



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.

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ATTACHMENTS

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

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REPORT ON TENANT ASSISTANCE POLICIES

MARCH 2019



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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 provided 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.

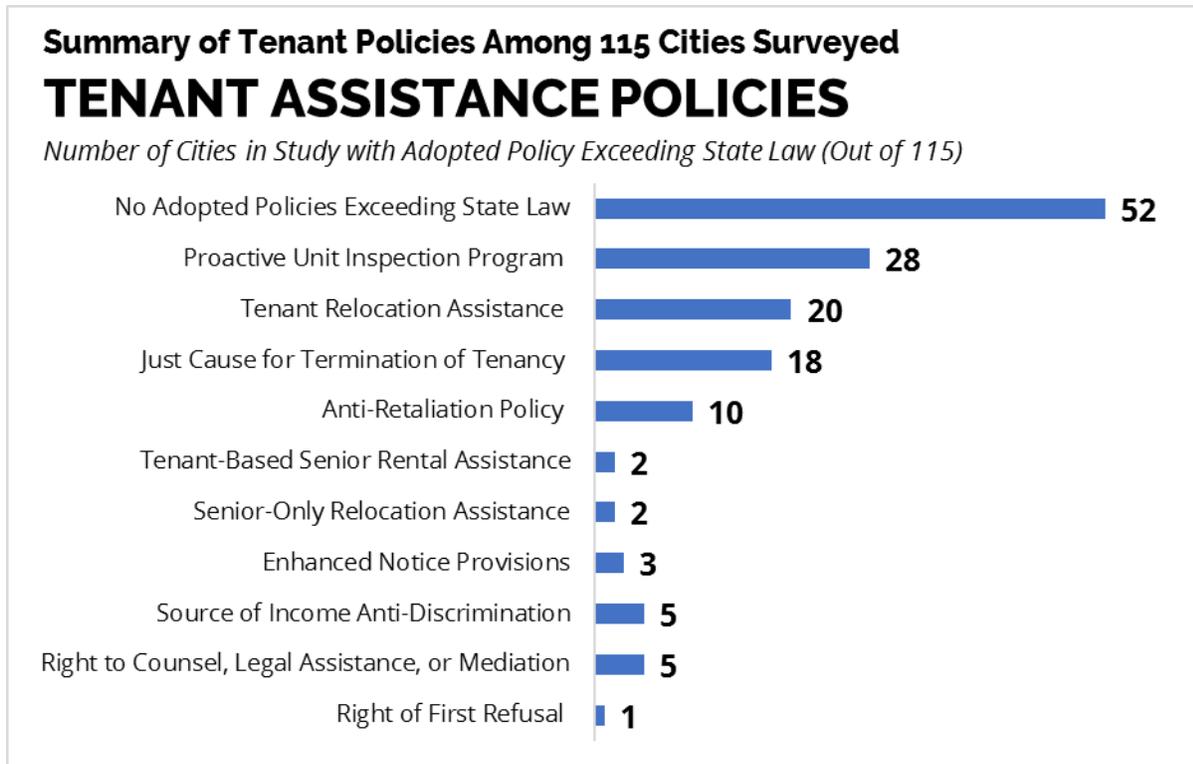


FIGURE 1. TENANT PROTECTION POLICIES IN STUDY

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 | • Los Angeles | • San Jose |
| • Berkeley | • Oakland | • San Leandro |
| • Carson | • Rialto | • Santa Monica |
| • Fremont | • Richmond | • Thousand Oaks |
| • Glendale | • San Diego | • Ventura |
| • Hayward | • San Francisco | • 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.

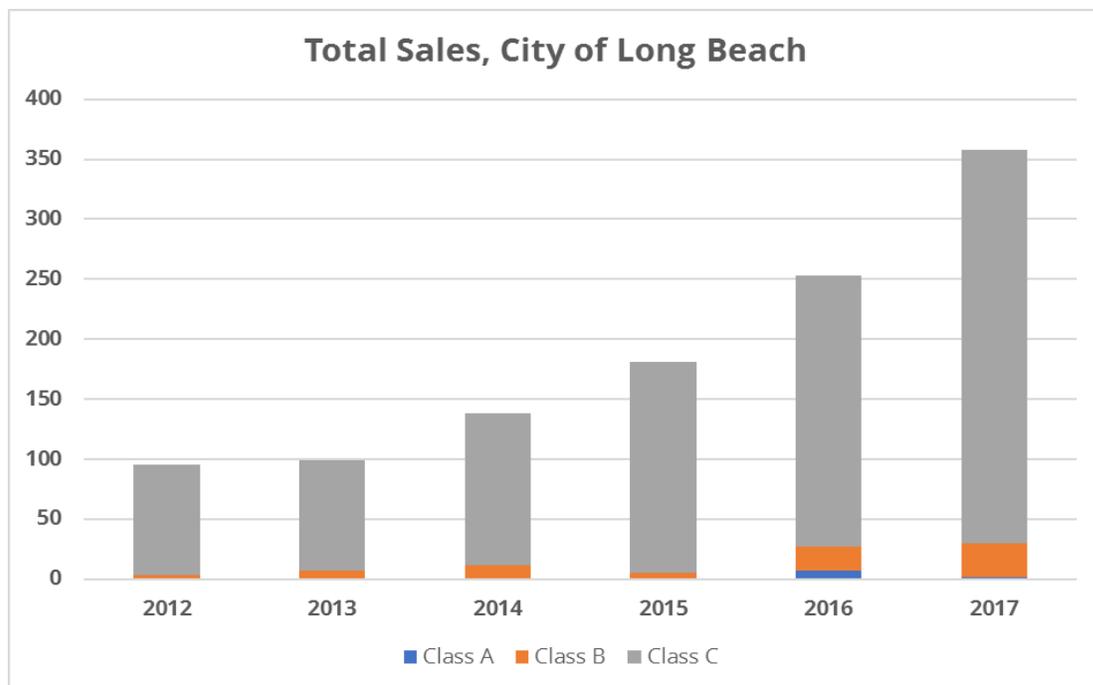


FIGURE 2. TOTAL SALES, CITY OF LONG BEACH

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.

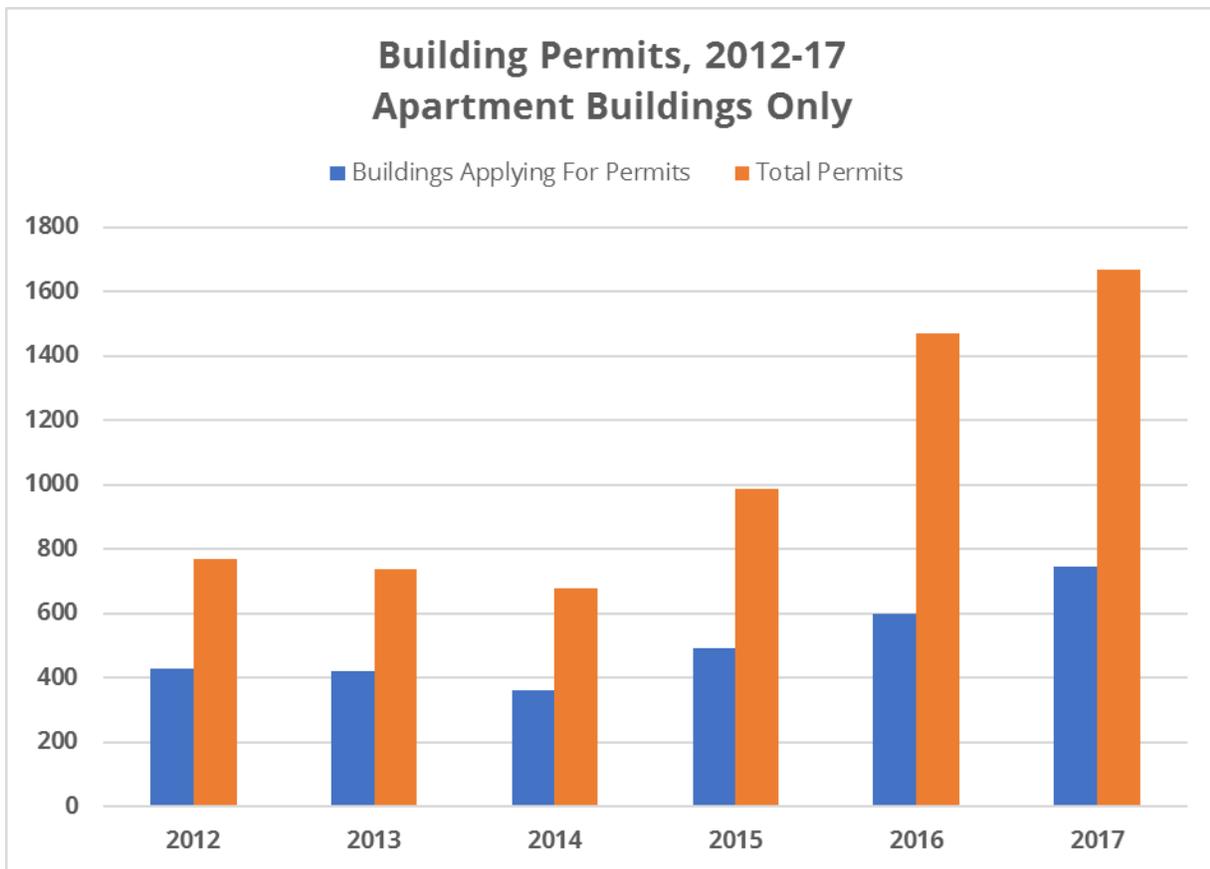


FIGURE 3. BUILDING PERMITS, 2012-17, APARTMENT BUILDINGS ONLY

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.

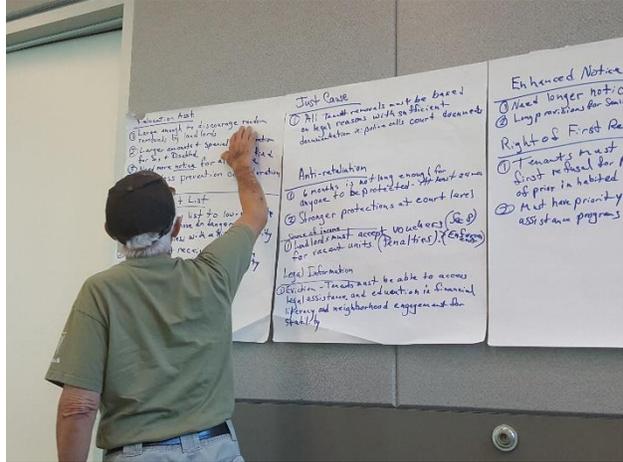
Some other important points discussed at this meeting include:

- 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.

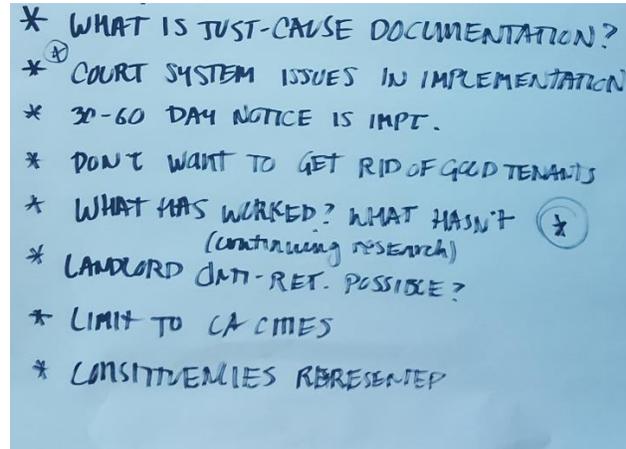
At this meeting, stakeholders chose to have a large group discussion instead of participating in the prioritizing exercise. They felt that there was enough consensus around the types of potential policies in the presentation. Overall, the group agreed that some policies to help keep good tenants in Long 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.

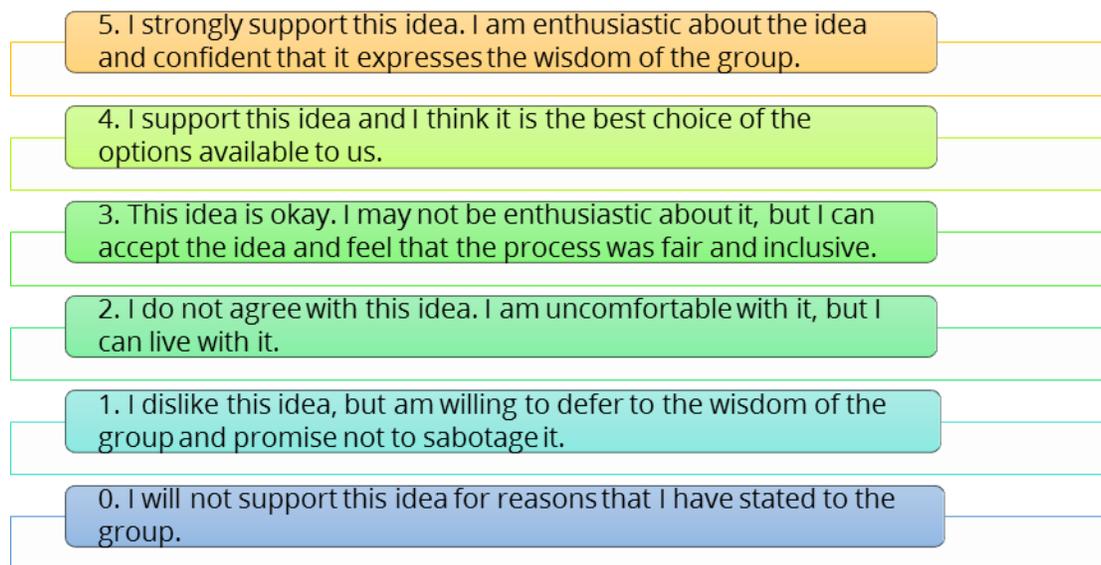


FIGURE 4. DEGREES OF CONSENSUS

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

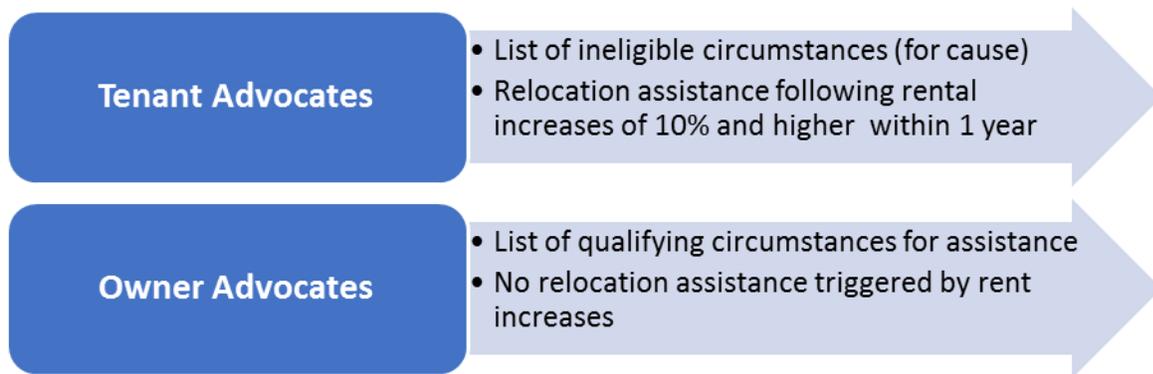
For Cause Terminations (ineligible for relocation benefit payments)

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

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City of Long Beach
Working Together to Serve

Memorandum

Date: June 30, 2017

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

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LONG BEACH
HEALTH & HUMAN SERVICES

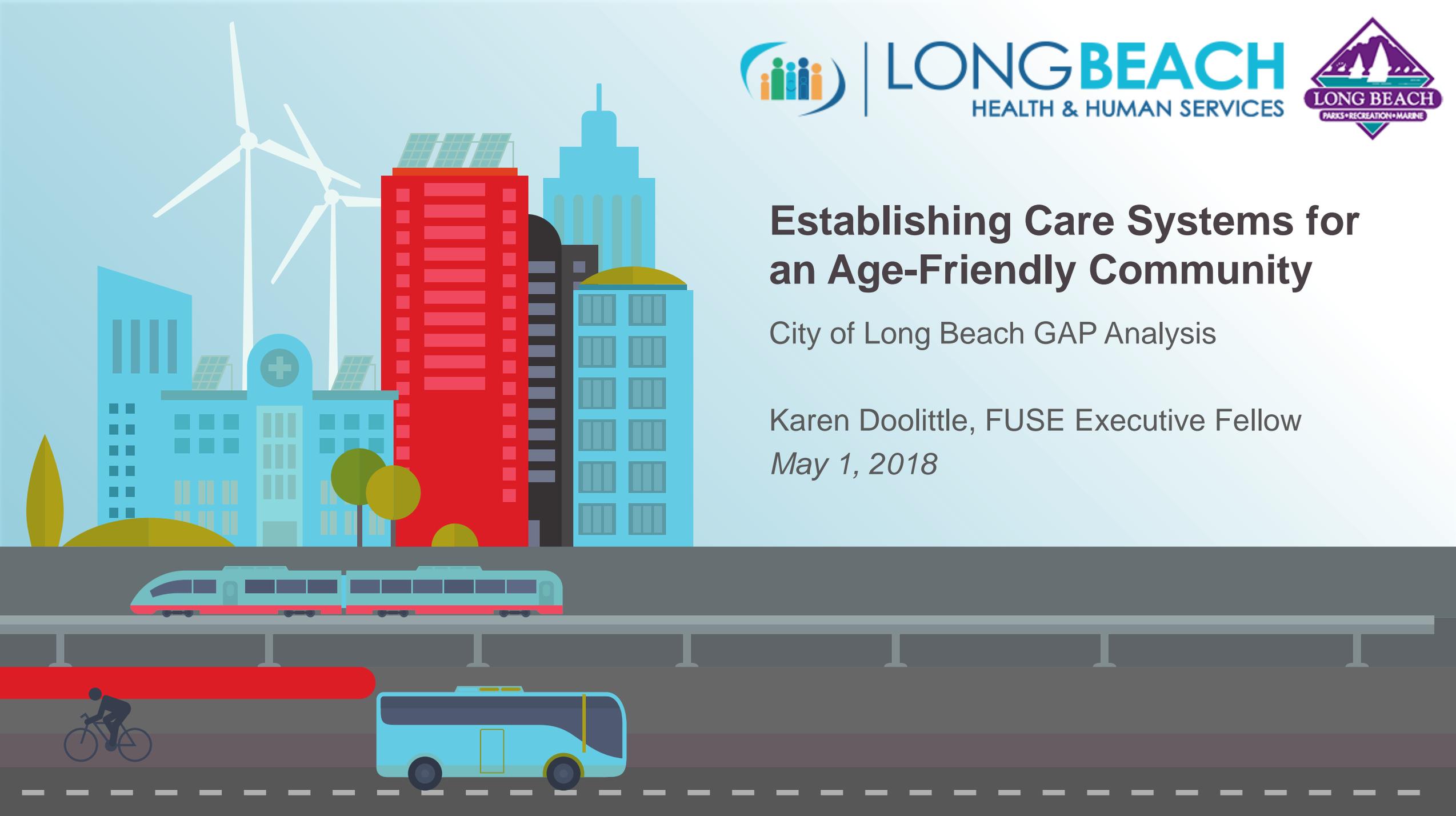


Establishing Care Systems for an Age-Friendly Community

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 an 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.

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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?



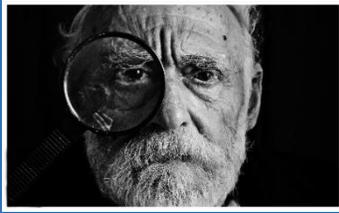
Seniors Volunteerism

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

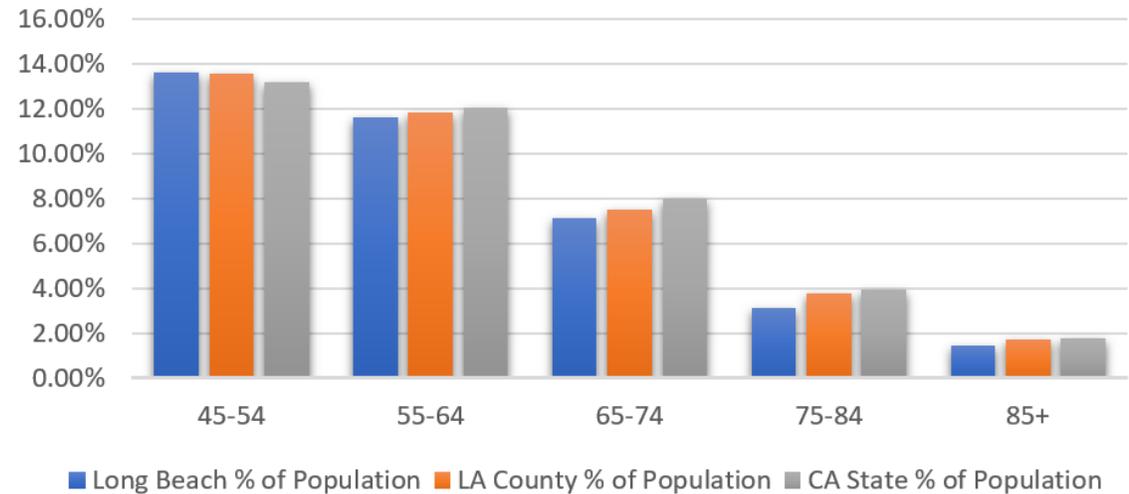
American Gold Star Manor, Villages at Cabrillo, and LINC Housing are co-locating services to create villages of care. **How can these concepts be scaled while considering the benefits of inclusion, diversity, and intergenerational opportunities?**

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

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!

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

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

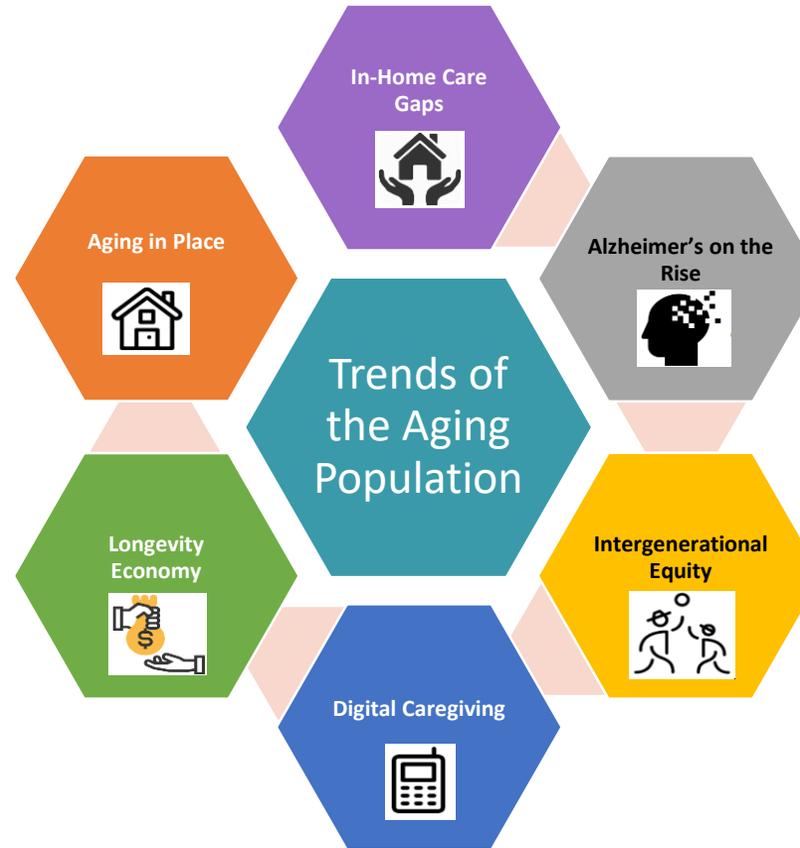
- Currently have word-of-mouth marketing and weekly email to 409 seniors from a socio-economic diverse group from Del Amo Gardens to Carmelitos

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.



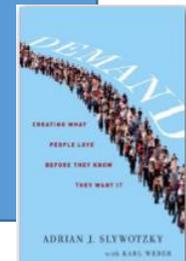
The number of Americans living with **Alzheimer’s disease** could nearly triple by 2050 to 14 million, from 5 million in 2013, increasing the demand for elder care. The Alzheimer’s Association says, “Someone in the United States develops Alzheimer’s dementia every 66 seconds.” An estimated 5.5 million 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.

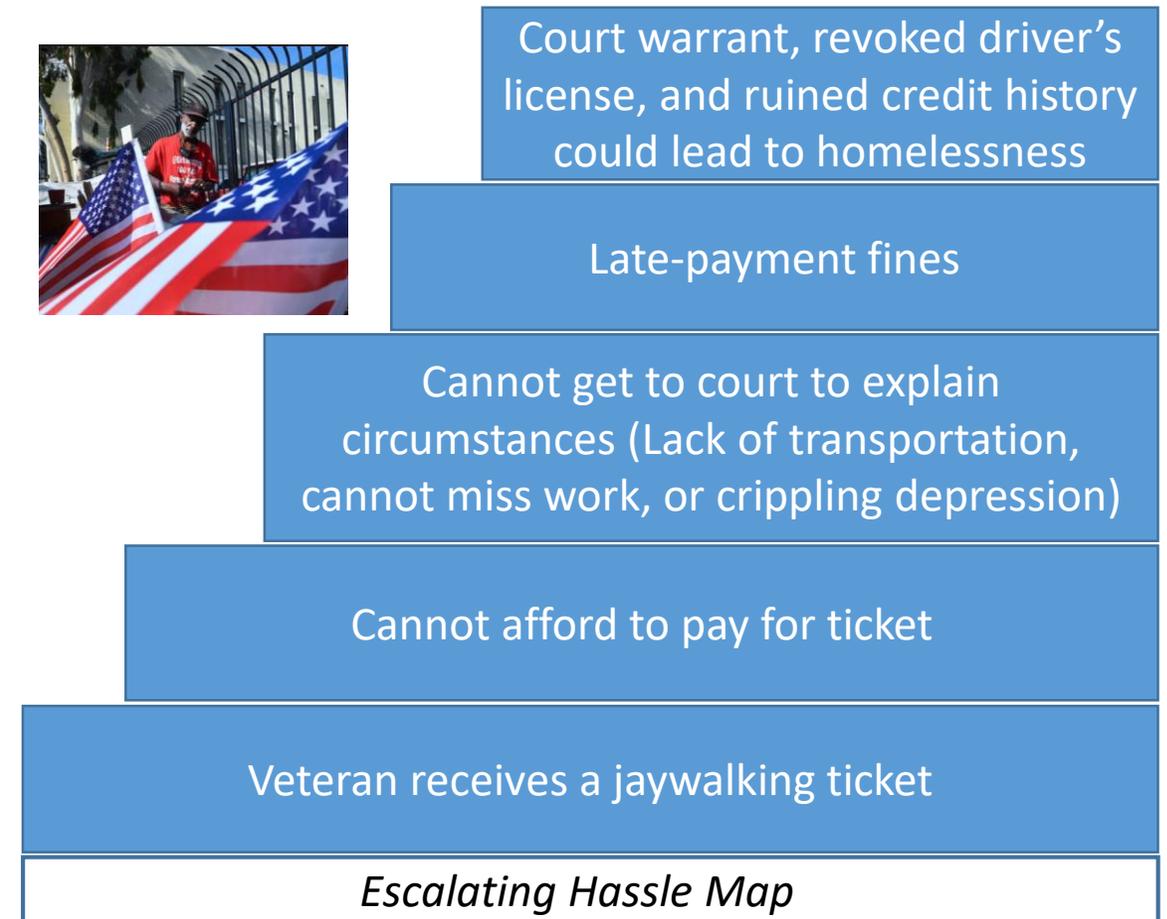


Veteran at risk of homelessness

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

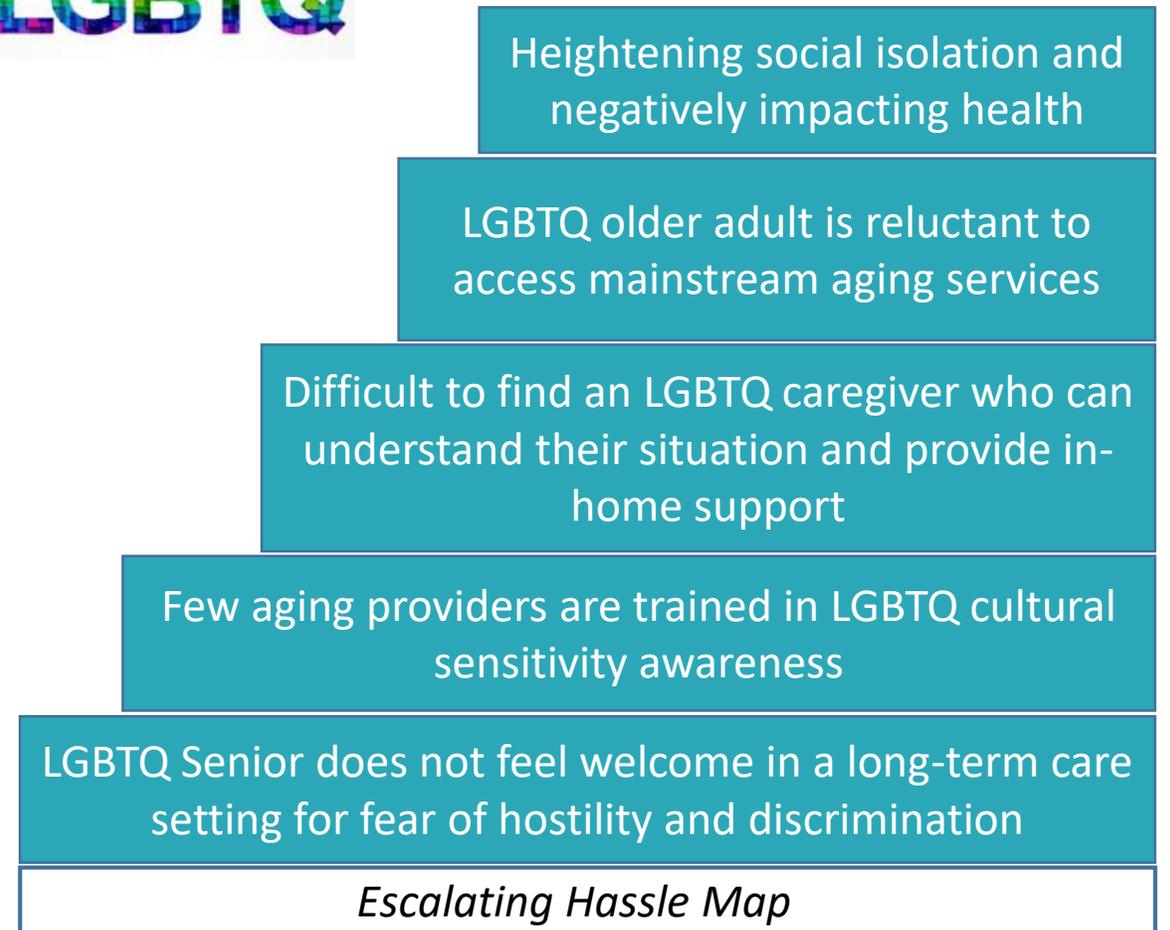
Person experiencing homelessness and increased stress of living on the street

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

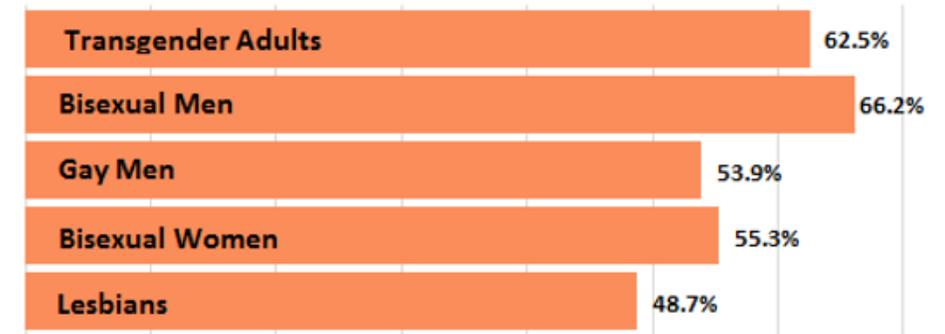


~3100 Same Sex Couples in Long Beach

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

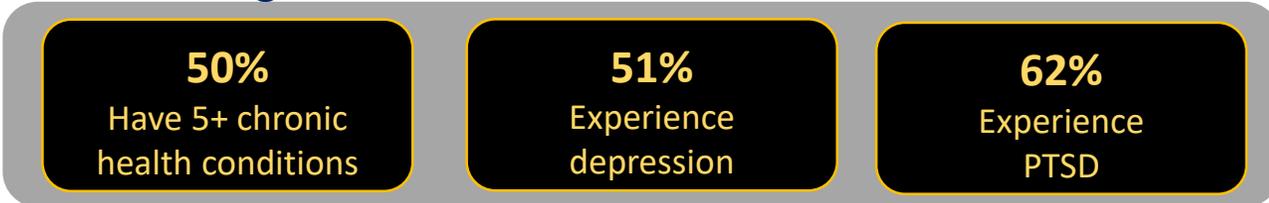


Cambodian Community Snapshot

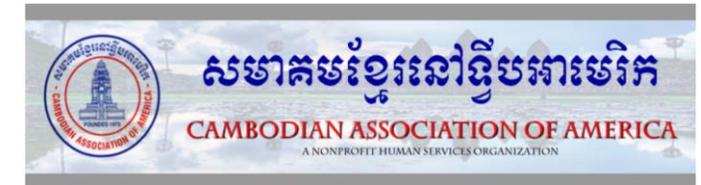
In the beginning: Khmer, Lao, and Chinese refugees from Cambodia began settling in Long Beach in 1975, and increased dramatically in the 1980's. In addition to the trauma of fleeing violence, refugees experienced cultural isolation in a foreign country. Social support institutions, such as United Cambodian 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

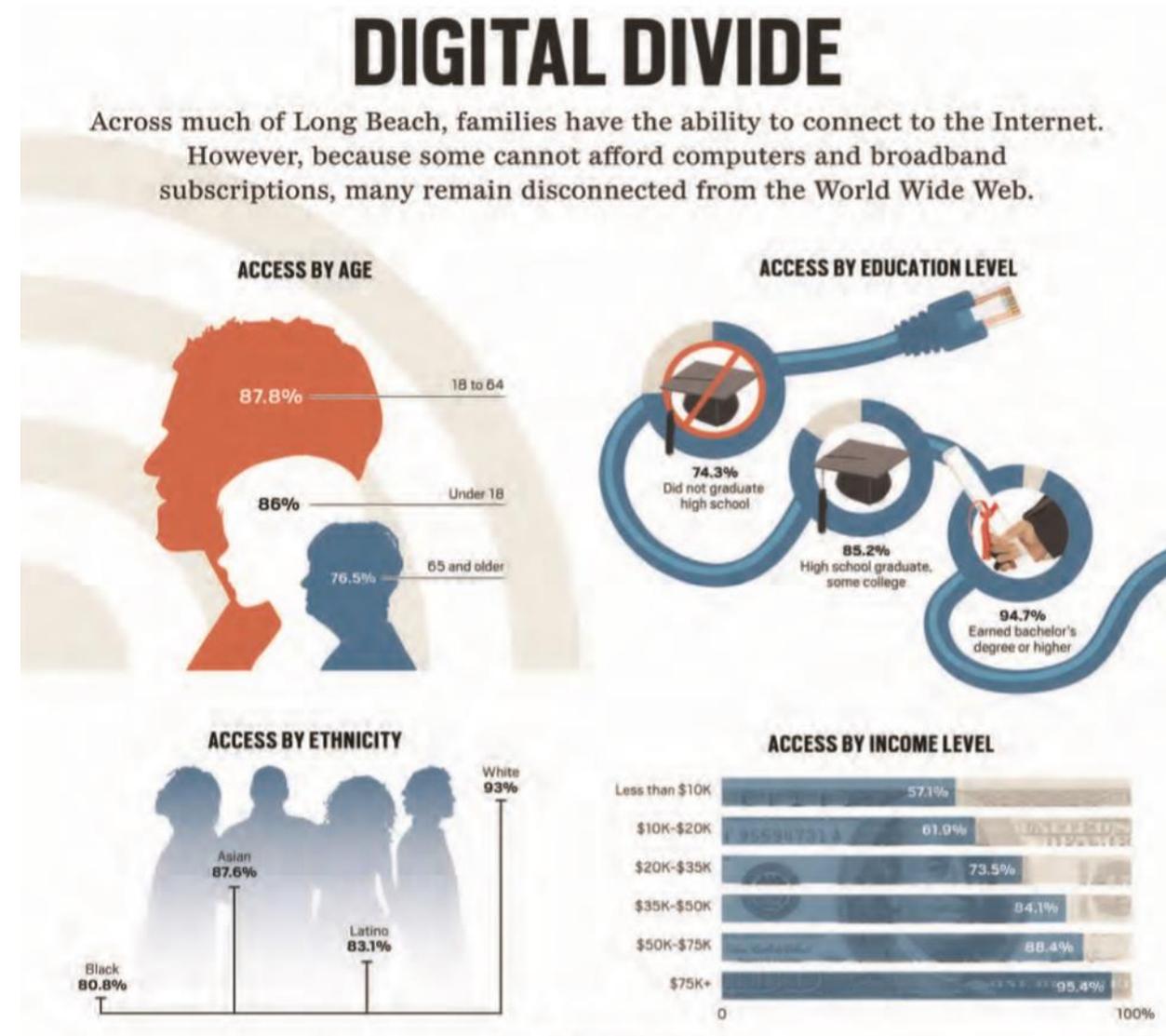
“24% of people 65+ do not subscribe to broadband, and 17% don't even own a computer of any kind.”

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

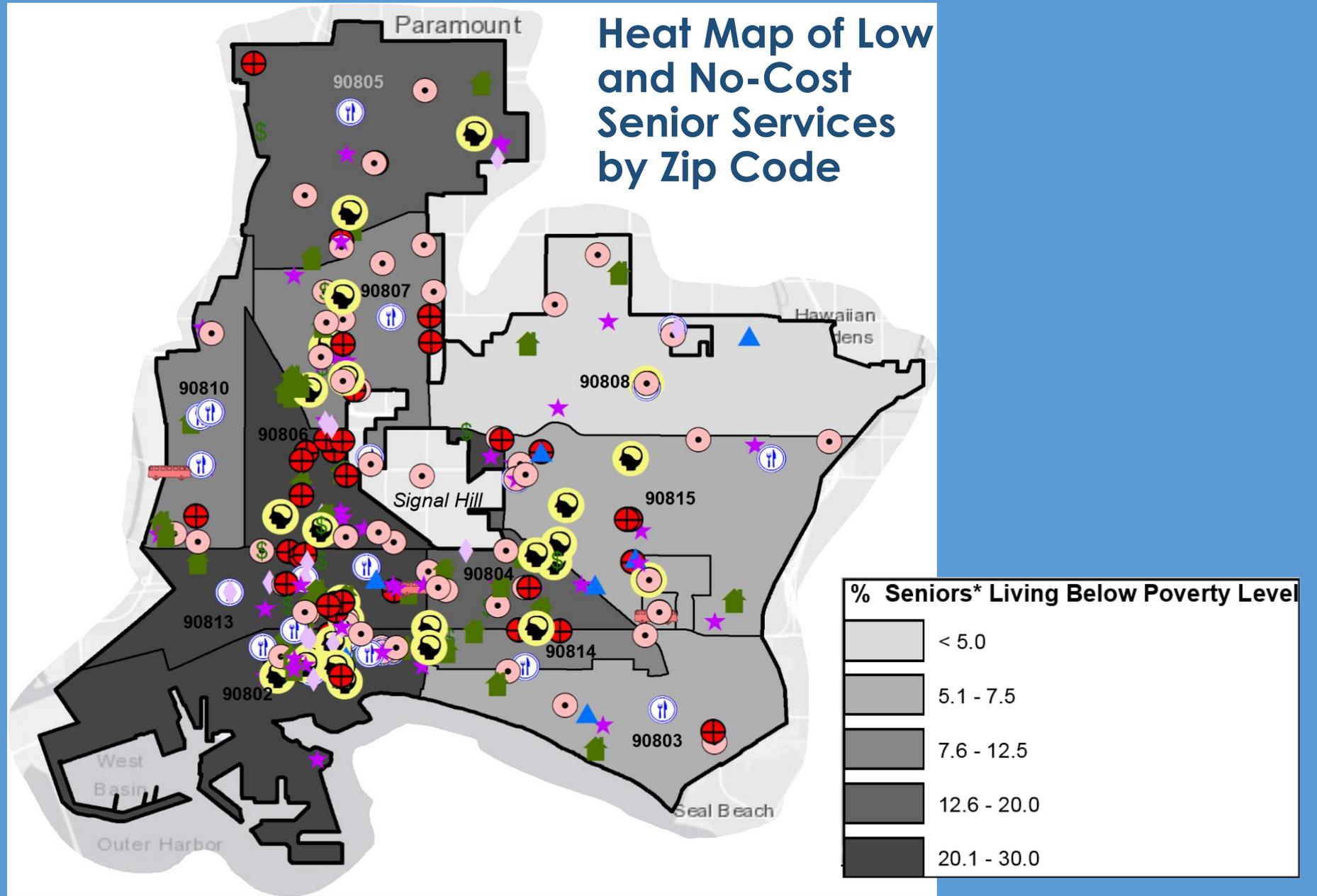
Heat Map Assumptions & Observations

- 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

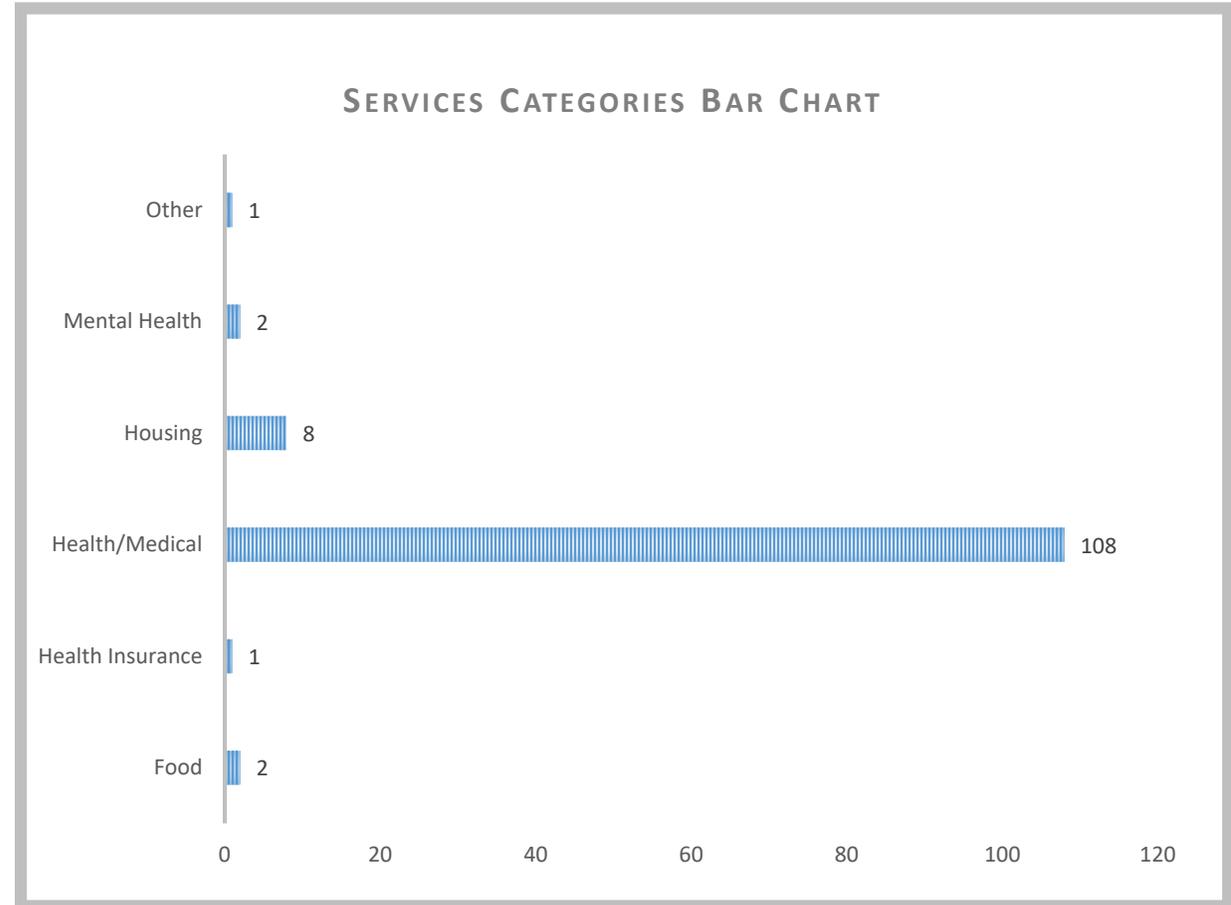
Analysis of Service Providers

- 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

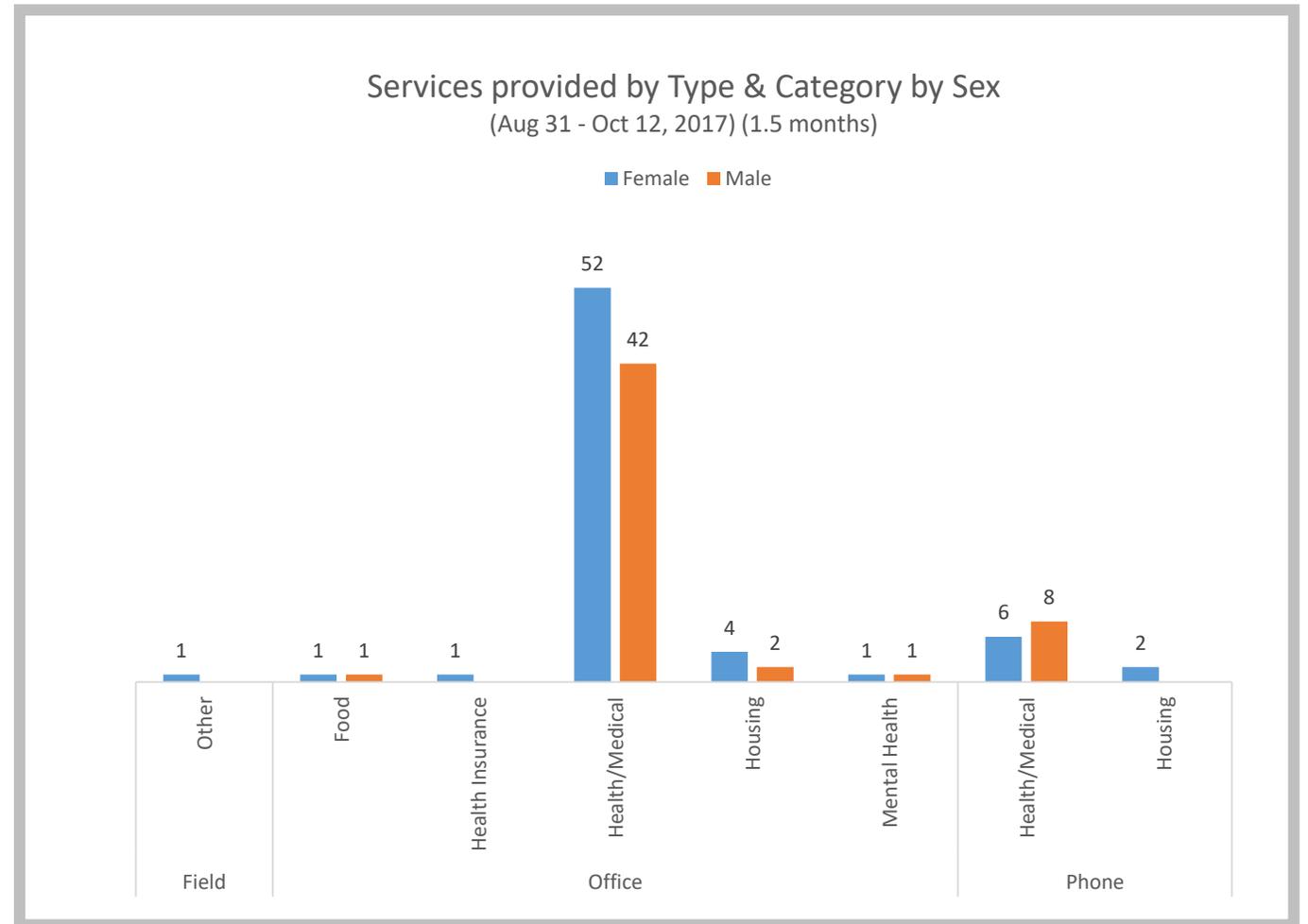
- Over 88% of services provided at Senior Links were Health/Medical
- Only 6% of services were housing related
- During the data collection period, the Senior Links program operated with minimal staffing and primarily for health referrals. At full capacity, Senior Links would have more social worker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



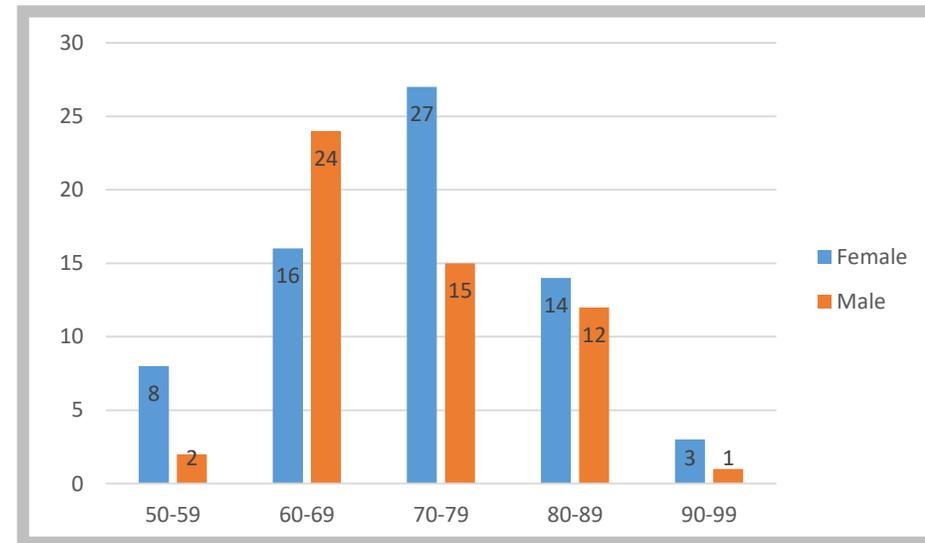
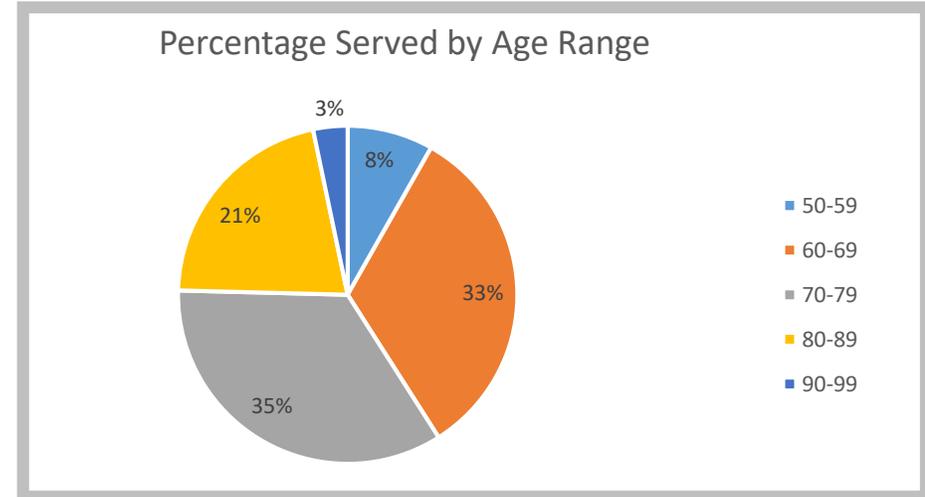
DHHS Senior Links: Type & Category of Services

- 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

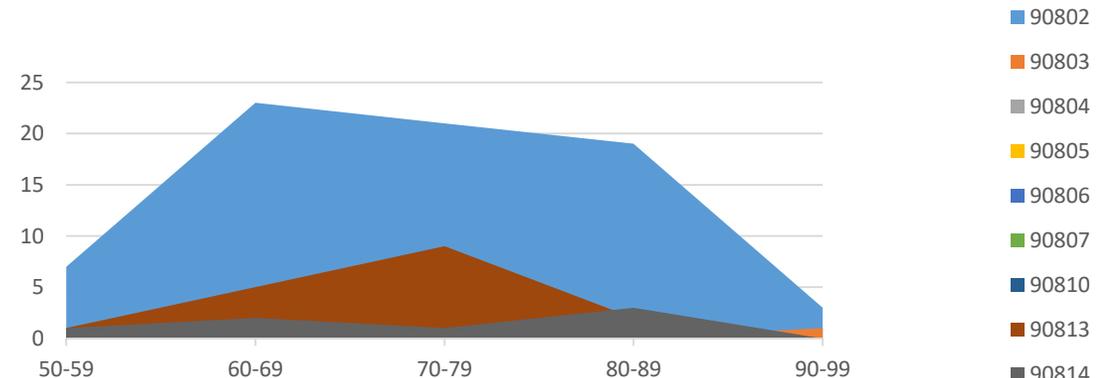
- Diverse age ranges were equally served
 - 33% are 60-69 yrs.
 - 35% are 70-79 yrs.
 - 25% are 80+ yrs.
 - Only 8% were 50-59 yrs.
- Overall, 56% of those served were Female and 44% were male
- Females dominated each age range, with the exception of 60-69 yrs., where there were 20% more males. This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



DHHS Senior Links: Zip Codes Served

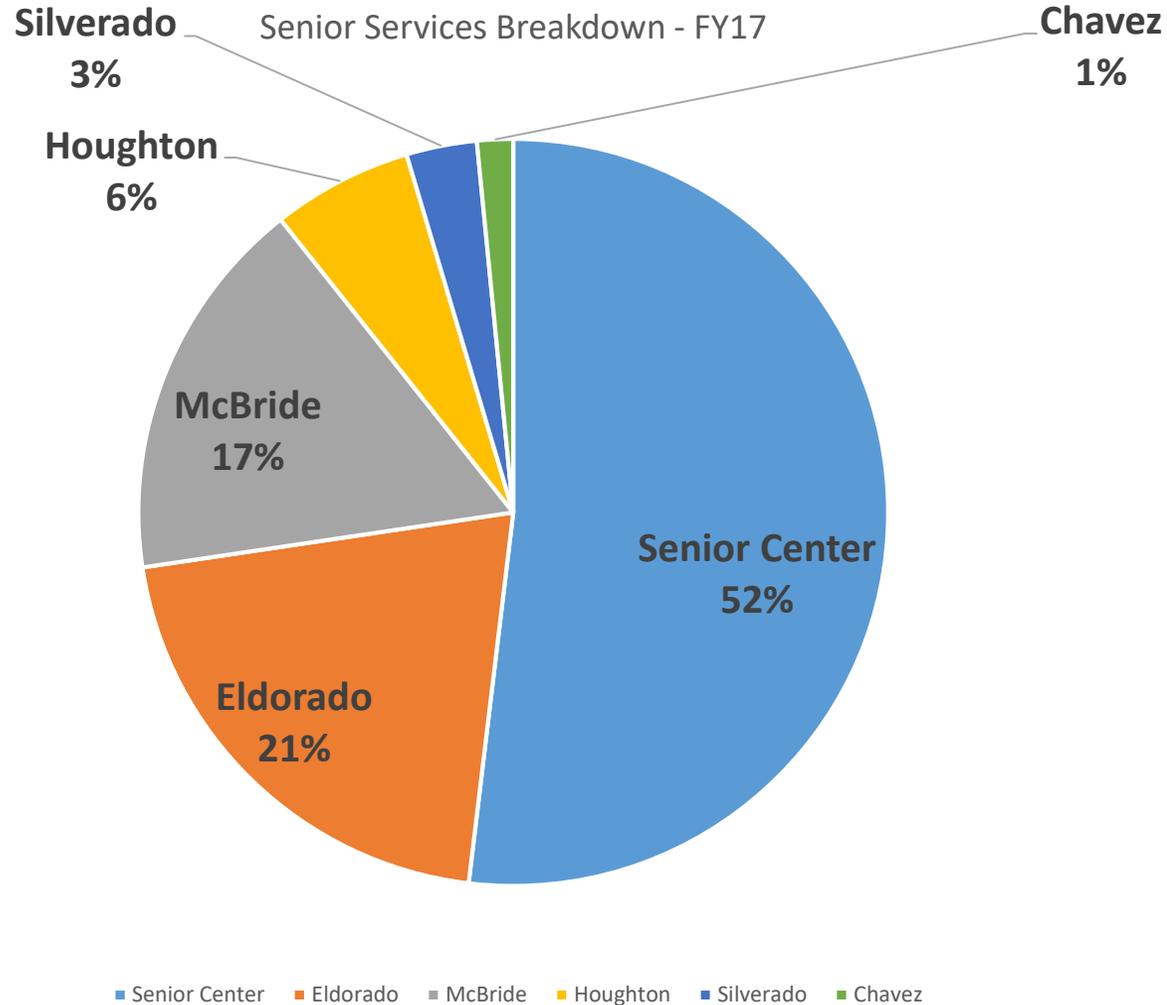
Count of ID	Column Labels									
Row Labels	90802	90803	90804	90805	90806	90807	90810	90813	90814	Grand Total
50-59	7				1			1	1	10
60-69	23	1	4	1	2	1	1	5	2	40
70-79	21		8			3		9	1	42
80-89	19				2			2	3	26
90-99	3	1								4
Grand Total	73	2	12	1	5	4	1	17	7	122

- 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

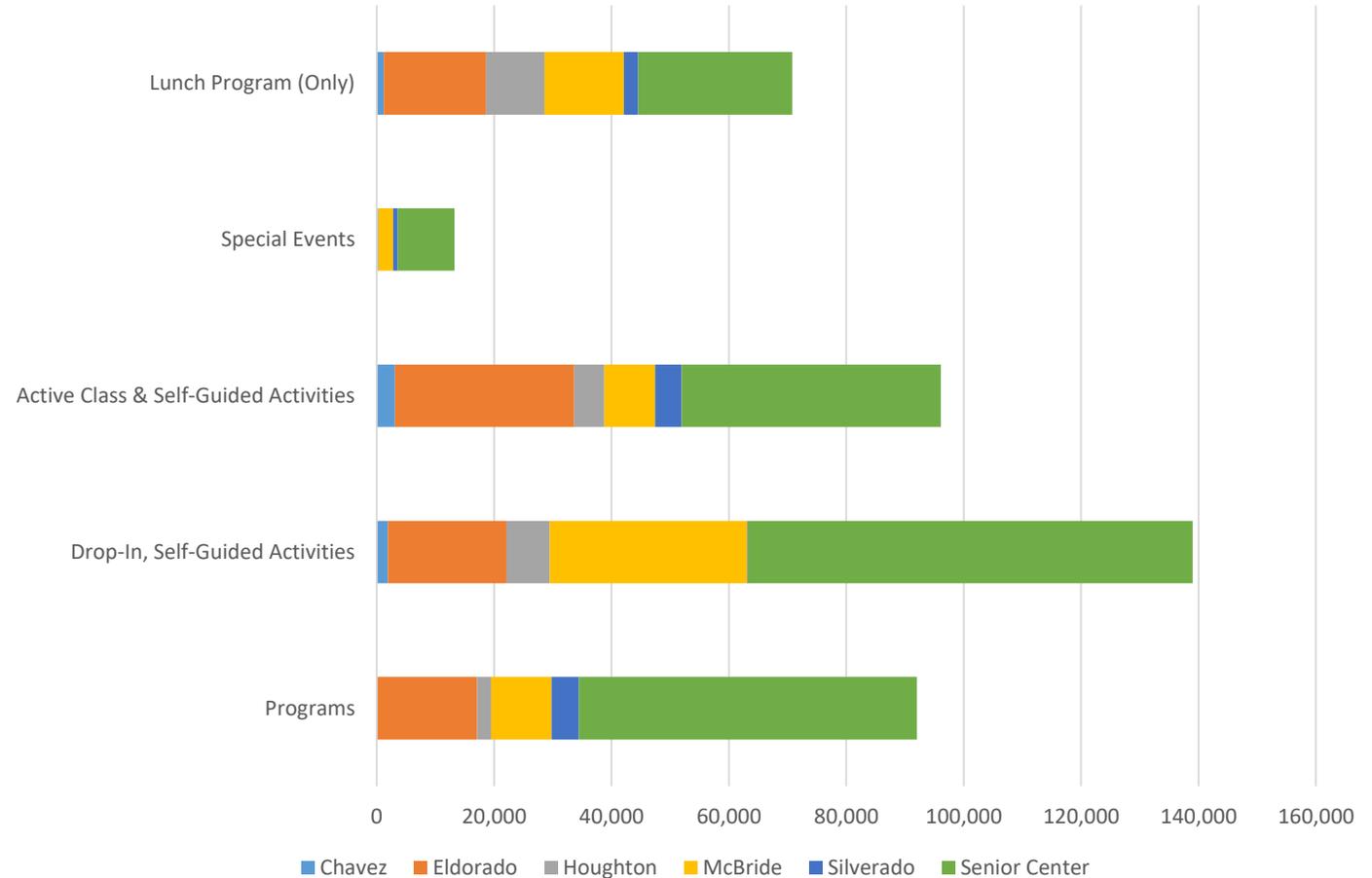


Senior Center	213,438
Eldorado	85,317
McBride	68,676
Houghton	24,910
Silverado	12,529
Chavez	6,379
Total Services	411,249

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.

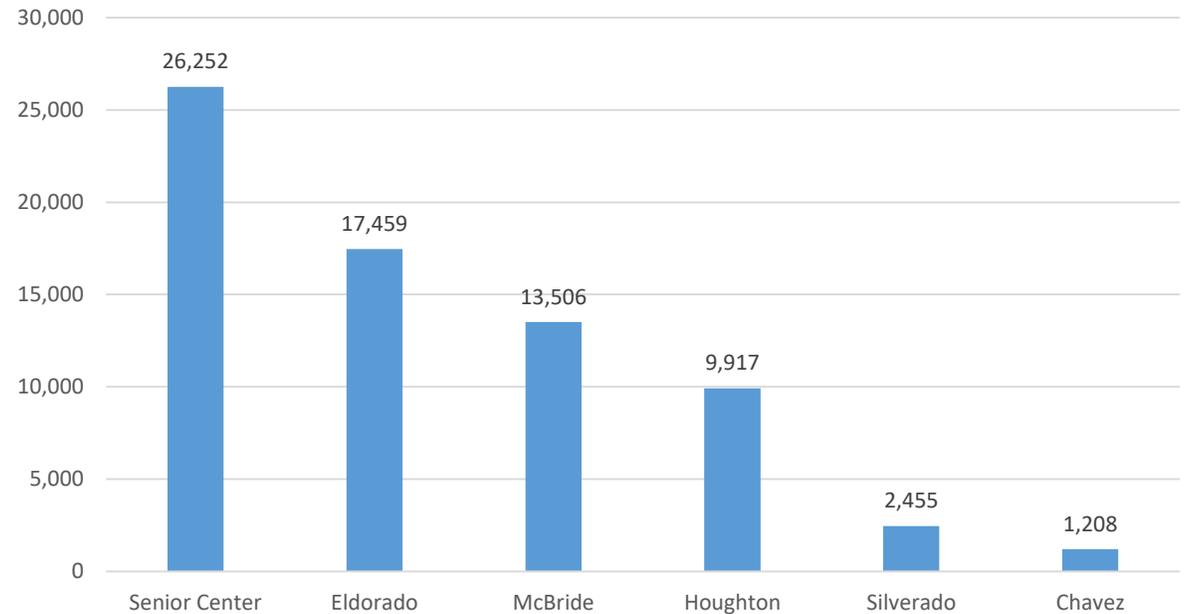
Senior Services Comparison



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



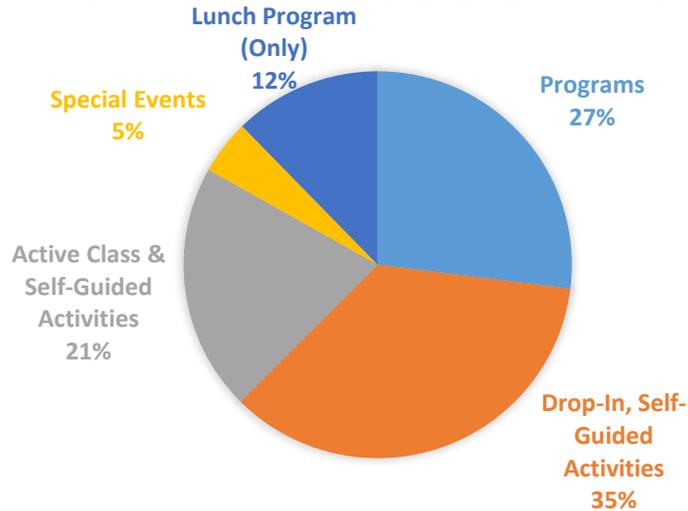
4th Street Senior Center Services - FY17

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

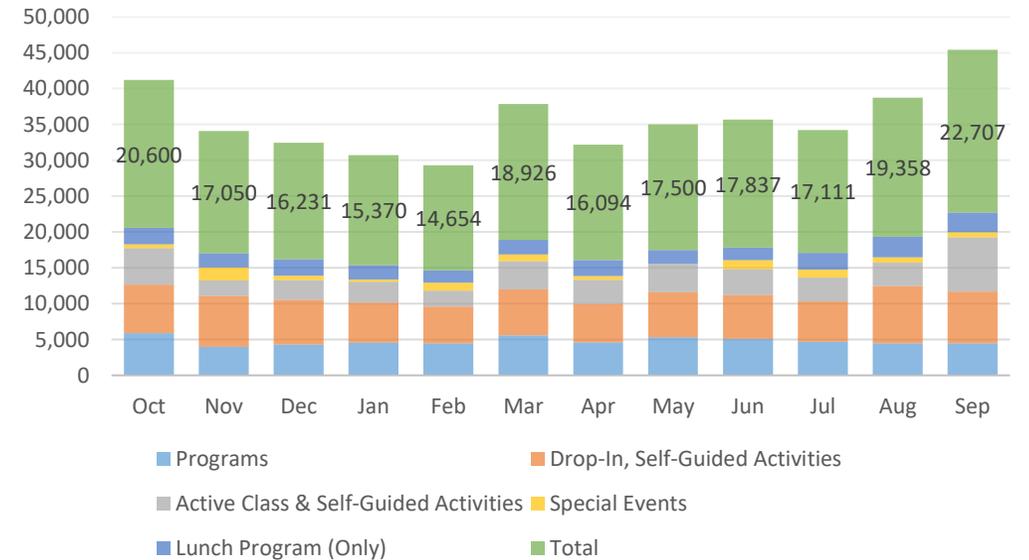
Community Services Supervisor	Elyse Garcia
Daily Avg. Program Participants	890
Daily Avg. Meals	100

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



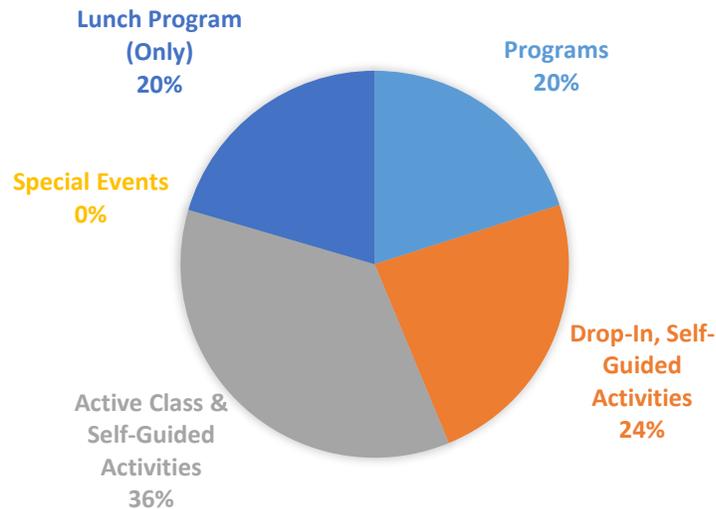
El Dorado Senior Services - FY17

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.

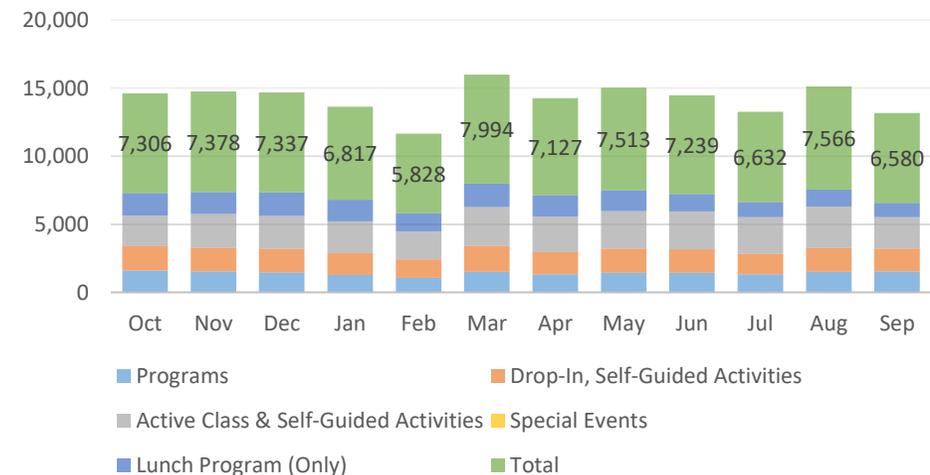
Community Services Supervisor	Sonny Seng
Daily Avg. Program Participants	100's
Daily Avg. Meals	65

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

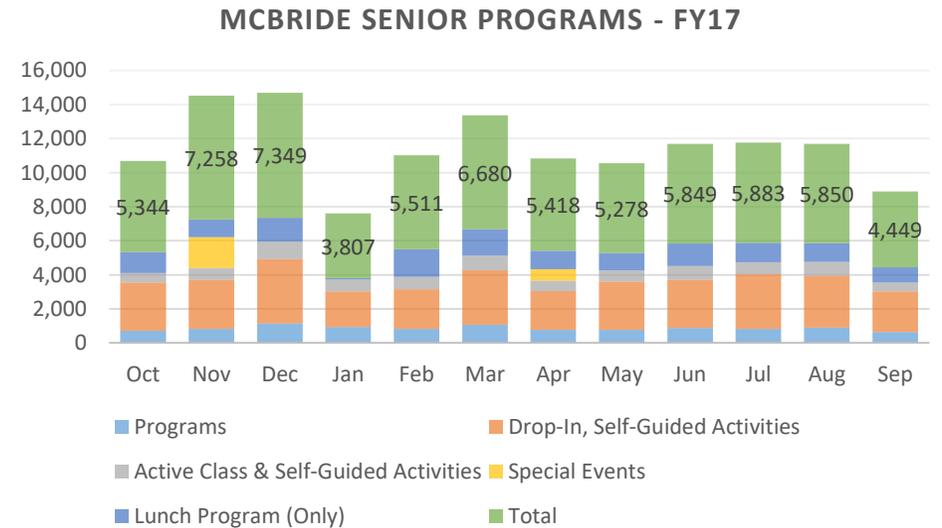
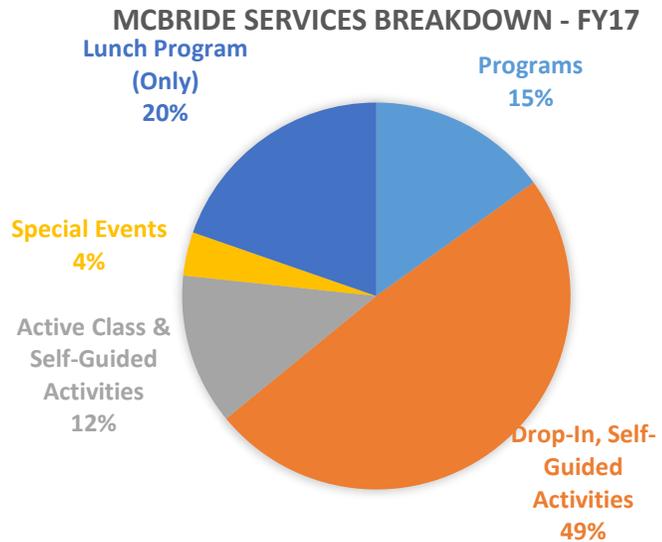


McBride Senior Services Breakdown - FY17

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



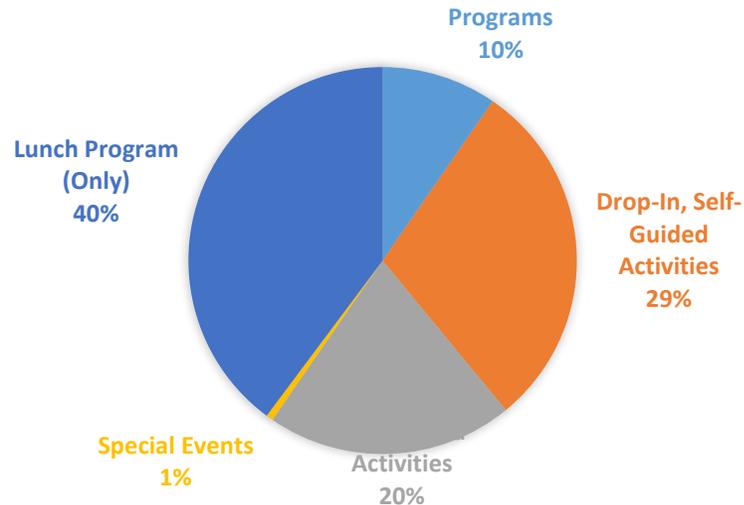
Houghton Senior Services Breakdown - FY17

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



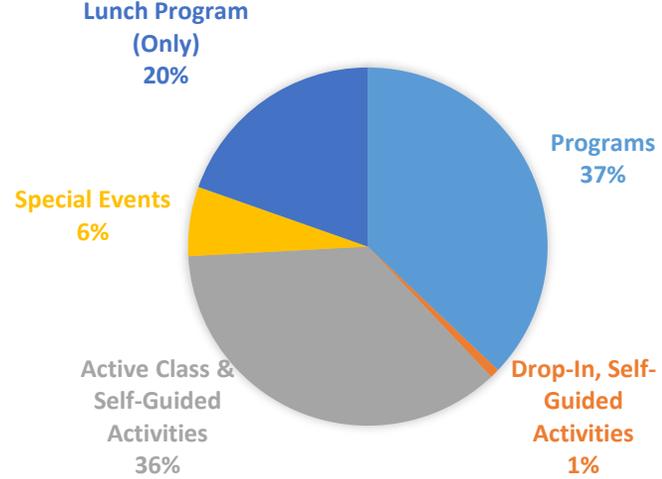
Silverado Senior Services Breakdown - FY17

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

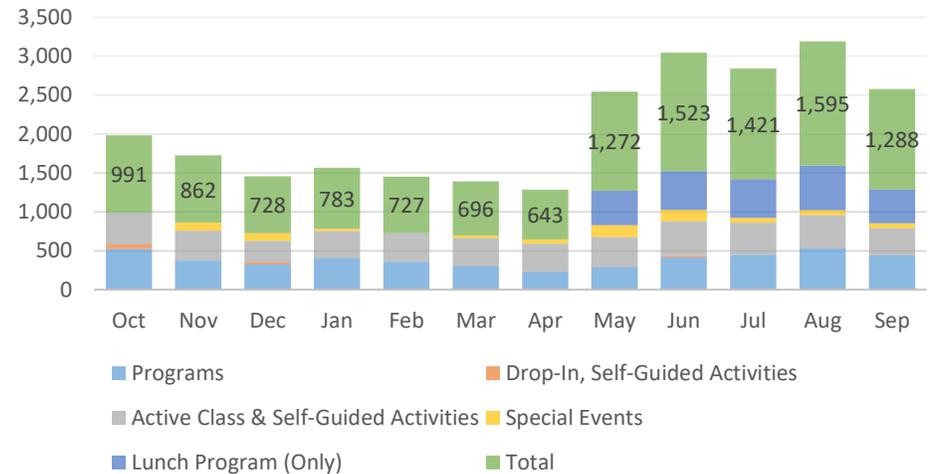
Community Services Supervisor	Etnangte Roeung
Daily Avg. Program Participants	25-60
Daily Avg. Meals	20-40

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 SERVICES BREAKDOWN - FY17



SILVERADO SENIOR PROGRAMS - FY17



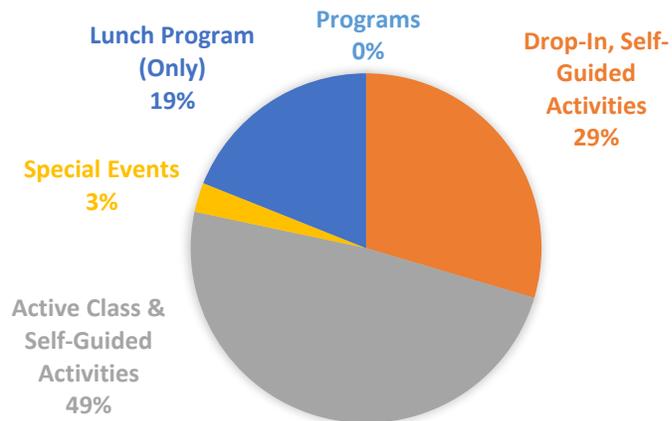
Chavez Senior Services Breakdown - FY17

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

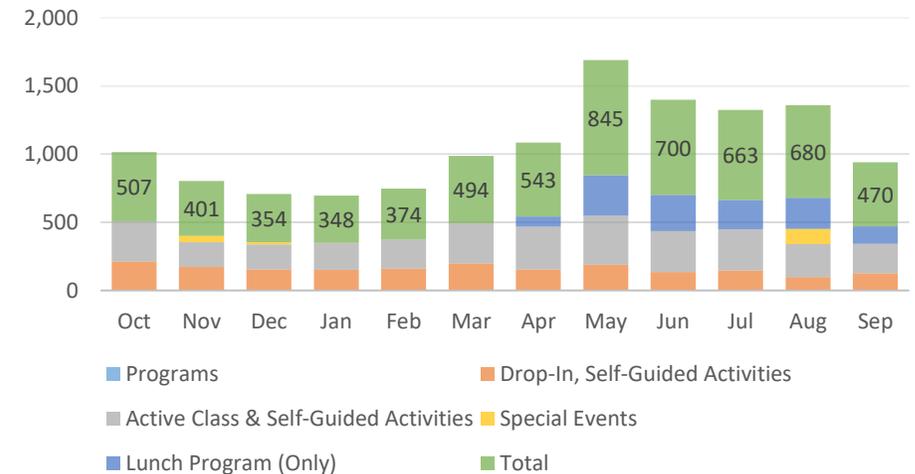
Community Services Supervisor	Heidi Mazas
Daily Avg. Program Participants	4-11
Daily Avg. Meals	5 (previously 15)

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



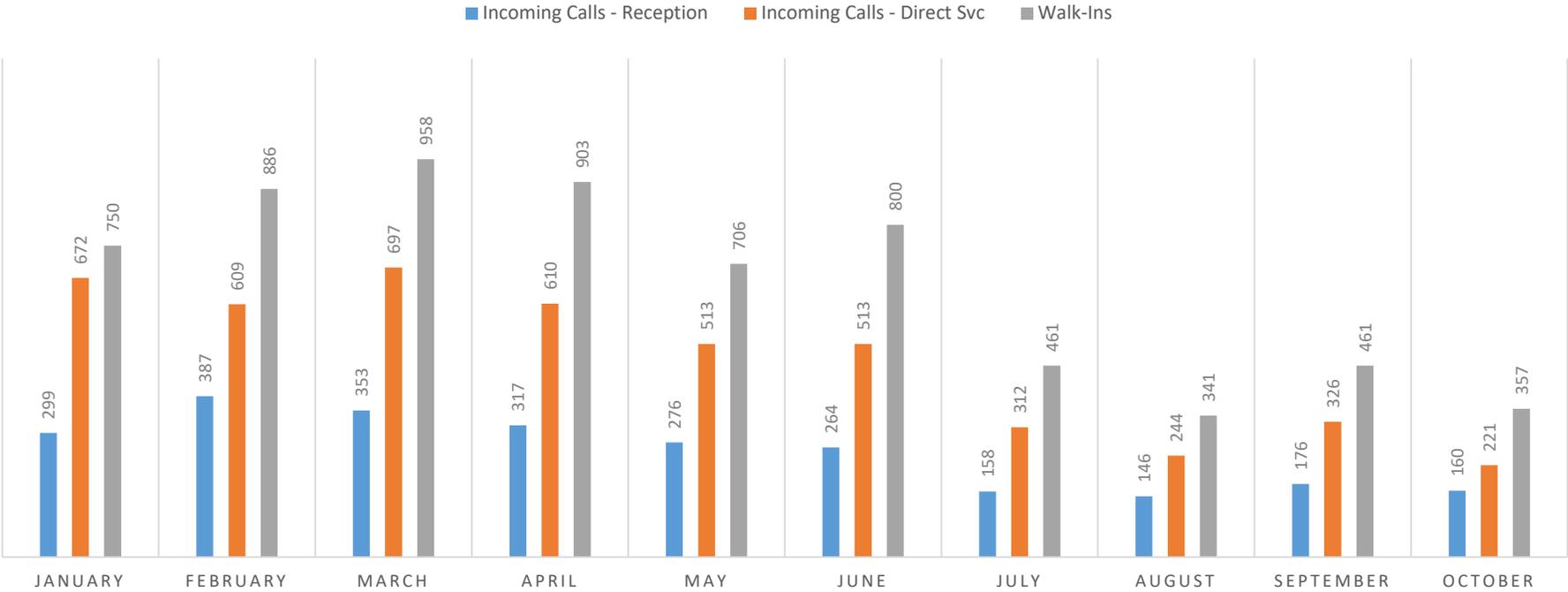
CESAR CHAVEZ SENIOR PROGRAMS - FY17



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

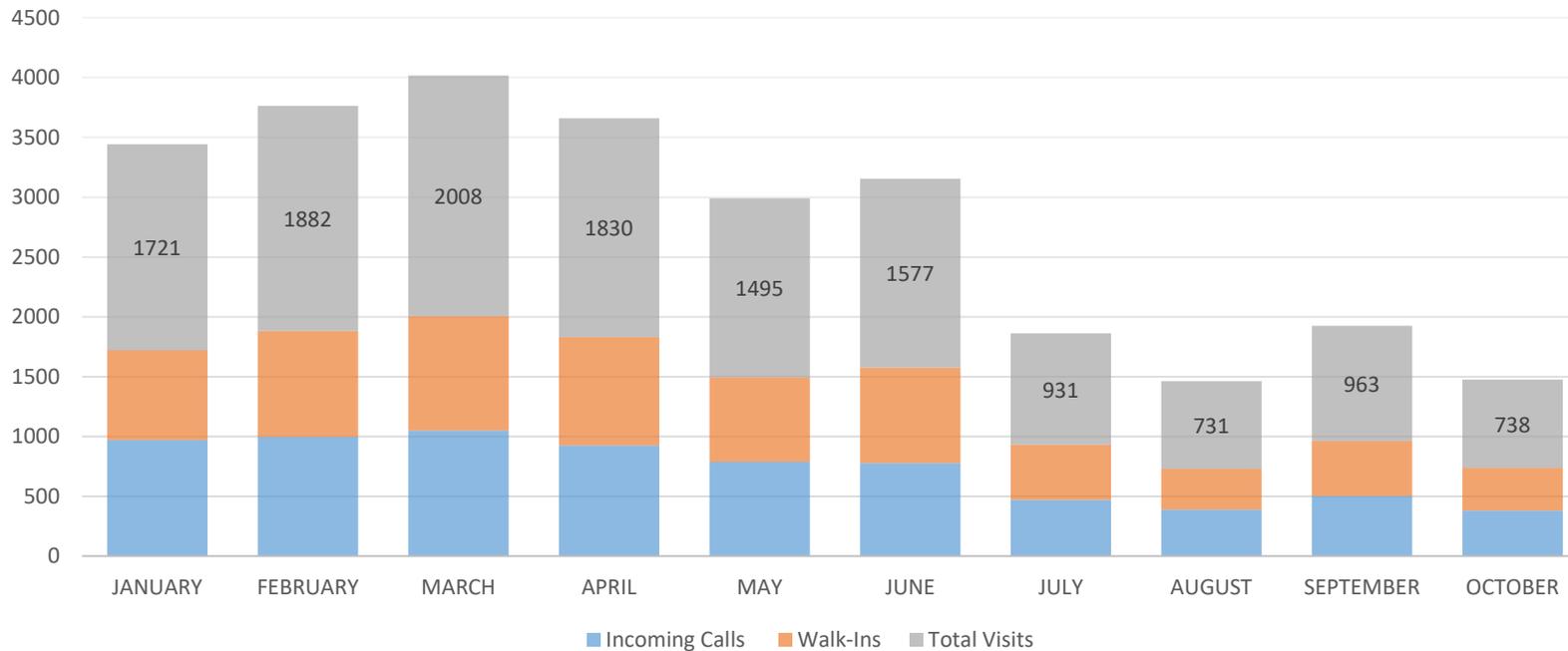


*Caveat that drop in numbers has to do with 1) issues with the new phone system not routing rotary dial calls and 2) volunteers not always capturing stats on a consistent basis

4th Street Senior Center I&A Stats

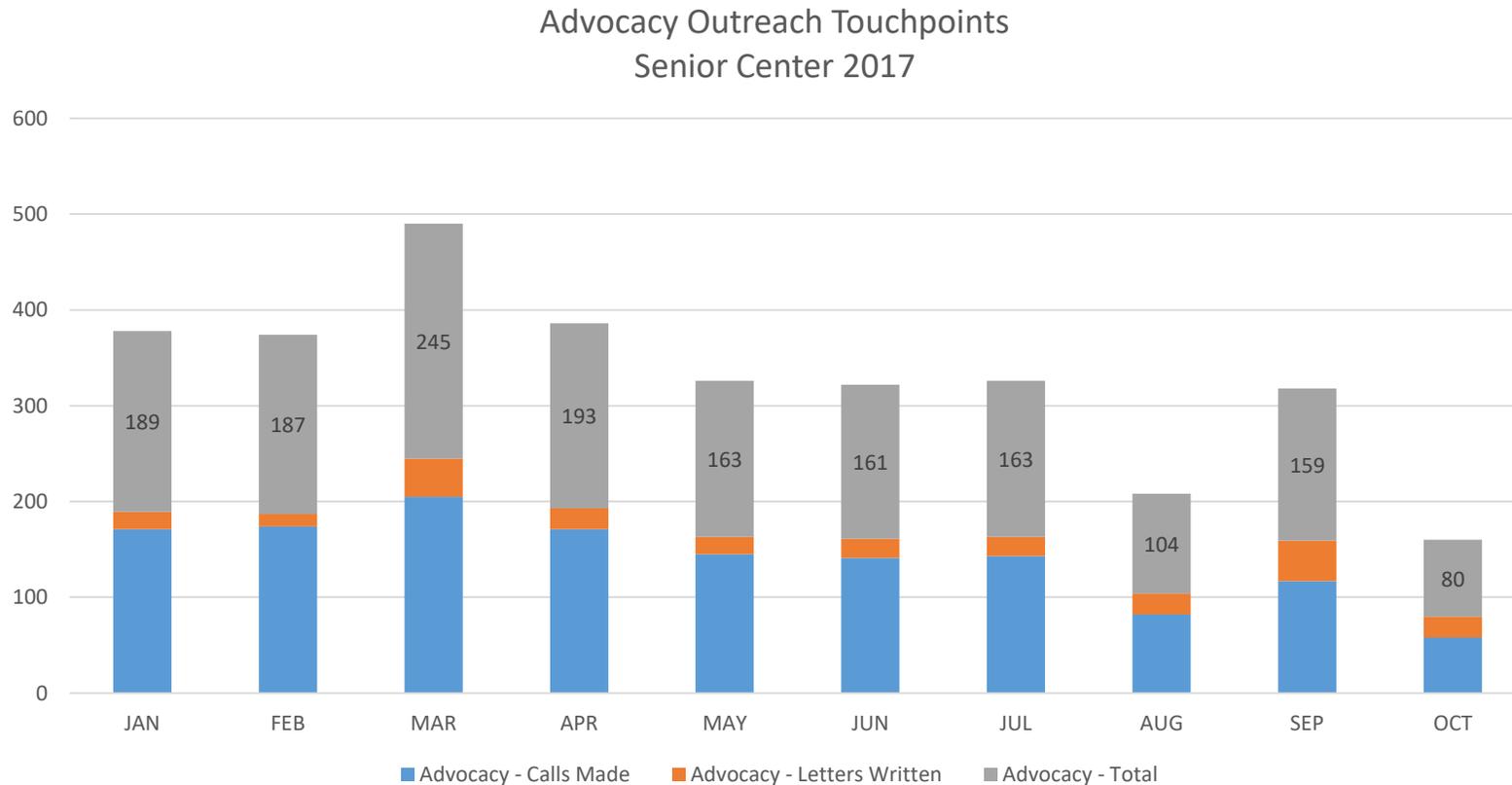
- Consolidated data for all incoming calls, whether to the reception desk or I&A office
- Displays total incoming touchpoints for each month

TOTAL VISITS - SENIOR CENTER 2017



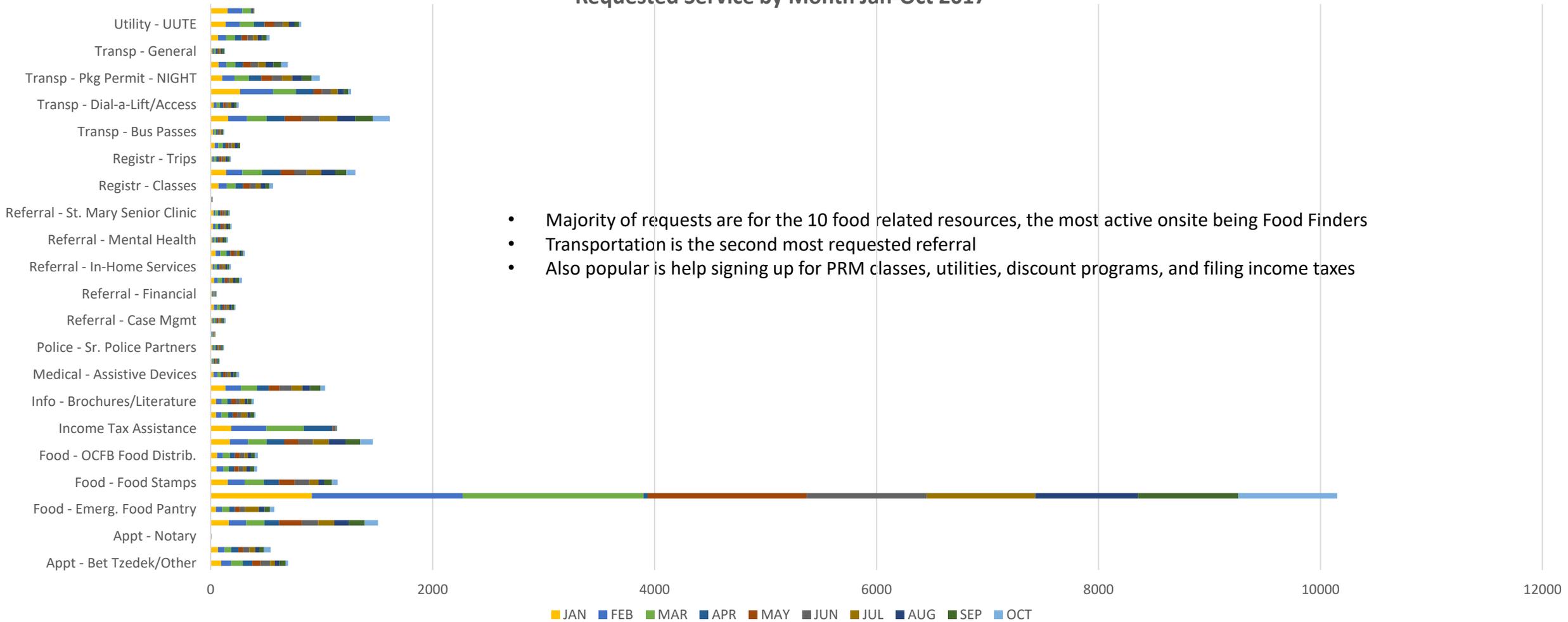
4th Street Senior Center I&A Stats

- 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



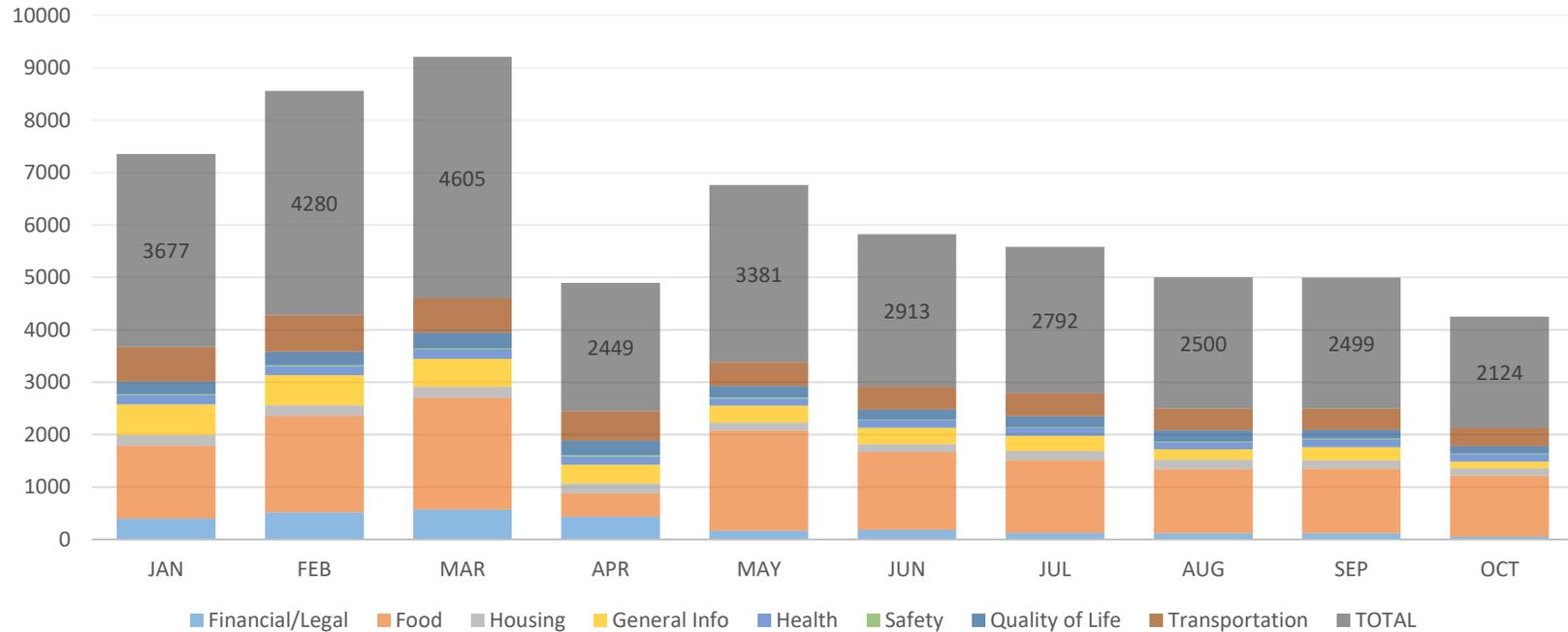
- Majority of requests are for the 10 food related resources, the most active onsite being Food Finders
- Transportation is the second most requested referral
- Also popular is help signing up for PRM classes, utilities, discount programs, and filing income taxes

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

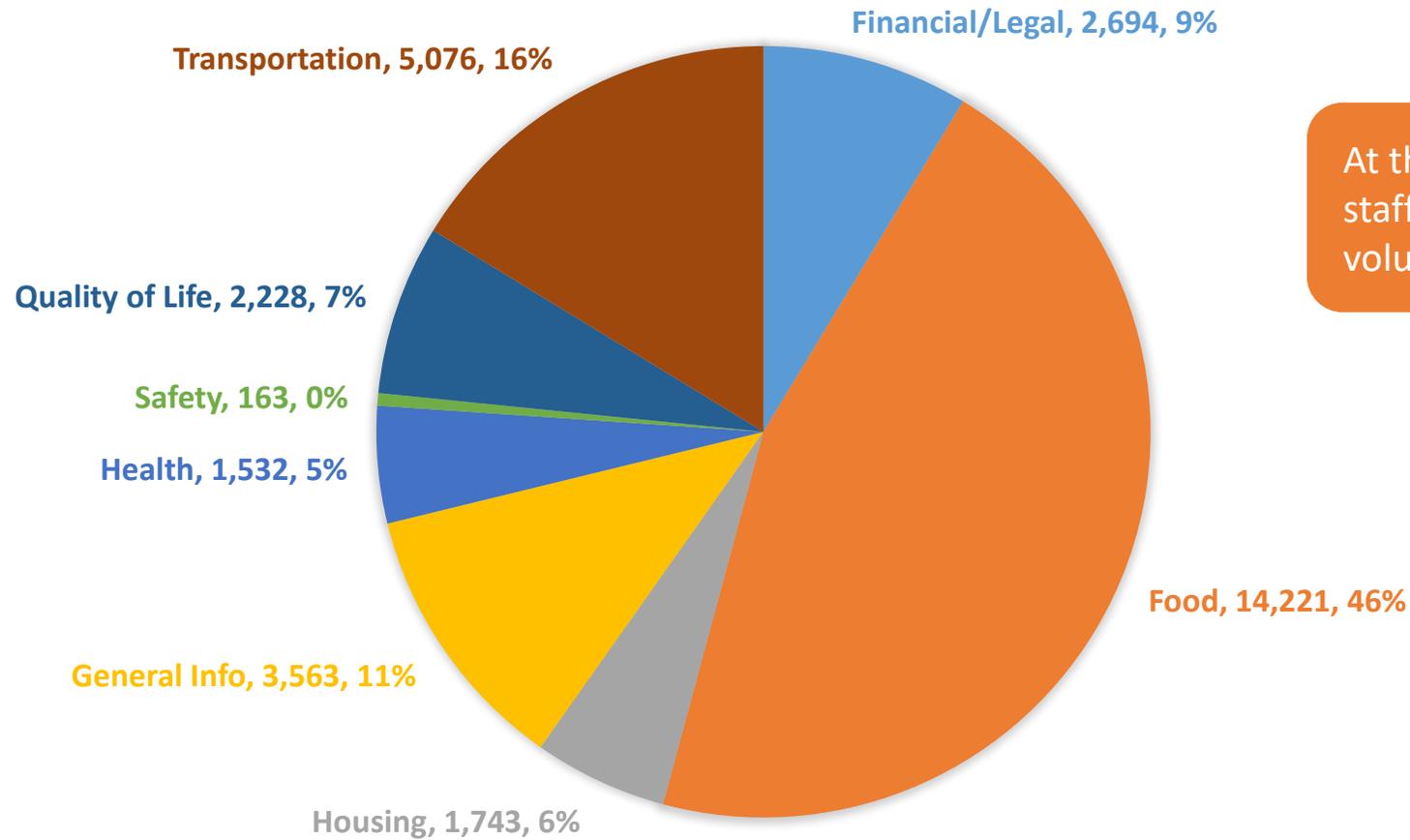
Financial/Legal	Appt - Bet Tzedek/Other
Financial/Legal	Appt - Notary
Financial/Legal	Referral - Financial
Financial/Legal	Referral - Legal
Financial/Legal	Income Tax Assistance
Financial/Legal	Referral - Employment
Financial/Legal	Social Security Issues
Food	Food - Brown Bag Distrib.
Food	Food - Emerg. 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

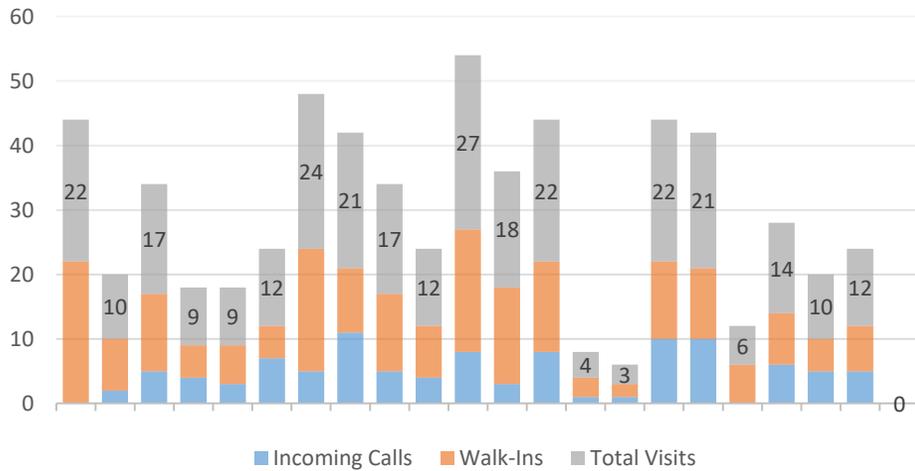


At the time of data collection, the I&A office was staffed by one fulltime employee and part-time volunteers.

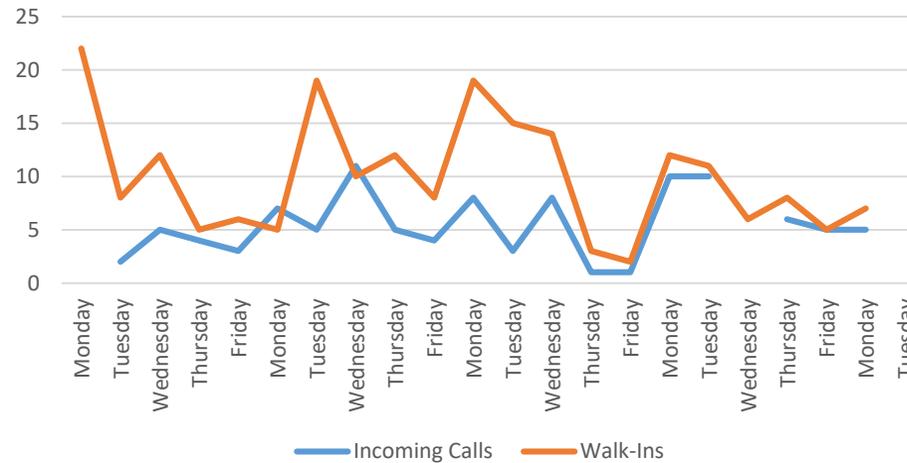
4th Street Senior Center I&A Stats – Oct 2017

- Snapshot of October 2017 for a drilldown on the daily data

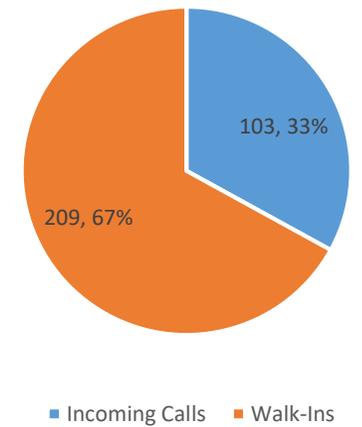
SENIOR RESOURCE CENTER VISITS - OCT 2017



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

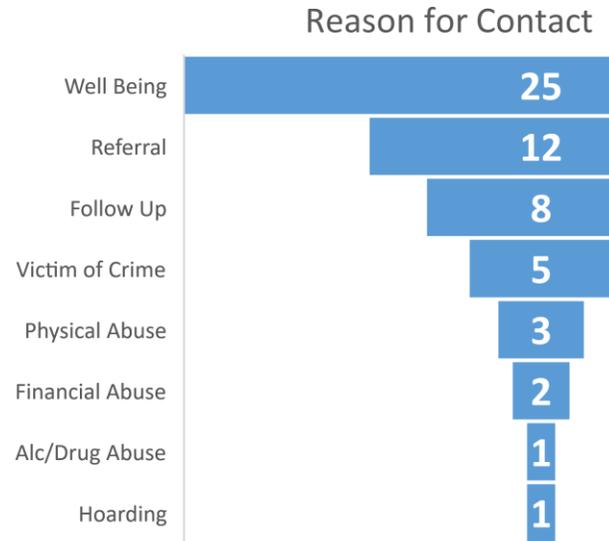
October 2016 - September 2017

- 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

LBPD Senior Police Partners

Snapshot of January – June 2017

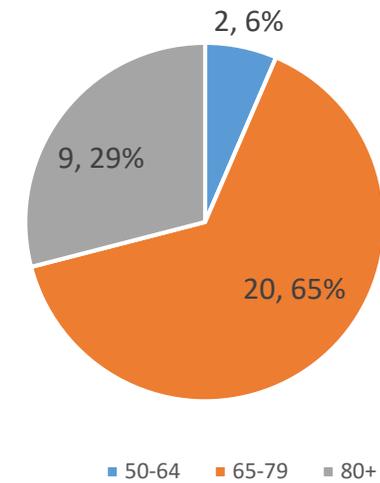


*Please note that a single visit may have multiple reasons for contact

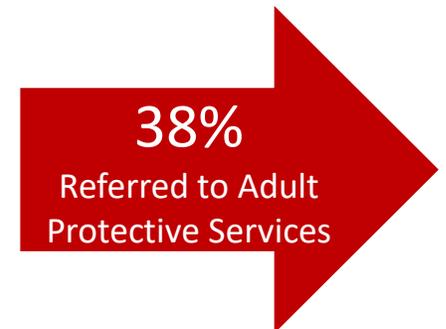
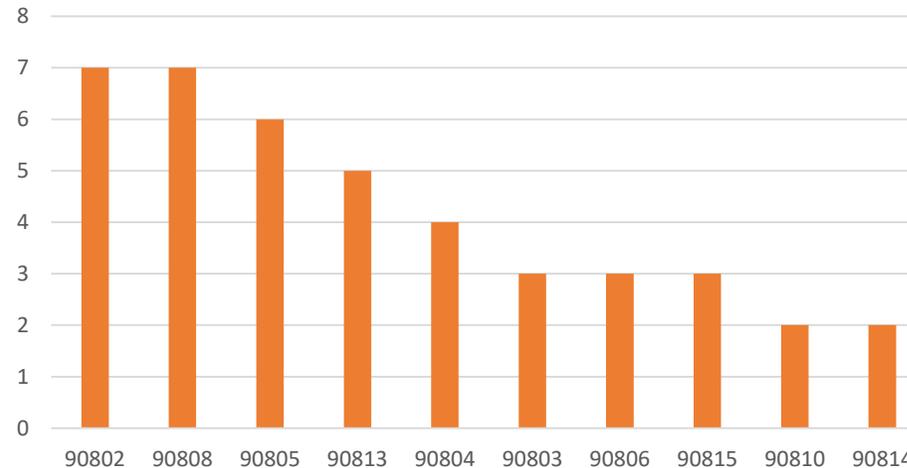


42 Visits Total

Majority of visits were for those aged 65+



Number of Visits by Zip Code





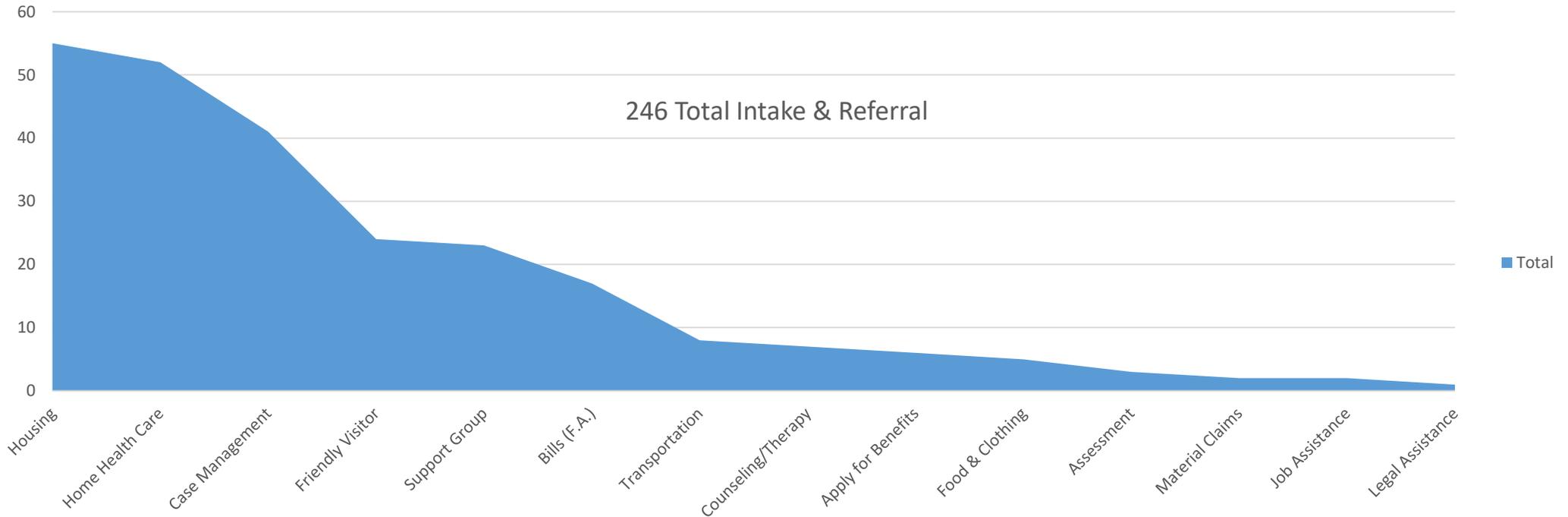
A COMMUNITY HEALED, ONE PERSON, ONE FAMILY AT A TIME

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

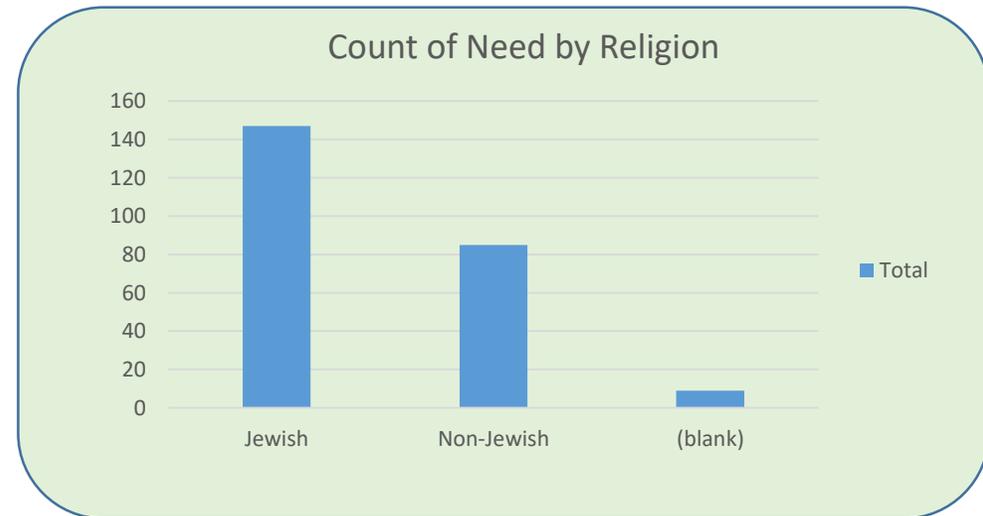
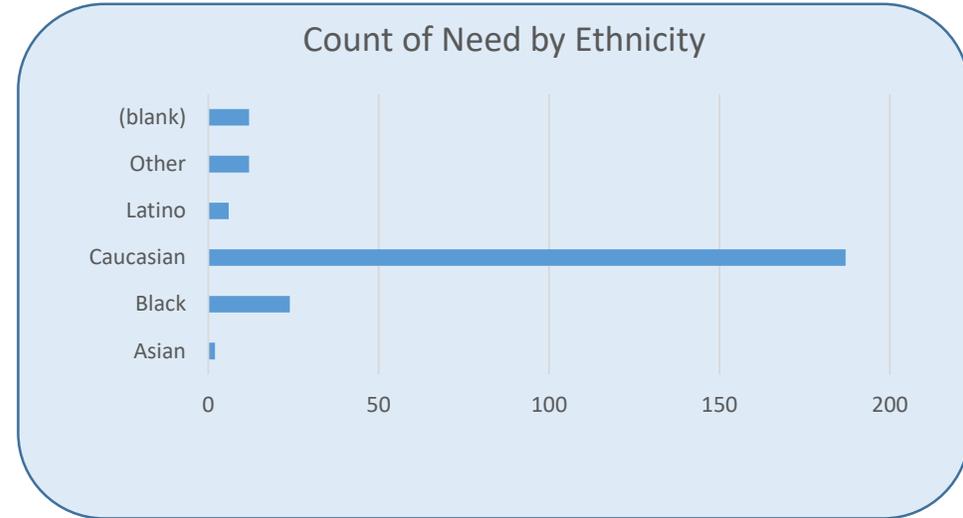
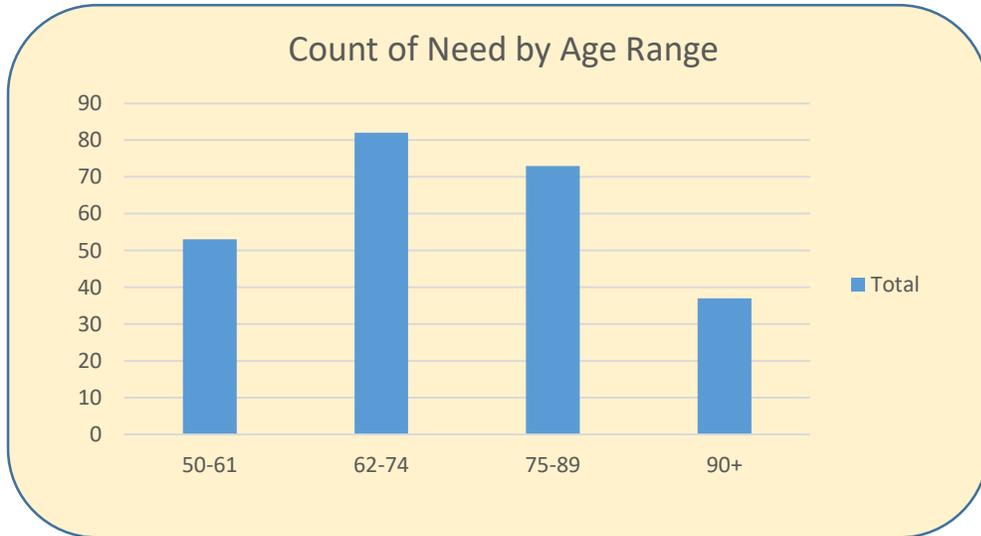




A COMMUNITY HEALED, ONE PERSON, ONE FAMILY AT A TIME

Count of Need by Age Range, Ethnicity and Religion

Sept 2016 – Dec 2017
Ages 50+

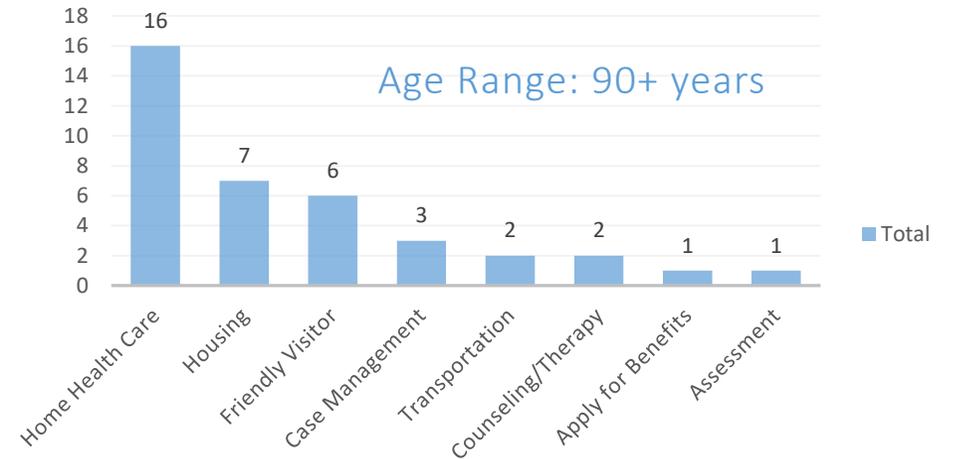
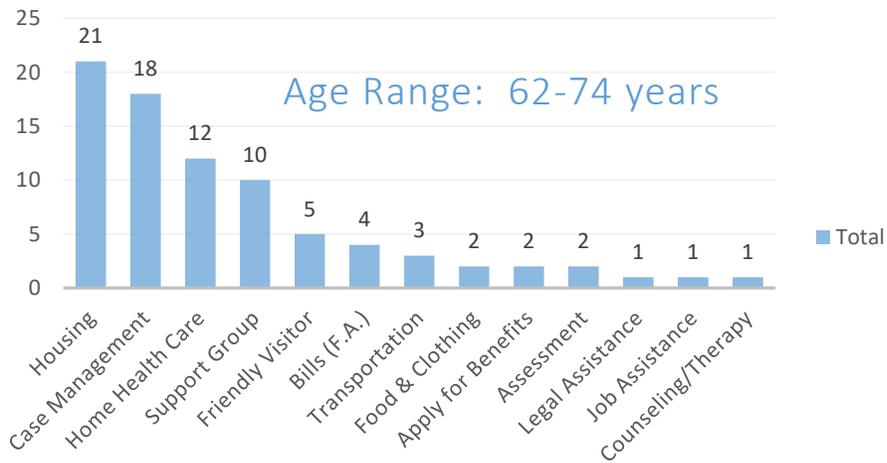
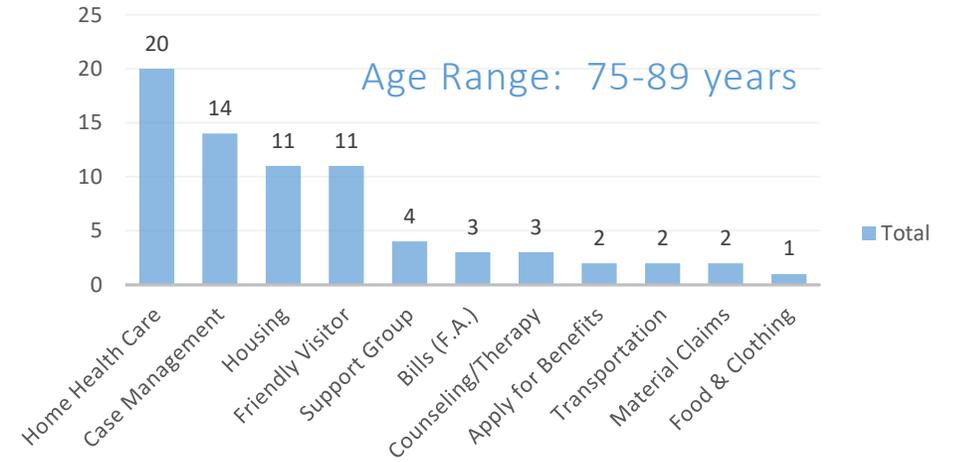
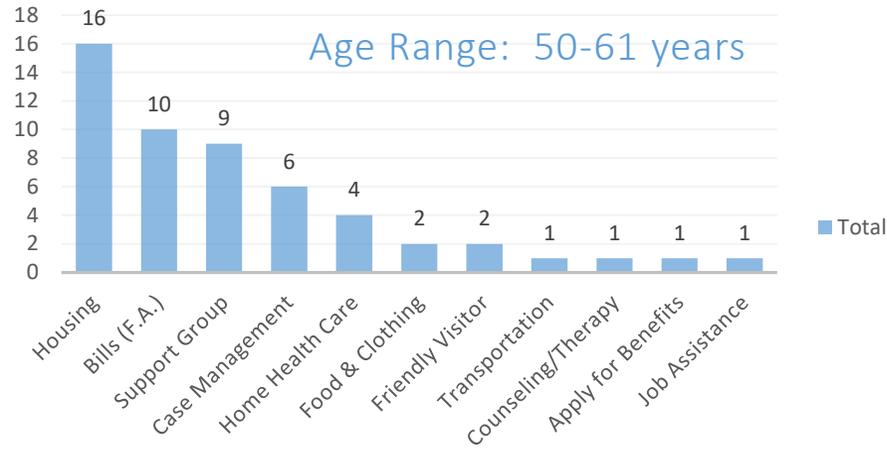




A COMMUNITY HEALED, ONE PERSON, ONE FAMILY AT A TIME

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

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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. 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	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. Higher relocation assistance required for households with seniors, members

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.

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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.

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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.

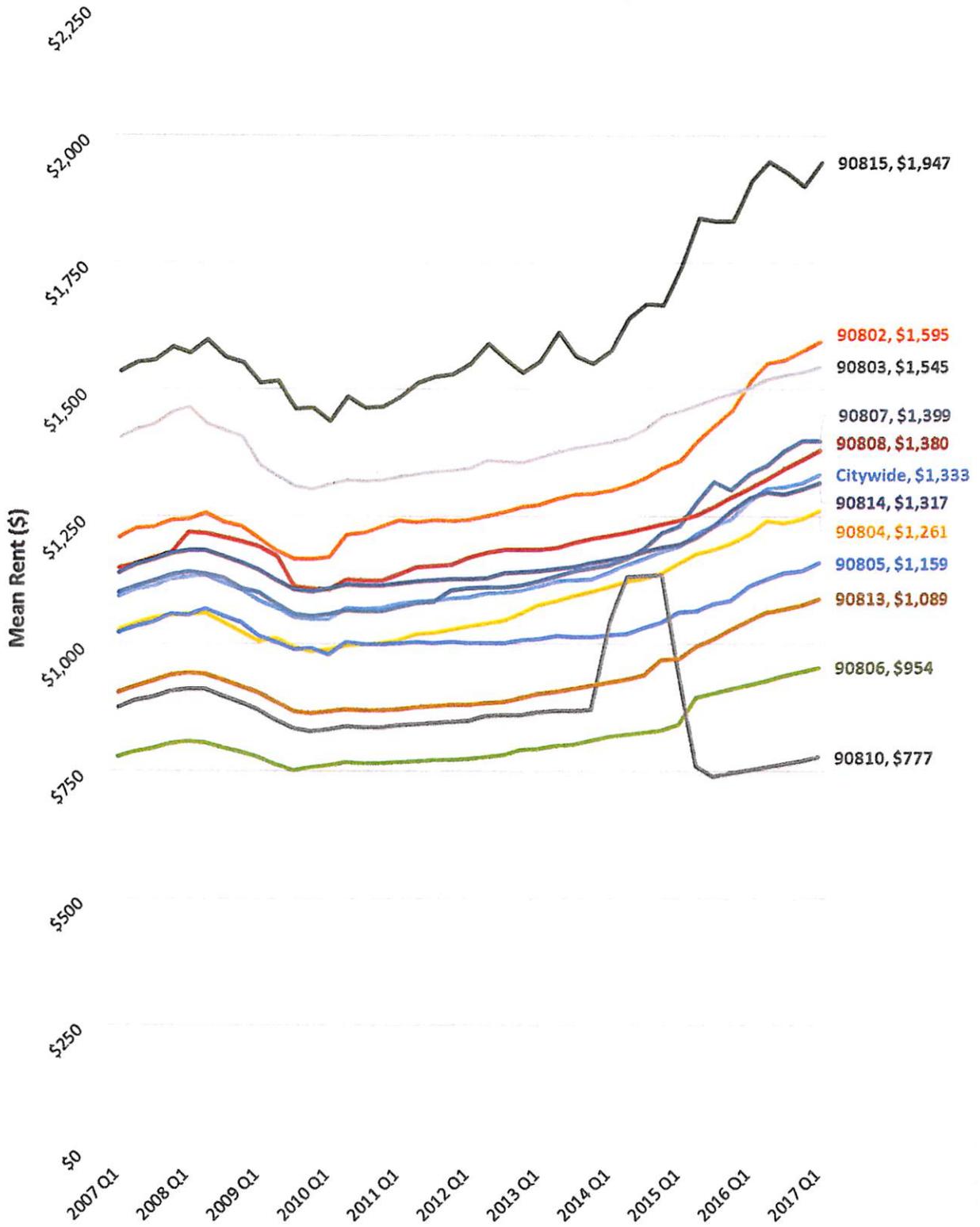
Only one ZIP code, 90810, experienced a decrease in rents between 2012 and 2017. This decrease is likely due to a change in the reported asking rents at both the 348-unit Gold Star Manor senior housing complex and the 410-unit Springdale West apartments. These 748 units comprise 75% of the units for 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)



Variances 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

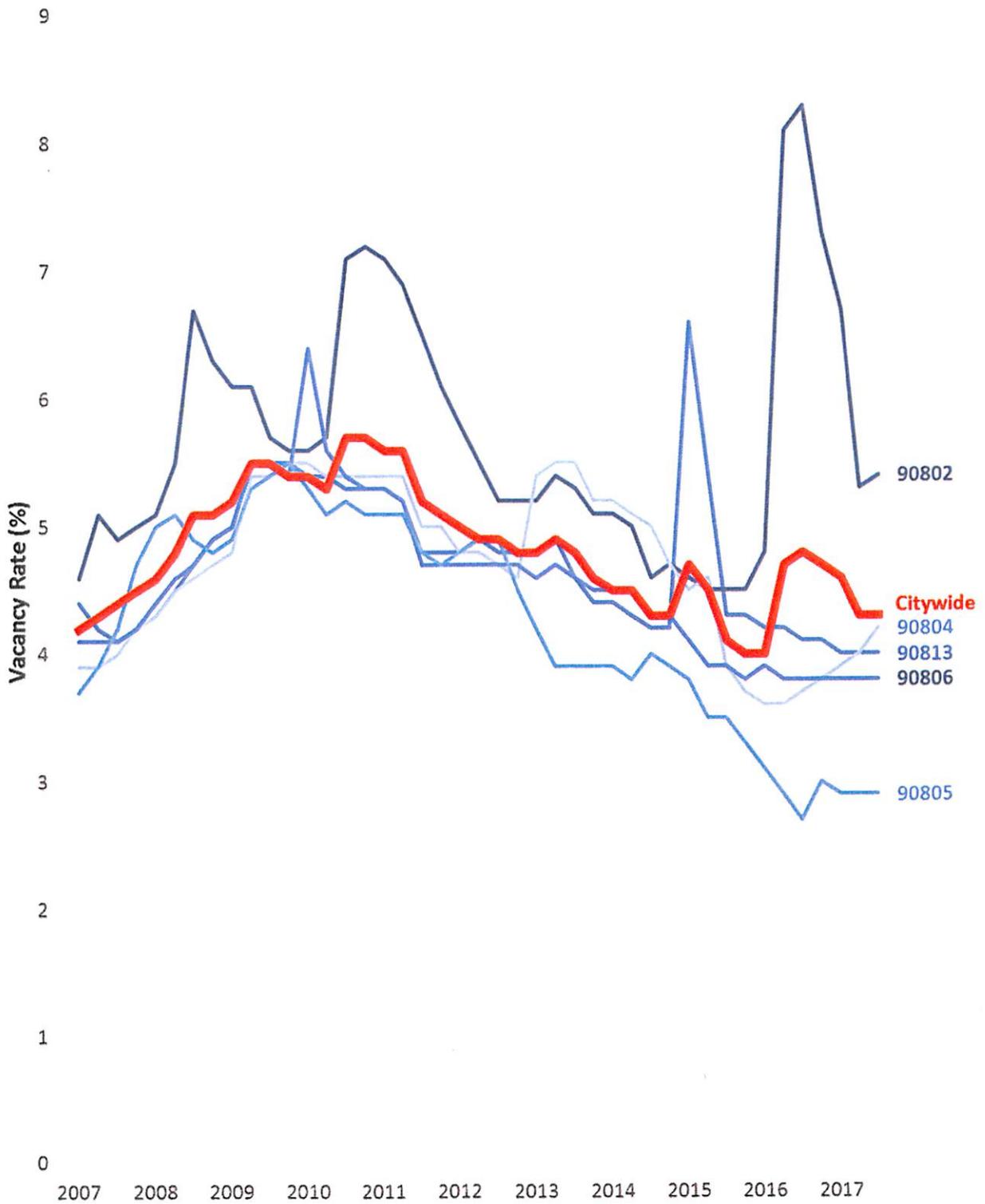
Q1 2016 to 4.6% in 2017, and rose most dramatically in ZIP codes 90802, 90808, and 90815 during this time. In 90802, which includes most of downtown as well as dense residential areas along the coast, this phenomenon can be attributed to large residential rental properties coming online in 2016, specifically 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

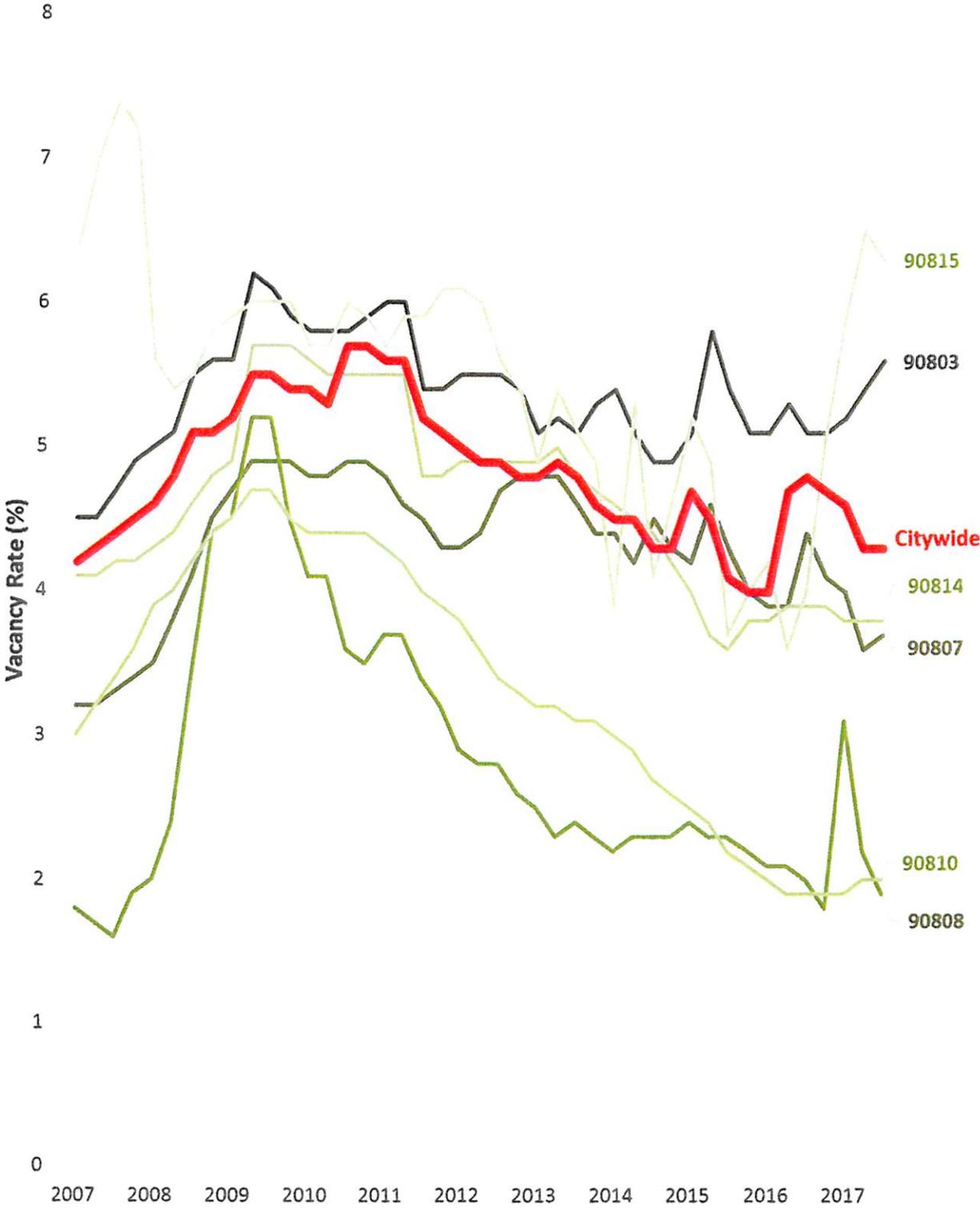
Charts showing vacancy rates by ZIP code are presented on the following two pages. As can be seen on the charts, vacancy rates generally peaked in 2009-2010 following the 2008 recession and since that time have generally trended downward.

Vacancy Rates Top 5 ZIP Codes by Number of Rental Units



Source: CoStar Market Analytics

Vacancy Rates By ZIP Code



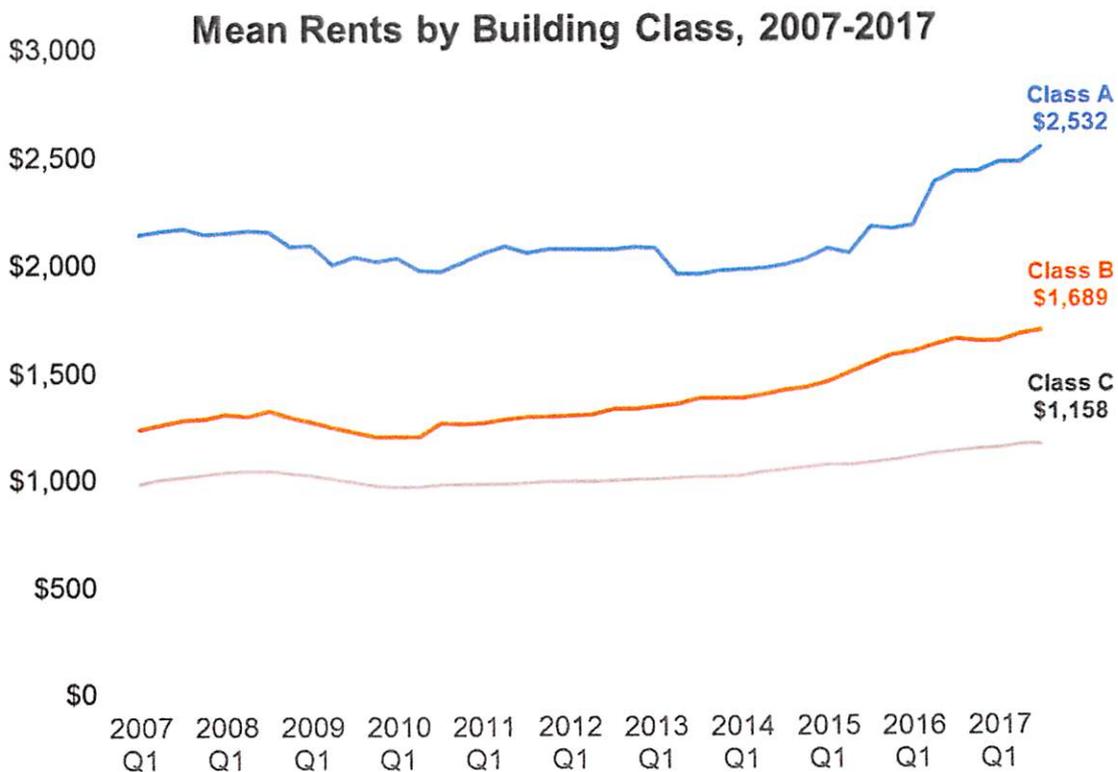
Source: CoStar Market Analytics

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

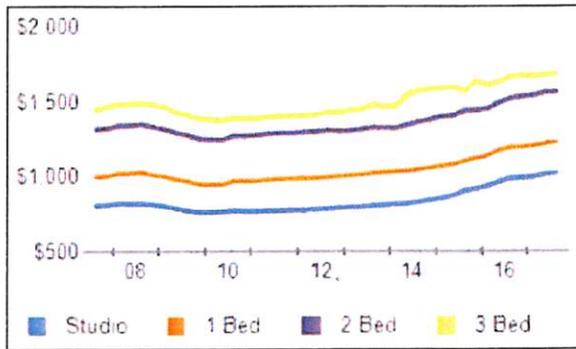
Conclusions

The following conclusions have been derived from the CoStar Market Analytics data presented in this analysis:

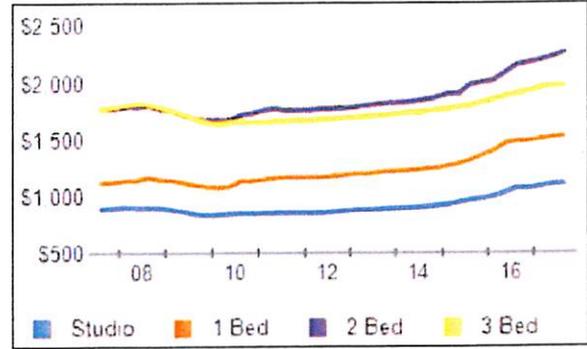
1. In 2010, rents began rebounding from the 2008 recession, and returned to 2007 levels by 2012.
2. During the 2007 to 2017 time period, the citywide vacancy rate reached a peak of 5.7% in 2010, and then over time fell to the current rate of 4.6%.

Report: Long Beach Rental Rates
 Appendix A – Asking Rents Per Unit by Bedroom

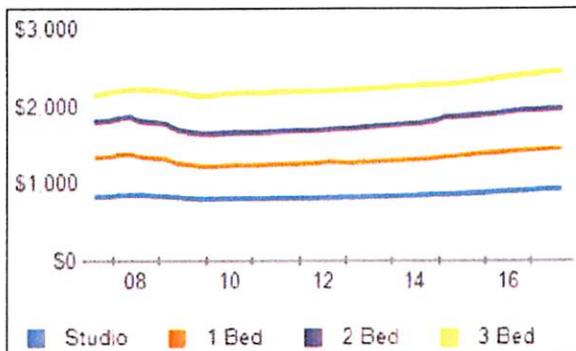
Citywide



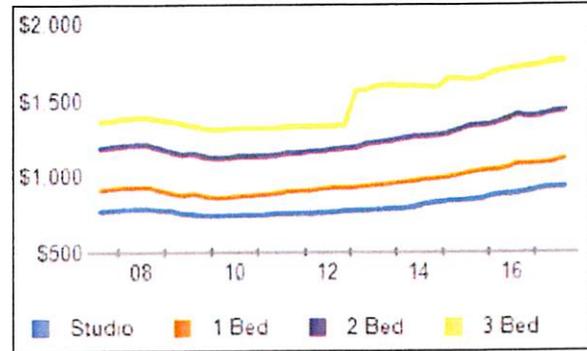
90802



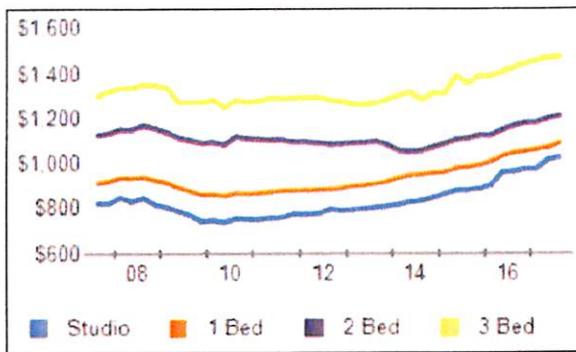
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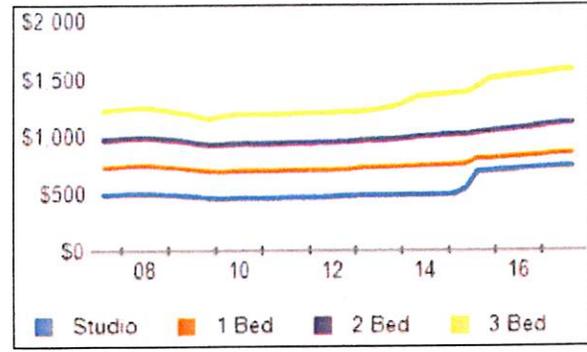
90804



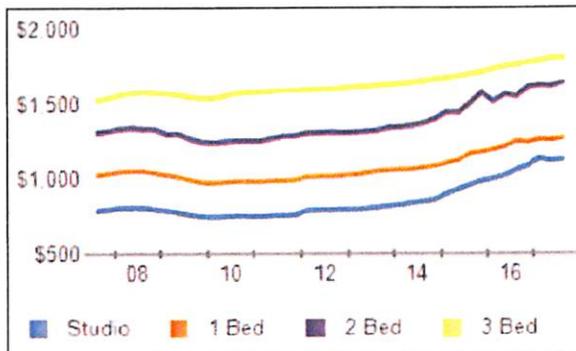
90805



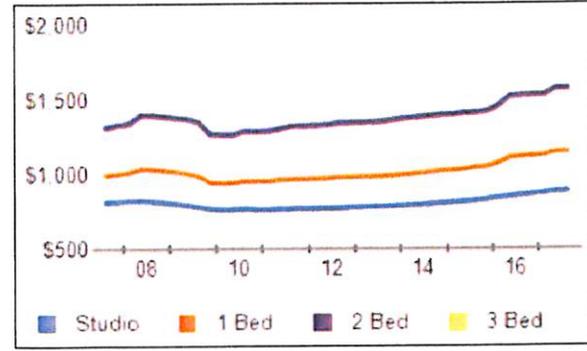
90806



90807

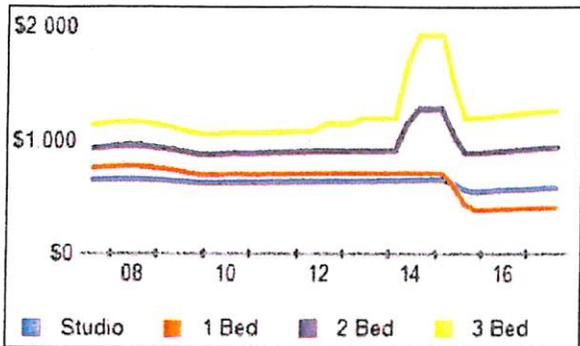


90808

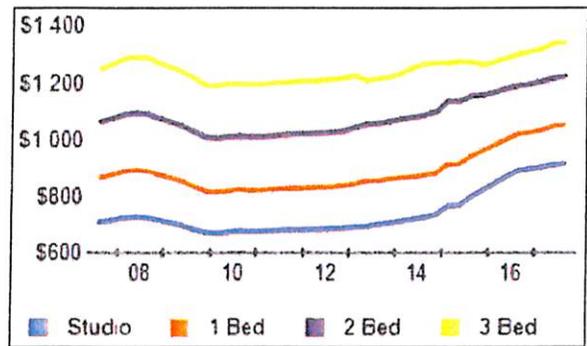


Report: Long Beach Rental Rates
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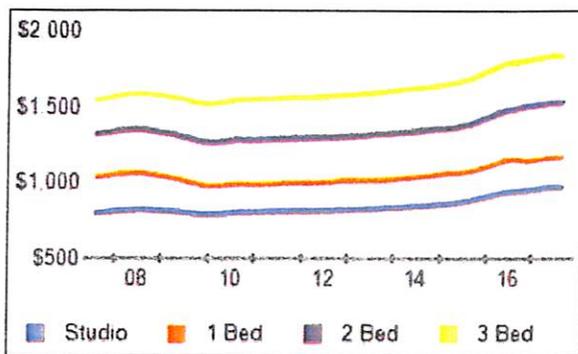
90810



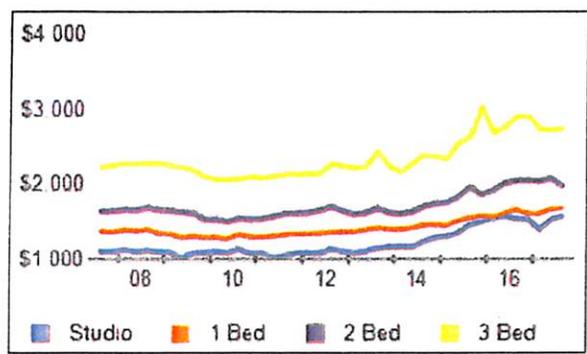
90813



90814



90815



Source: CoStar Market Analytics

APPENDIX G – STAKEHOLDER FOCUS GROUPS

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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@nccab.org
Josh Butler	Housing Long Beach	jbutler@housinglb.org
Jeff Wood	Long Beach City College	jwood@LBCC.edu
Johé Rivera	LiBRE	JRIVERA JRIVERA@WEARELiBRE.ORG
Darick J Simpson	LB CAP	DSimpson@LB CAP.org
Alison King	HACLB	alison.king@longbeach.gov
Myron Wulfin	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 | • Richmond |
| • Berkeley | • San Diego |
| • Carson | • San Francisco |
| • Fremont | • San Jose |
| • Glendale | • San Leandro |
| • Hayward | • Santa Monica |
| • Los Angeles | • Thousand Oaks |
| • Oakland | • Ventura |
| • Rialto | |



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 | • Oakland |
| • Carson | • Pasadena |
| • Concord | • Santa Monica |
| • Glendale | • Ventura |
| • Moreno Valley | • 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?

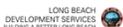
- 5** I strongly support this recommendation.
 - I am enthusiastic about the recommendation and I am confident that it expresses the best wisdom of the group.
- 4** I support this recommendation.
 - I support this recommendation, and I think it is the best choice of the options available to us.
- 3** 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

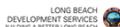
Small Group Discussion – 30 mins.

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



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



Tenant Protections Focus Group

City of Long Beach Development Services

Date: August 14, 2018

Name	Organization	Email
Jessica Quintana	Centro CITA Inc.	jessica@centrocta.org
Andrea Donado	Long Beach ICO	andrea@gratorlongbeachico.org
Susanne Browne	LAFLA	sbrowne@LAFLA.org
Christine Petit	Long Beach Forward	christine@lbfoward.org

Tenant Protections Focus Group

City of Long Beach Development Services

Date: August 29, 2018

Name	Organization	Email
Janet Lee	spca-social	janet.lee@spca-social.com
Ethan Hutchison	SPCA-SOCAL	ethan@spca-social.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@sposocal.com
MARCUM PENDERT	SFOA	MFC11215@AOL.COM
Fred Sutton	CAA	fsutton@caanet.org
Bob McCabe	R.C. Solutions	Bob@BobMcCabe.Com
Gary Delu		Gary@Gardel.com
Christine Schechter	PWR Pacific West Association of Realtors	Christines@pwr.net
Joani Weir	Better Housing for LB	Joaniweir@aah.com
B. Ramar Spur	AAESB	Ramar@spwrmanagement.com

Tenant Protections Focus Group

AUGUST 2018

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH

CITY OF LONG BEACH

Agenda

- Introductions
- Background & Purpose
- Process
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LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH

CITY OF LONG BEACH

Introductions

Focus Group Invitees

- Apartment Association, California Southern Cities
- Apartment Owners Association
- Better Housing for Long Beach
- California Apartment Association
- Minority Property Owners Association
- Pacific West Realtors
- Small Property Owners Alliance of Southern California
- Spurr Management

LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH

CITY OF LONG BEACH

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LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH

CITY OF LONG BEACH

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LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH

CITY OF LONG BEACH

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LONG BEACH DEVELOPMENT SERVICES BUILDING A BETTER LONG BEACH

CITY OF LONG BEACH

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LONG BEACH
DEVELOPMENT SERVICES
BUILDING A BETTER LONG BEACH

CITY OF
LONG BEACH

Process

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CITY OF
LONG BEACH

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CITY OF
LONG BEACH

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- 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

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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

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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

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
- Corte 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

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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



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
JESALEA ENGIN	UCC
JESSICA GUINTEA	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 Browne	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.

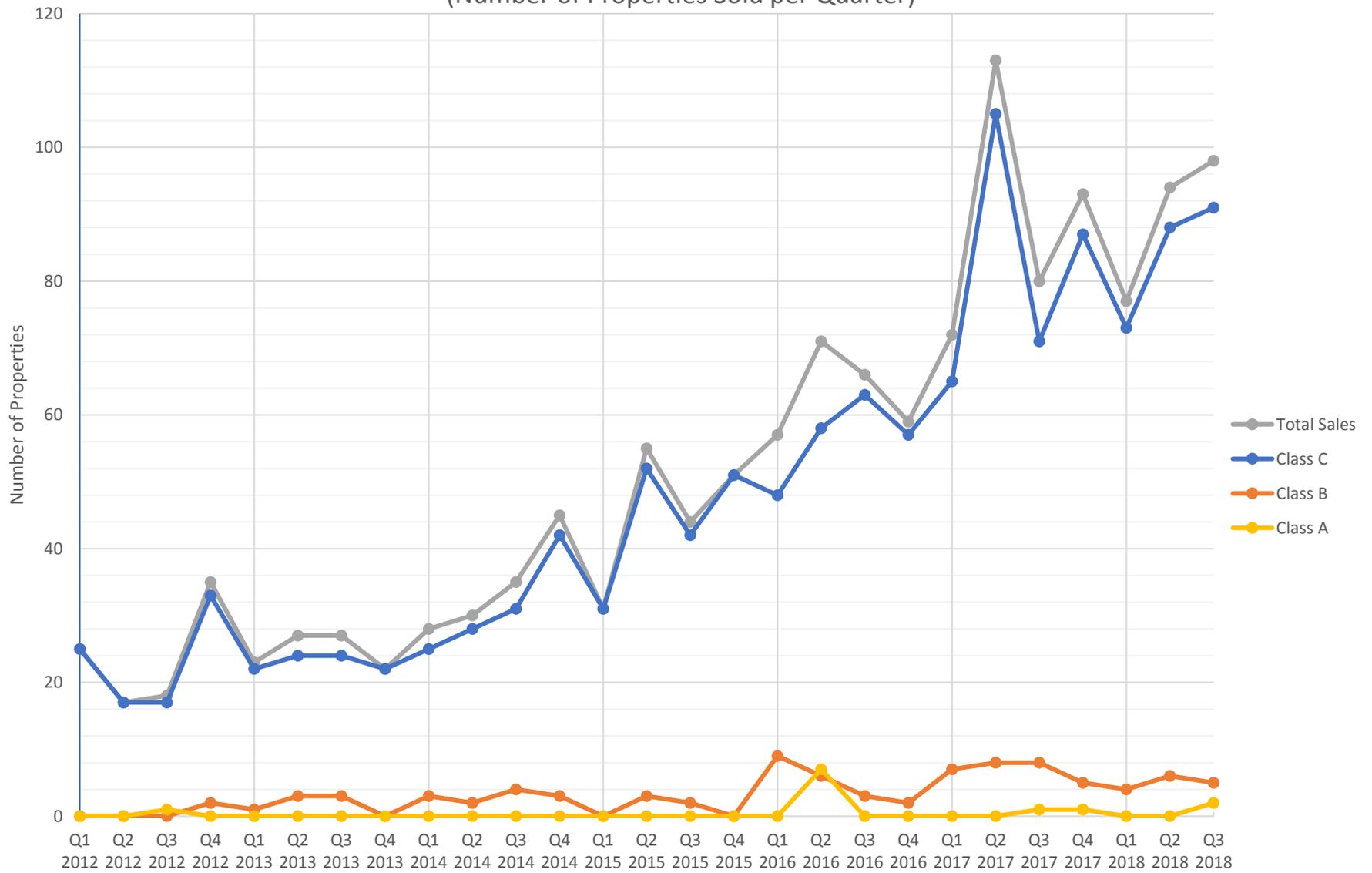
Meeting of the Minds Focus Group 2

October 2018



City of Long Beach Sales Volumes, Q1 2012 through Q3 2018
 (Number of Properties Sold per Quarter)

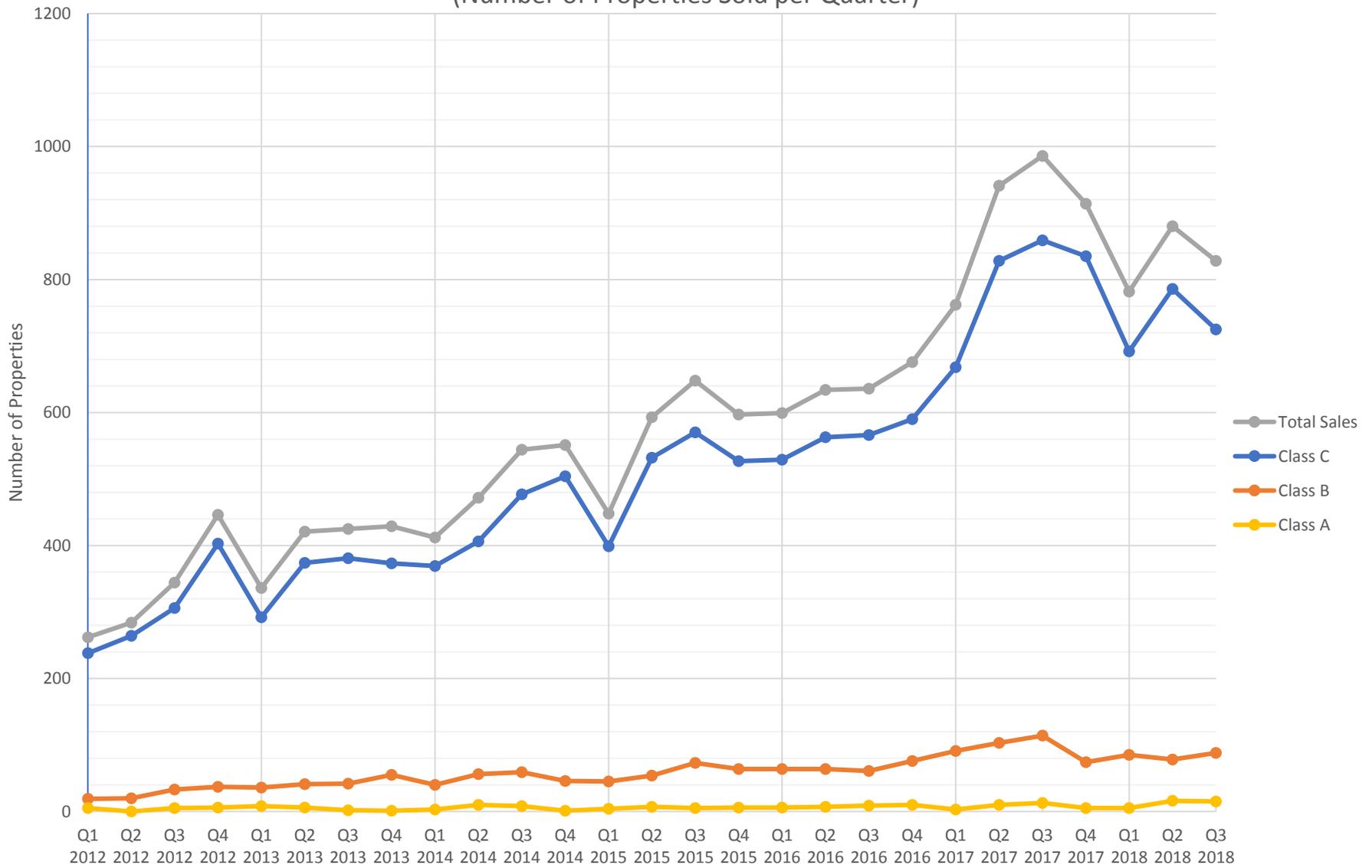
DRAFT



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

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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



SPOA

SMALL PROPERTY
OWNERS ALLIANCE

September 10, 2018

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%