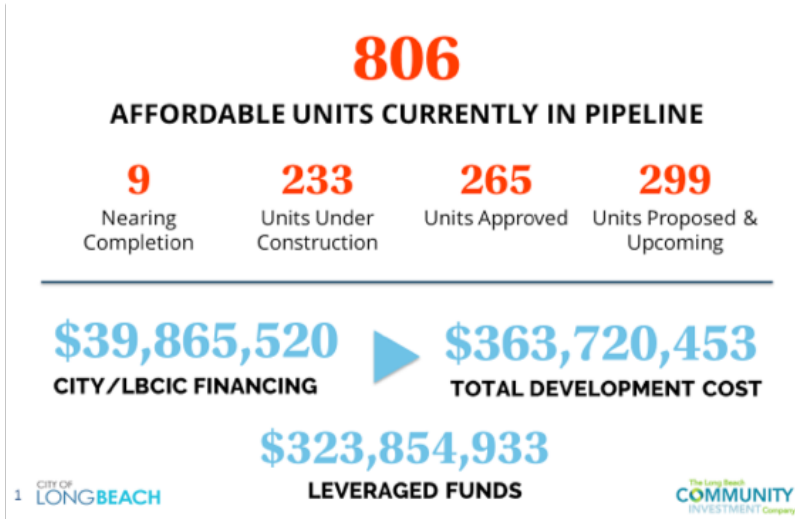
It is estimated that to meet the needs of those falling into homelessness each year, the City would need an additional:

- 500 emergency shelter beds (including capacity for families, transition-aged youth, and other specific populations)
- 350 Permanent Supportive Housing units including support services
- 2,400 additional units that accept rental subsidies, including Housing Choice Vouchers (formerly known as Section 8)
- 450 rapid rehousing units

Through HEAP and Measure H funding, the City has generated sufficient funding to purchase, improve and operate a 125-bed year-round shelter which is expected to open in 2020. This leaves an additional need of 375 beds.

The Housing Authority has the voucher capacity and funding to house approximately 7,200 households within Long Beach. However, nearly 550 households have qualified and completed the application for a voucher but cannot find a unit available to them. Many unit advertisements state that "No Section 8" will be accepted. They remain precariously housed, and can fall into homelessness, during their housing search. Vouchers expire in 180 days, which means a person with a voucher who cannot find a unit within 180 days loses the voucher. The average time to find a unit is five months for those who do find housing. We estimate an additional need of nearly 2,400 units that will accept subsidies.

Currently, the City has 6,477 publically assisted housing units with long-term affordability covenants, and 6,666 Housing Choice Vouchers that are used citywide. The current Regional Housing Needs Assessment (RHNA) production goal for the City of Long Beach is an additional 2,517 low and very low-income units. 806 are currently in the development pipeline (9 units nearing completion, 233 units under construction, 265 units approved, and 299 proposed and upcoming). 235 permanent supportive housing units are included in the 806 number. In order to build the 1,711 additional units identified under RHNA, an estimated additional \$793,000,000 in total development funding would be needed (based on the average development cost of projects in the pipeline). The RHNA number addresses approximately 12.5 percent of the units to meet the needs of those precariously housed within the City. The graphic below shows the number of units in development and city and leveraged funds utilized for development.



Behavioral and Physical Health Services

The 2017 Point-in-Time Count found that nearly one-third of those experiencing homelessness report a mental illness and 21 percent report using substances. This is a slightly higher rate of mental illness among those who are homeless than the national estimates (20-25 percent) and lower than the national estimates for substance use (38 percent abuse alcohol and 25 percent other drugs). Both Mental Health and Substance Use services are funded through Los Angeles County.

The County Department of Mental Health (DMH) both directly provides mental health services in the City and contracts with non-profit organizations to provide services. DMH is co-located at the MSC and works closely with the MSC team for assessment and referrals. DMH is working to identify additional locations for residential treatment in Long Beach and across the County. In 2017, Star Behavioral Health opened a DMH-funded Behavioral Health Urgent Care Center which provides 24-hour access to mental health services in Long Beach.

Substance use services are provided by non-profit providers in the City. LA County Substance Abuse Prevention and Control (SAP-C) is currently conducting a needs assessment to determine the levels and capacity of services needed for SPA-8, the Service Planning Area that includes Long Beach. At this time, SAP-C records show 196 residential treatment beds located in Long Beach and fewer than 10 medical detox beds. These beds are available to surrounding cities as well. Bed availability can be seen on the Service and Bed Availability Tool (<http://sapccis.ph.lacounty.gov/sbat/>). Current review shows little availability.

Discharge Planning

Due to recent State legislation (SB-1152 Hospital patient discharge process: homeless patients), hospitals are precluded from discharging people experiencing homelessness without a connection to shelter. The City of Long Beach has developed a Discharge Collaborative, working closely with hospitals and community partners to strengthen the process for accessing housing opportunities for patients who are homeless and at risk for return to the street. Planning and implementation efforts include: creating a mechanism for identifying homeless patients at admission and linking them to the Coordinated Entry System and/or current service provider as quickly as possible; developing a data base that can be accessed by all participating partners to coordinate care and services and access to housing opportunities; and developing a multi-disciplinary post discharge team that will work together to identify practices that can be designed and implemented to decrease repeat admissions to the emergency room or hospital.

A key service needed for effective discharges from hospitals are recuperative care beds. These beds provide a location for people who do not have access to a safe and clean place to recover from injury and illness. Recuperative care is not a medical facility, but temporary housing with case management and care coordination for further medical and behavioral health follow-up. The Los Angeles County Department of Health Services has recuperative care beds located in the City of Long Beach and can accommodate approximately ten referrals to its system of care. This number of recuperative care beds does not meet the need for the number of people being discharged from our local hospitals.

Income and Employment

Over one-half of those falling into homelessness have either lost their job and or have insufficient income to pay for housing and bills. The poverty rate in the City of Long Beach is 20.3 percent and over 40 percent in some neighborhoods in Long Beach. The unemployment rate is 4.1 percent but over 30 percent in pockets of our City. Pacific Gateway Workforce Develop Board provides a number of employment programs for youth and adults who are precariously housed, including job search assistance, skills development, on-the-job training as well as a youth jobs program. Pacific Gateway matches on-the-job training opportunities and youth internship programs. Pacific Gateway serves over 4,000 people per year. In addition, through the Continuum of Care, Goodwill SOLAC provides training, education, job preparation and placement programs for individuals experiencing homelessness. In 2019, the City will pilot an additional employment program for those experiencing homelessness through the HEAP funding. Approximately 95,000 people live in poverty within the City. Increasing access to job training and living wage employment opportunities is an essential step to reducing homelessness.



Supporting Families

The Corporation for Supportive Housing (CSH) and National Alliance to End Homelessness (NAEH) completed research on family homelessness called National Trends and Local System Responses. Families with short- and long-term stays in homeless service programs have a myriad of challenges that are similar to the challenges many other low-income families face who never become homeless. A small subset of families experience multiple episodes of homelessness. This group of families requires more assistance than homeless service programs typically provide to achieve housing stability. Shelter, service and housing options for families experiencing homelessness can be more difficult to access. Long Beach has one 56-bed shelter for families, another 41 beds for women with children and 18 beds for veteran women with children.



Families generally become homeless after a period of housing instability. They often move from one doubled-up situation to another to avoid homelessness, which is reflected in the City's overcrowded household numbers. However, when doubled-up situations are no longer tenable, they become homeless. Homeless families reside in missions, emergency shelter, and transitional housing. They also can be found in cars, outdoors, or in other unsafe locations.

Homeless families have thinner social networks than their housed counterparts, with fewer people in their social networks that they can turn to for concrete assistance, to borrow money for example, or for social support. A multi-city study of homeless families found 27 percent of parents were in foster care as a child or an adolescent. This suggests they may have strained or nonexistent familial resources. Most also have difficulties accessing social service benefits.

TASKFORCE GOALS AND RECOMMENDATIONS

The Everyone Home Long Beach Taskforce was provided context, data, system and service information and formation on gaps through presentations provided by experts and people with lived experience. They listened to public comments, asked good questions and engaged in lively, thoughtful conversations. Staff responded to questions either at the meetings or electronically where information was available. From this process, the Taskforce determined specific categories for focus and developed the following goals and recommendations to guide the City's next steps to end homelessness.

Goal 1: Strengthen Governance and Increase Funding

Secure local sustainable funding and leverage third party sources

Secure **\$25** million in on-going funding and **\$220** million in capital funding

Build governance, data capabilities, communications and financing to support a coordinated and robust homeless services and housing system.

Governance

Currently, governance and oversight for housing and homelessness is held by multiple organizations, including the Mayor appointed Homeless Services Advisory Committee (HSAC), the Continuum of Care Board, Long Beach Community Investment Company, the Long Beach Planning Commission, Health and Human Services and Development Services Departments. Each plays a different role and oversees a portion of the system. Improved coordination of governance, planning, goals and accountability will build a stronger prevention and homeless response system.

Recommendations:

- 1a.** Restructure the Continuum of Care Board to serve as a City-wide umbrella governance structure to coordinate the expansion of housing opportunities, homeless services, and homeless response; to develop system performance measures; and ensure system accountability. Ensure Board's membership reflects the cultures in the community and includes members with lived experience.
- 1b.** Strengthen City's efforts to identify and implement affordable and homeless housing opportunities by creating a position dedicated to positioning the City for future housing funding, addressing zoning and entitlement concerns, and participating with expanded governance structure.

Data

The availability of data across the homeless services system is essential to improved services, coordination and system performance. Currently, only those organizations (11) who are funded through the Continuum of Care (CoC) and 7 unfunded partners provide service and utilization data into the Homeless Services Management Information System (HMIS). Utilization of an HMIS is required by HUD as a condition of CoC funding.

Recommendations:

- 1c.** Expand existing data sharing agreements (AR8-32 and HMIS) to County departments, non-profit organizations, developers, and hospitals to strengthen coordination and services for individuals and families experiencing homelessness. Precedence has been set through AB 210 (Homeless Services Multidisciplinary Personnel).
- 1d.** Design and utilize a common client consent form across the system (leveraging existing multi-organizational forms).
- 1e.** Implement a technology solution (or expand the Homeless Management Information System-HMIS) to include all partners in the homeless services system. This may include a single platform and/or migrating data from existing platforms into a data warehouse solution. Create incentives for organizations that are not funded through the CoC to participate in the system.

Communications, Education and Advocacy

Communications that educate our communities and partners about homeless services available in Long Beach, how communities can help, as well as build support within communities to accept organizations that provide services to support people experiencing homelessness and low-income housing is essential to reducing stigma related to homelessness and building our City's capacity to end homelessness. Active contributions will be required from all sectors in Long Beach including other City departments, housing developers and policy makers, the Apartment Association, those who have experienced homelessness, businesses, hospitals, education systems, social services, and the general public.

Recommendations:

- 1f.** Implement the City's strategic communications plan, which is currently under development. Engage City partners, community members, businesses, and providers to educate the community about City homeless services and performance and how they can help. Ensure solutions are integrated within the communications. Expedite this plan to address:
 - Short term and ongoing needs to de-escalate negative reactions to people experiencing homelessness on the streets of Long Beach.
 - Long term issues regarding affordable housing needs and services for people experiencing homelessness.
- 1g.** Reduce stigma and fear surrounding homelessness by:
 - Focusing on language and messaging
 - Engaging in community education and communication
 - Incorporating leading voices in the community
- 1h.** Utilize LA County YES in My Back Yard (YIMBY) education model:
 - Use data and stories to build a case for investing in high quality affordable housing in Long Beach. Publicize Long Beach's efforts through a website portal that documents progress, celebrates successes, and mobilizes support.
- 1i.** Continue and expand City advocacy and education at the County, State and Federal levels to support housing, health and social support legislation and funding.

Funding

Current funding opportunities focus on specific homeless services such as outreach, emergency shelter, transitional and rapid rehousing, and services provided for permanent supportive housing. Current funds do not fund capital expenditures to build low-income and homeless housing, nor do they effectively fund homeless prevention services to ensure those who are formerly homeless or precariously housed do not fall into homelessness. The City Council received information on potential funding sources in August 2018 and directed staff to begin exploring possibilities with the community. The City Council allocated a contingent appropriation of \$50,000 in the FY19 budget to initiate the work, which will begin in early 2019.

Recommendations:

- 1j. Identify and implement one or more dedicated, sustainable revenue sources to meet governance, data, service, operations and lower-income housing gap financing assistance needs, including dedicated funding resources to support immediate prevention and case management needs.

Estimated Funding Need to Meet Goals	
(In Millions)	
Capitalize the City's Housing Trust Fund. Local funds are critical to leveraging the resources of other public agencies including the County, State and federal resources such as the Low-Income Housing Tax Credit (LIHTC) as administered by California's Tax Credit Allocation Committee.	
2,000 Low-Income Units	\$170
200 Permanent Supportive Housing Units	\$17
Purchase of buildings to support shelter opportunities and other programming	\$30
Resource the coordination and oversight of housing and homelessness Citywide, including data infrastructure and support. (Annually)	\$2
Prevention, retention, flexible subsidies, 24x7 outreach, and other health and support services. (Annually)	\$18
Landlord incentives/Homeless Incentive Program for precariously housed. (Annually)	\$2
Emergency Shelter Expansion/Storage Operations. (Annually)	\$2
Approximate Total Capital Costs	\$217
Approximate Total Operational Costs (on-going)	\$24

Goal 2: Increase Housing Access

Emergency Shelter

Add **200** beds of shelter/crisis housing capacity by the end of 2020

Permanent Supportive Housing

200 new additional units of PSH will be entitled, online, or in the pipeline for construction by 2023

Low and Very Low Income Housing

2,000 very low or low income units will be entitled, online, in the pipeline for construction or completed by 2023

Expand Housing Opportunities

Over 20,000 households are precariously housed and an estimated 4,000 people in the City of Long Beach experience homelessness each year. Expanding housing opportunities is imperative. In fall of 2016, the City's Affordable and Workforce Housing Study Group, chaired by former Assemblywoman Bonnie Lowenthal, began meeting to identify strategies and best practices to expand housing opportunities. The Study Group provided 29 strategies for expanding housing opportunities (<http://www.lbds.info/civica/filebank/blobdload.asp?BlobID=6407>). The Everyone Home Long Beach Taskforce supports these strategies and highlights the need to commit to a combination of short-term and long-term strategies to increase the stock of permanent low-income housing across the City while generating the necessary sustainable funding, public support and goodwill to successfully implement these strategies.

Recommendations:

Short-term

- 2a.** Adopt a progressive inclusionary housing ordinance that creates new affordable housing opportunities throughout the City while requiring payment of reasonable "in lieu" fees by developers.
- 2b.** Provide zoning accommodations to developers who wish to convert existing motels into permanent supportive housing.
- 2c.** Develop and adopt an ordinance that prohibits discrimination based on housing subsidy and other sources of income, including Housing Choice Vouchers (HCV-Section 8) and encourages housing providers to accept tenants with housing subsidies.
- 2d.** Identify properties and incentivize property owners in Long Beach to participate in a shared housing model program that allows for master leasing a property and matching tenants to affordable housing.
- 2e.** Expand the number of rent-stabilized units through options such as production, policy and preservation.

Long-term

- 2f.** Establish more geographically equitable distribution of lower-income housing units and supportive services across the City.
 - Elicit commitments from every Council District to provide for a certain number of affordable and/or

supportive housing units/developments, including supportive services, within that City Council district. (These may include new development, re-purposed units, access to units utilizing subsidies, substance use services, mental health services, and other support services).

2g. Increase low barrier emergency shelter beds and increase accessibility for populations that currently have limited shelter options:

- Couples, parents with children and people with pets so they can remain together
- Transition-Aged Youth
- Older adults
- Re-entry population
- People with multiple diagnoses, particularly those with mental illness co-occurring with physical or substance use
- Individuals experiencing homelessness who do not meet requirements of current sheltering options or have other barriers to shelter

2h. Utilize assets outside of the successor agency assets by identifying underutilized government or privately-controlled land assets that could be redeveloped to provide affordable housing opportunities while incorporating public uses.

Incentivize and engage landlords to provide housing to low-income and homeless individuals and families.

The current rental market is tight and finding housing if you are low-income, on assistance or homeless, is very difficult. An essential component to increasing rental housing opportunities for homeless and low-income individuals and families is partnering with and incentivizing landlords to open existing units. Landlords express concern about damage to their units, inability to pay, and behavior concerns. Incentives and services specifically designed to mitigate these landlord concerns can open existing and new units across the City.

Recommendations:

2i. Finance, pilot and implement incentives commensurate to the Homeless Incentive Program (HIP) for landlords accepting Housing Choice Vouchers (HCV) or proposed flexible subsidy for both precariously housed and homeless households. Possible options may include:

- Funds to cover holding fees
- Damage mitigation fees
- Move in assistance
- New bonus for landlords partnering with the Housing Authority in communities where HCV access is limited
- Landlord continuity bonus to reward landlords for renting to another participant from any housing program within 60 days
- Leasing bonus of up to \$500 per unit for landlords newly leasing to a veteran experiencing homelessness
- Property improvement incentives such as energy efficiency upgrades for landlords who lease to low income or homeless renters
- Application expense assistance of up to \$25 to be paid directly to landlords to cover applicant costs, such as credit report and application fees
- On-call maintenance to assist with preparing the unit for inspection/rental or assist in repairs that deposits do not cover
- Tax incentive for landlords that exclusively rent to low-income households
- 24/7 call-in availability to support property owners renting to formerly homeless or housing subsidy tenants

2j. Provide case management and support services for people utilizing HCV and proposed flexible housing subsidies.

2k. Design and implement anti-discrimination training required for landlords participating in any incentive program.

Goal 3: Reduce Homelessness

Prevention

Reduce the number of people falling into homelessness to **1,500** or fewer annually by 2023

Immediate Intervention

75% of people that exit into housing do so within 6 months of becoming homeless by 2023

Chronic Homelessness

Reduce the number of chronically homeless to **350** or fewer by January 2021

Provide services and incentives to prevent homelessness.

Homeless prevention opportunities focus on those who are precariously housed due to the rent burden over 40 percent of income, rapidly increasing rents or eviction. The City of Long Beach has been experiencing significant rent increases and increased displacement due to these rent increases, building sales and new ownership. Ensuring tenant assistance policies are in place to support tenants and also maintaining naturally occurring low-income housing opportunities within the City are important to ensuring sufficient low-income housing access.

Recommendations:

3a. Support and implement tenant assistance policies as developed in coordination with community members and landlords. These include:

- A Tenant Relocation Assistance Policy that provides relocation assistance to households impacted by rising rents and displacement.
- Support to increase the State's noticing requirement for a no-fault termination of tenancy to a minimum of 90 days.
- Rapid rehousing services and deposit assistance, in addition to the tenant relocation assistance policy, for displaced very low-income older adults.
- Setting aside Housing Choice Vouchers for displaced extremely low- and very-low income older adults.
- Establishing a communication framework with HUD, affordable apartment owners with expiring covenants or rental assistance contracts, and residents to improve knowledge of the housing preservation process and to increase housing preservation opportunities.

3b. Provide support services and prevention funding to households at 60 percent (an increase from 40 percent) of average median income (AMI) who are at-risk of losing their housing.

3c. Proactively identify buildings at risk of rent increases and/or evictions. Require owners to notify the City to allow for proactive support of tenants.

Goal 4: Employ People

Adult

Create **600** job opportunities, prioritizing living wage, for people who are homeless or precariously housed by 2021

Transition- Age Youth (TAY)

Create **240** job job opportunities, prioritizing living wage, for Transition-Aged Youth (TAY) experiencing homelessness or precariously housed by 2021

Increase employment opportunities for people who are at-risk of, or experiencing, homelessness.

While employment training and opportunities exist for those who are precariously housed or experiencing homelessness in the City of Long Beach, it is important to review these programs to determine where barriers to services exist and develop solutions to increase access. In addition, our City's employers can play an essential role in building internship and employment opportunities.

Recommendations:

- 4a.** Partner with the City's Workforce Development Board to examine and expand options for on-the-job training, dislocated workers, re-entry population and transition-aged youth at risk of, or experiencing, homelessness.
- 4b.** Partner with the Chamber of Commerce, Business Improvements Districts and the business community to provide job training and employment opportunities for individuals that are currently at-risk or experiencing homelessness. Where possible, provide opportunities to earn a living wage.
- 4c.** Reduce barriers to employment for those with criminal histories and/or system-impacted by:
 - Supporting City Prosecutor's Restoration Initiative for Safety and Employment (RISE) program to provide free assistance to those who are eligible to seal their criminal records, clear a minor warrant, convert court fines to community service as well as assist with finding employment, educational opportunities, and providing other benefits.
 - Expanding employment opportunities specifically for people who are released from incarcerated settings.
- 4d.** Leverage and promote social enterprise opportunities that either employ individuals who are experiencing homelessness to support job skills and income generation or donate a percentage of profits to non-profit organizations to provide services to address needs of those experiencing homelessness.
- 4e.** Expand City's youth internship program to include youth who are near or experiencing homelessness.
- 4f.** Research worker co-op models and implement best practices.

Goal 5: Support Families

Child Care

Create at least **400** new childcare slots available to very low-income and homeless parents by 2021

Support children and families who are precariously housed or homeless.

Homelessness, poverty and domestic violence can have life-long impacts on a child's well-being. Supporting families and children who are at-risk or experiencing homelessness due to income, family breakdown, domestic violence is essential. Many non-profits in the City of Long Beach serve children and their families by providing case management, mental health treatment, and access to supportive services. Key to success is the coordination of these services for those experiencing homelessness as well as finding child care opportunities that allow for employment and life skills training and participation in treatment services for parents.

Recommendations:

- 5a.** Increase childcare opportunities for low-income and homeless families, particularly infants and toddlers, including at provider sites to support family access to services.
- 5b.** Improve coordination between organizations to improve access and utilization of physical and mental health care by children and families.
- 5c.** Expand availability of life-skills training for families.
- 5d.** Increase services, supports and housing for families experiencing domestic violence.
- 5e.** Strengthen education and coordination of services for children, youth and young adults experiencing homelessness to support academic access and success.



Goal 6: Connect to Health

Substance Use

Triple the detox beds for Long Beach residents to **30** by 2021.

Implement a sobering center by 2020

Health

Reduce the number of non-emergency visits to the ER for those experiencing homelessness by **25%** by 2023

Implement **30** new Recuperative Care beds by 2021.

Hospital Discharge

Reduce the number of people who are discharged from hospitals to homelessness to **0%** by 2023

Increase access to Behavioral Health and Physical Health Services

Over 50 percent of homeless individuals in Long Beach experience either mental illness or a substance use disorder. Research indicates that 20 percent of people fall into homeless due to a behavioral or physical health condition or disability. Improving access to services is an important step to accessing housing and helping people maintain their housing once housed. In addition, our hospitals are impacted by those experiencing homelessness who have physical and behavioral health conditions. With state legislation in place that precludes discharging a person into homelessness, there is a tremendous need to increase collaboration among hospitals and community partners to access shelter and housing, as well as to increase the number of, and access to, recuperative care beds and sobering center opportunities in the City.

Recommendations:

- 6a.** Establish agreement with LA County Housing for Health program to allow for a coordinated referral program to serve the City's most vulnerable and most frequent users of City resources.
- 6b.** Partner with LA County and the State to implement a substance use detox center, sobering center, and increased recuperative care beds in the City of Long Beach and explore and work to implement a safe needle exchange program for the City.
- 6c.** Engage non-profit partners and hospitals to increase substance use treatment opportunities.
- 6d.** Advocate at state and federal government levels to significantly increase long-term mental healthcare capacity and to reform the conservatorship rules and processes to make it easier to get people the care they need and maintain it as long as the level is appropriate.
- 6e.** Expand discharge planning process that engages hospitals, institutions, and community organizations to ensure that people experiencing homelessness are discharged and supported in an appropriate setting. Provide care coordination upon discharge.



Goal 7: Develop Population Based Service Models

Develop service models specific to Older Adults, Transition-Aged Youth (TAY), LGBTQ, and Re-entry populations

The Taskforce members recognize that specific populations within our City face additional barriers to services and existing models may not have the current capacity to sufficiently address the range of needs presented. To incorporate a strengths-based approach, the existing models will require identification and training on best practices to address the needs of those specific populations. Developing specific service models for Older Adult, TAY, LGBTQ and re-entry populations were beyond the scope and expertise of the Taskforce members. They instead recommend planning specific to each population.

Recommendations:

Develop and implement housing and service models including prevention, retention, housing access and support services specifically to meet the needs of older adults, transition-aged youth, LGBTQ and re-entry populations who are at-risk of, or experiencing, homelessness.

CONCLUSION


The Everyone Home Long Beach Taskforce asks that the City Council adopt this document outlining our vision, goals and recommendations for addressing housing and homelessness within the City of Long Beach. We look forward to a Long Beach where the experience of homelessness in our City is rare and brief when it occurs. We ask that the City work closely with community members and its community, business, finance, education, health and government partners to implement this aggressive vision-setting document. We understand that achieving this work will require significant dedicated funding and other resources. It is imperative that these resources are identified and prioritized to end homelessness in our City.





City of Long Beach
333 W. Ocean Blvd.
Long Beach, CA 90802

Visit us at www.longbeach.gov

 facebook.com/CityofLongBeachCA

 [@LongBeachCity](https://twitter.com/LongBeachCity)

This information is available in alternative format by request at 562.570.6257.
For an electronic version of this document, visit our website at www.longbeach.gov.