

# Housing Commission Regular Meeting

July 22, 2020



CITY OF SAN ANTONIO  
**NEIGHBORHOOD & HOUSING  
SERVICES DEPARTMENT**

**Verónica R. Soto, AICP**  
**Director**

# Agenda

## Public Comments

**Item 1:** Approval of Minutes for June 24, 2020 Regular Meeting

**Item 2:** Commissioner's Report

**Item 3:** Director's Report

**Item 4:** Briefing and Update on the City's Covid-19 Homeless Response and Homeless Strategic Plan

**Item 5:** Briefing and Update on the Office of Innovation's Report on the Digital Divide



# Public Comments



# Virtual Meeting Protocol

- All participants on mute until called by Chair to speak
  - Please revert back to mute to prevent feedback
- Public Comment Speakers will be called by Chair upon being dialed in
  - Please mute your WebEx to prevent feedback
  - You will have three minutes to speak
  - Please hang up once you are done speaking
- For Technical Assistance regarding listening/viewing WebEx, please dial (210) 207-5334



# Item 1: Approval of Minutes



## Item 2: Commissioner's Report





**SAHA** | SAN ANTONIO  
HOUSING AUTHORITY  
Opportunity Lives Here

# Housing Commission Update

David Nisivoccia, President and CEO

# How is SAHA responding to COVID-19?

1

SAHA's Federal Housing Programs (FHP) have implemented **many** changes across programs to keep families safe.

Staff are continually monitoring new procedures and interactions with families to identify further innovations and ensure best practices are followed.

# Housing Choice Voucher

2

## GETTING HOUSED

- Virtual Housing Quality Standards (HQS) Inspections
- Additional 60-Day Voucher Search-Time Extension

## STAYING HOUSED

- Suspended Terminations on 3/13/20 (prior to CARES Act)
- Suspended Repayment Agreements
- Recertification Deadlines Extended
- Remote Informal Hearings
- Request that Landlords Delay Submitting Increases in Rent

## STAYING SAFE

- Section 8 Lobby and Central Office Main Lobby Closed
- DocuSign / Digital Signatures to Conduct Remote Operations

# Public Housing

## GETTING HOUSED

- Modified Move-Ins / Digital Signatures

## STAYING HOUSED

- Suspended Late Fees until 12/31/20 and Non-Payment Evictions until 7/31/20 (only issued after resident declines Repayment Agreement offer)
- Suspended Repayment Agreements
- Recertification By Mail
- Remote Informal Hearings

## STAYING SAFE

- Property Offices and Community Rooms Closed
- Visitor Screening and New Maintenance Protocols
- Wellness Program (calls to connect all residents to resources and supplies)

# Public Housing

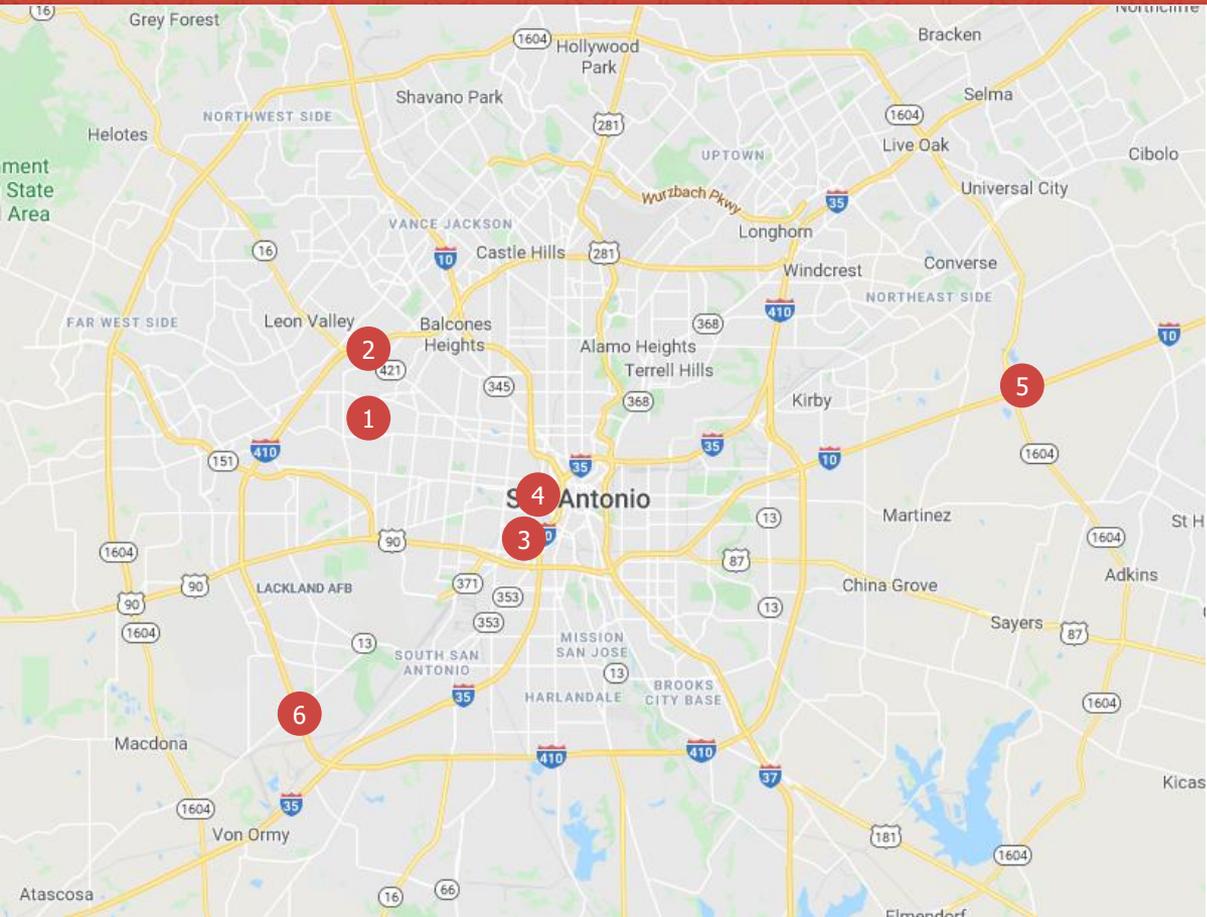
## FINANCIAL ASSISTANCE

- June 2020 Rent Hardship Assistance
- Changes of Income & Rent Reduction

## FOOD ASSISTANCE

- 170 contactless food distributions valued at \$390,000 (City of San Antonio, Meals on Wheels, SA Food Bank)
- 400 vegetable boxes provided (People's Nite)
- Created new SAHA Food Distribution Program (SA Food Bank)
  - For SAHA residents ineligible for other food assistance programs
  - Goal: 150 new families enrolled every 2 weeks

# APPROVED DEVELOPMENTS



- 1. Mira Vista**  
5700 Culebra Rd.
- 2. Majestic Ranch**  
4847 Callaghan Rd.
- 3. Alazan Lofts**  
1102 El Paso St.
- 4. Tampico**  
210 Tampico
- 5. 1604 Lofts**  
4611 E 1604
- 1. Trader Flats**  
8671 SW Loop 410

# MIRA VISTA

6



- City Council District 7
- Northside ISD
- 312 Units
  - 0-60% AMI -312
- Total Development Cost \$45,314,865
- Timeline:
  - Financial Closing: Closed
  - Construction Start: July 2020
  - Completion: June 2022

# MAJESTIC RANCH

7



- City Council District 7
- Northside ISD
- 288 Units
  - 0-60% AMI -288
- Total Development Cost \$46,084,260
- Timeline:
  - Financial Closing: Closed
  - Under Construction.
  - Completion: November 2021

OPPORTUNITY LIVES *HERE*  
@HousingSAT

# ALAZAN LOFTS

8



- City Council District 5
- San Antonio ISD
- 88 Units
  - 0-30% AMI -8
  - 0-50% AMI -32
  - 0-60% AMI -40
  - Market -8
- Total Development Cost  
\$18,187,962
- Timeline:
  - Financial Closing: July 2020
  - Construction Start: August 2020
  - Completion: April 2022

# TAMPICO



- City Council District 5
- San Antonio ISD
- 200 Units
  - 0-30% AMI -9
  - 0-40% AMI -10
  - 0-50% AMI -18
  - 0-60% AMI -70
  - 0-70% AMI -20
  - 0-80% AMI -9
  - Market -64
- Total Development Cost \$34,466,251
- Timeline:
  - Financial Closing: Closed
  - Construction Start: August 2020
  - Completion: August 2022

# 1604 LOFTS

10



BUILDING A - FRONT ELEVATION

BUILDING A - SIDE ELEVATION

1604 LOFTS  
SAN ANTONIO, TEXAS  
COLOR CALIBRATED ELEVATION



- City Council District 2
- San Antonio ISD
- 324 Units
  - 0-30% AMI -33
  - 0-60% AMI -224
  - 0-80% AMI -67
- Total Development Cost  
\$56,938,167
- Timeline:
  - Financial Closing: Closed
  - Construction Start: July 2020
  - Completion: July 2022

# TRADER FLATS

11



- City Council District 4
- Southwest ISD
- 324 Units
  - 0-30% AMI -33
  - 0-60% AMI -224
  - 0-80% AMI -67
- Total Development Cost \$56,109,769
- Timeline
  - Financial Closing: Closed
  - Construction Start: August 2020
  - Completion: August 2022

# SUMMARY

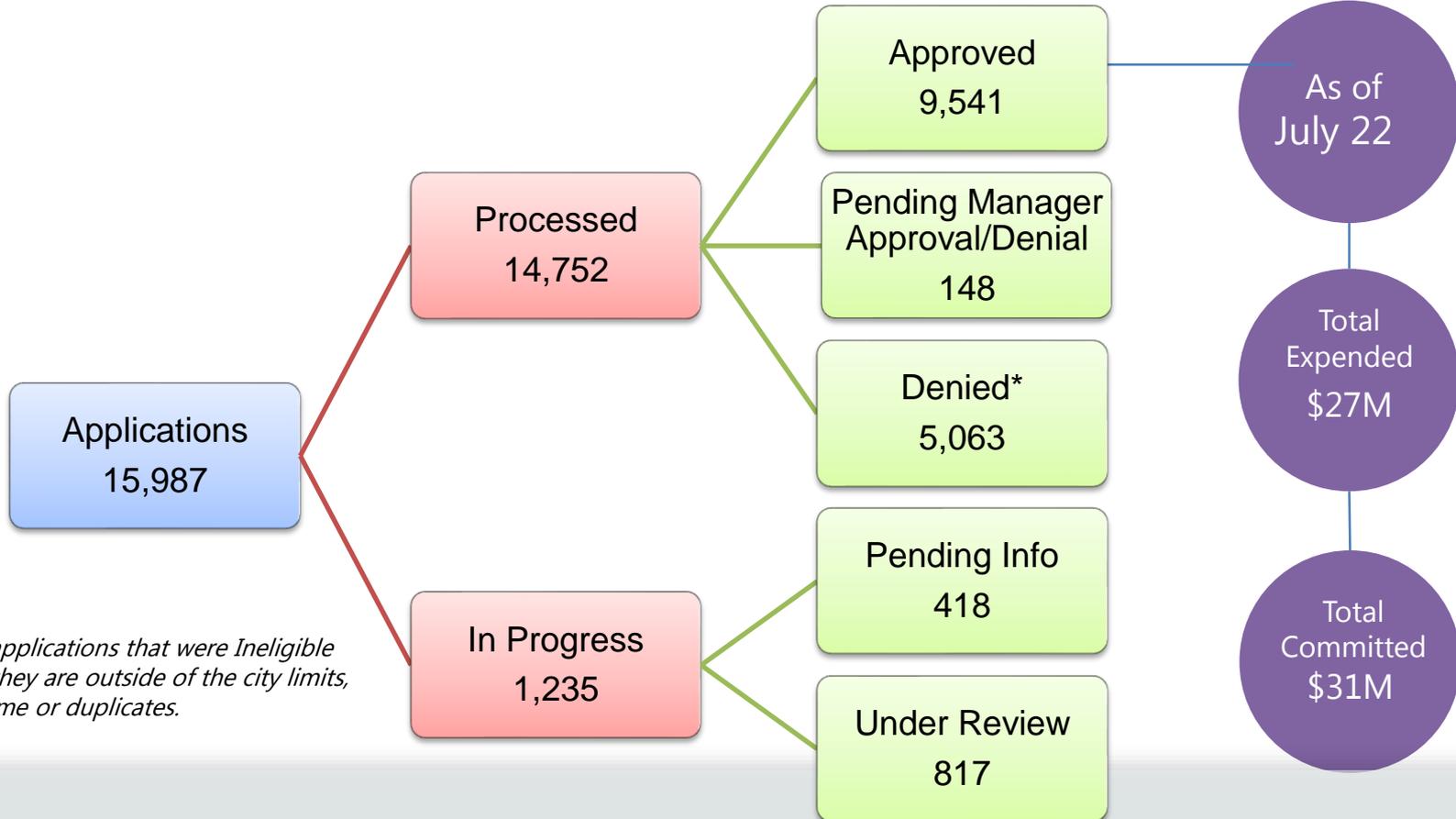
- Number of Developments - **6**
- Total Development Cost - **\$257,101,274**
- Total Units - **1536**
  - 0-30% AMI - **83**
  - 0-40% AMI - **10**
  - 0-50% AMI - **50**
  - 0-60% AMI - **1158**
  - 0-70% AMI - **20**
  - 0-80% AMI - **143**
  - Market - **72**

# QUESTIONS?

## Item 3: Director's Report



# COVID-19 Emergency Housing Assistance Program



*\*Denied applications that were Ineligible because they are outside of the city limits, over income or duplicates.*



# Emergency Housing Assistance Program

\$27,014,748



Rent & Mortgage  
\$23,397,570



CPS  
\$1,369,552



SAWS  
\$258,992



Internet  
\$7,984



FII  
\$1,980,650



# Notice of Tenant's Rights

## **Local Ordinance Adopted by City Council on June 25, 2020**

- Emphasizes that Notice to Vacate does not require tenant to leave the premises
- Advises payment plan with landlord
- Provides City emergency resource - 311
  - Catholic Charities' Guadalupe Community Center resource information
- Outlines eviction process
- Provides link to self-help information packet with advocacy information
  
- **Applies beyond the emergency period**
- **Applies to all landlords with the City limits**



# Notice of Tenant's Rights: Enforcement

Effective 30 days from approval – **July 25, 2020**

- Applies to residential properties within the City of San Antonio
- Delivered within one business day
- First Offense is a warning
- Fines of \$500 – may have multiple citations
  
- To report a violation, complainants shall call [311](tel:311). Upon receipt of the complaint, a code enforcement officer from the Development Services Department will investigate the complaint and issue the warning or citation if necessary and a case will be filed in Municipal Court. An Administrative Hearing Officer will conduct a hearing and can assess a penalty up to \$500. Subsequent reports could lead to additional violations



# Notice of Tenant's Rights: Enforcement

The City of San Antonio's Fair Housing Team helps residents that are being evicted or have other tenant-landlord challenges. In the event it is found that the landlord did not issue the Notice of Tenants Rights to the tenant, the city or the tenant will file the complaint with Development Services Department for their action.

The City will do a monthly review of a sampling of public eviction records to determine whether or not the landlords are following the ordinance. If it is determined that the landlord did not provide the Notice of Tenants Rights to the tenant, staff will file the complaint with the Development Services Department for their action.



# Notice of Tenant's Rights: Resources & Documentation

After July 25, 2020 landlords will be required to deliver the Notice of Tenant's Rights

- The form is available for download via the NHSD website
  - <https://www.sanantonio.gov/NHSD/Programs/FairHousing>
- Other physical distribution options have been discussed
  - NHSD Offices
  - SAAA Office
- The form cannot be modified
- The tenant will receive this form along with their Notice to Vacate
- Landlord *should* need to retain documentation of their delivery of the signed and dated form
  - Email verification that the notice was delivered
  - Photo of notice posted with notice to vacate



# Notice of Tenant's Rights: Where Do I Get The Form?

- The form is available for download through the NHSD website
  - It is located both on the main page, as well as Landlord Resources
- The form is available in a several languages
  - English
  - Spanish
  - Vietnamese
  - Chinese
  - Korean
  - French
  - Arabic
  - Farsi
  - Burmese

## LANDLORD RESOURCES

Attention Landlords: Effective July 25, 2020, a [Notice of Tenants' Rights](#) is required to be served with a Notice to Vacate issued in the City of San Antonio. The Notice provides resources and information for the tenants.

View [Additional Resources for Landlords and Property Managers](#).

## FAIR HOUSING/HOUSING COUNSELING/ RENTAL & MORTGAGE ASSISTANCE FOR RENTERS AND HOMEOWNERS

The goal of the Fair Housing/ Housing Counseling Program is to help residents maintain housing stability, which is key to family well-being. The program is a Department of Housing and Urban Development (HUD)-approved housing counseling agency. The Fair Housing Program provides the following services to rental tenants, homeowners and landlords:

- Tenant and landlord mediation
- Default counseling to homeowners
- Housing Discrimination Complaints
- Referrals and community outreach
- Rent/Mortgage & Utility Assistance

Refer to the [Fair Housing Guide](#) for more information.

## FUNDING AVAILABILITY

**Resident Relocation Assistance Program (RRAP).** This assistance is to provide relocation assistance to households impacted by redevelopment, rehabilitation, or a code enforcement action against the owner of the multifamily development or mobile home park in which they reside. The policy also provides relocation assistance for households who experience at least 5% increase in rental housing cost, resulting in the dwelling unit being unaffordable to the household.

- [View the resource guide for immediate relief to area residents.](#)

## RENT/MORTGAGE & UTILITY ASSISTANCE PROCESS



# Frequently Asked Questions

A document to answer frequently asked questions has been created for landlords and is available on the website.

- Questions included:
  - When does the ordinance go into effect?
  - What is the purpose of the ordinance?
  - Where do I find the Notice of Tenant's Rights Form?
  - Am I able to modify/personalize the form?
  - What proof do I have that I delivered the form?
  - What happens if I do not deliver the form with the notice?
  - What are the penalties for violation?

Additional questions can be sent to:  
[housingpolicy@sanantonio.gov](mailto:housingpolicy@sanantonio.gov)



CITY OF SAN ANTONIO  
**NEIGHBORHOOD & HOUSING  
SERVICES DEPARTMENT**

## NOTICE OF TENANTS' RIGHTS—FREQUENTLY ASKED QUESTIONS

*As per an ordinance #2020-06-25-0453 approved on June 25th, The City of San Antonio requires that landlords deliver a Notice of Tenants' Rights in English and Spanish when delivering a Notice to Vacate for Non Payment of Rent.*

*Below are some frequently asked questions that will assist you through the process. If your question is not listed here, please contact [housingpolicy@sanantonio.gov](mailto:housingpolicy@sanantonio.gov).*

- WHEN DOES THIS ORDINANCE GO INTO EFFECT?
  - July 25, 2020
- WHAT IS THE PURPOSE OF THIS ORDINANCE?
  - To ensure residents understand that a notice to vacate is not an eviction in and of itself;
  - To facilitate dialogue between tenants and landlords;
  - To connect landlords and tenants to resources for financial assistance
- WHERE DO I FIND THE NOTICE OF TENANTS' RIGHTS FORM?
  - The form is available online at <https://www.sanantonio.gov/NHSD/Programs/FairHousing>
    - Once on the site, scroll down to the tab labeled "Evictions & Notice of Rights"
      - The hyperlink is in the first paragraph, third line
- AM I ABLE TO MODIFY/PERSONALIZE THE FORM?
  - The form will need to be presented to the tenant as is
- WHAT PROOF DO I HAVE THAT I DELIVERED THE FORM?
  - Sign and date the form to document delivery, make a copy;
  - Take a picture if the notice is posted to a tenant's door;
  - Email a copy of the notice if the tenant communicates via e-mail;
  - Keep a copy for your records
- WHAT HAPPENS IF I DO NOT DELIVER THE FORM WITH THE NOTICE?
  - If you fail to include the notice, you will be given a warning for the first violation;
  - If a landlord continues to exclude proper notice, the landlord can be found in violation and face penalties per violation
- WHAT ARE THE PENALTIES FOR VIOLATION?
  - Penalties include fines up to \$500 per resident
  - Cases will be investigated by Code Enforcement and can be tried in Municipal Court

*Update July 6, 2020*



# Outreach and Education

- **Tenants**
  - Fair Housing Hotline
  - Emergency Housing Applicants
  - Risk Mitigation Fund Stakeholder Group
  - Right to Counsel Stakeholder Group
- **Property Owners/Landlords**
  - Small Landlords and frequent evictors
  - San Antonio Apartment Association
  - San Antonio Board of Realtors
  - Real Estate Council
  - Housing Providers
  - National Association of Real Estate Property Managers
- **Community**
  - COPS/Metro
  - Interfaith San Antonio Group **(July 23)**
  - TRLA
  - TOP **(July 23)**
  - Westside community groups **(July 23)**
    - Esperanza Peace and Justice Center, Domesticas Unidas, SWU, Martinez Woman's Center, Fuerza Unida, SA Stands, CAIR



# 2021 Budget

- **Timeline:**
  - SA Speakup Survey (June 18 to end of July 31)
  - Council Budget Work Sessions
  - Budget to be presented to Council August 6
- **Budget Issues:**
  - COVID impact estimated at \$200M
  - Proposed \$110M in cuts over next two years
  - Reduced NHSD Department Budget from FY2020
    - TIRZ Funding
  - Maintain General Fund and Federal Fund Allocations
    - General Fund
    - HOME/CDBG allocations



# Item 4: Update on COVID-19 Homeless Response & Homeless Strategic Plan



# HOMELESSNESS RESPONSE SYSTEM

## COVID-19 Relief Plan & Homeless Strategic Plan Update

Housing Commission  
July 22, 2020



Presented by: Melody Woosley, Human Services Director

**HUMAN SERVICES**  
CITY OF SAN ANTONIO

# Agenda

DHS Homeless Services Overview

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Homeless System Response to COVID-19

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Homeless Community Strategic Plan

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Looking Forward

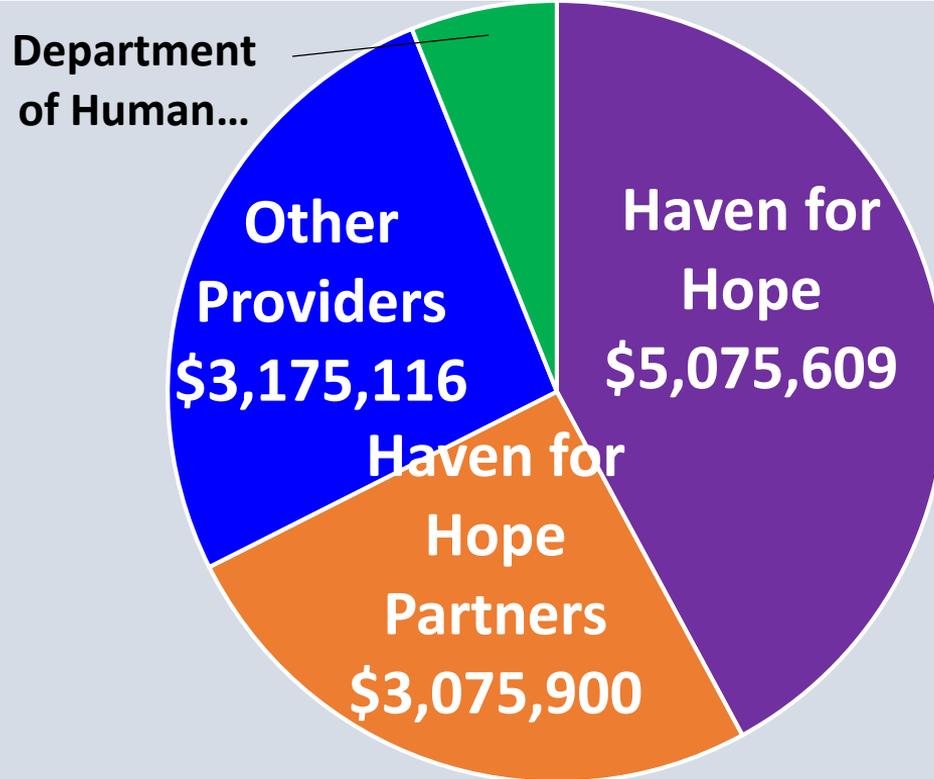
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# DHS Homeless Services Overview



- Policy Development & Coordination
- Funding to Homeless Services Providers
- Encampment Outreach Initiative
- Veterans Outreach and Coordination

# FY 2020 Homeless Services Investment - \$12.1 M



# COVID-19 - Immediate Response

- Daily coordination with SARA, and Haven for Hope
- Development of procedures with Emergency Operations Center and Metro Health
- Weekly coordination with homeless community providers
- Site visits to consult on safety processes and PPE



# COVID-19 - Immediate Response

- **Haven for Hope-operated Hotel**

- Protects medically vulnerable
- Allows for social distancing at shelter
- Serves as client intake to Haven for Hope

- **Isolation Care Facility (hotel)**

- Serves any individual who is COVID-positive or presumed positive and does not have ability to self-isolate
- Operated by EOC/SAFD

# COVID-19 - Immediate Response

- **Homeless Connections Hotline**
  - Call: 210-207-1799
  - Launched April 10
  - Over 2,000 calls for clients seeking food resources, shelter and housing services
  
- **Homeless Resource Hubs**
  - 23,467 meals since early April
  - Locations: CAM and San Fernando Gym

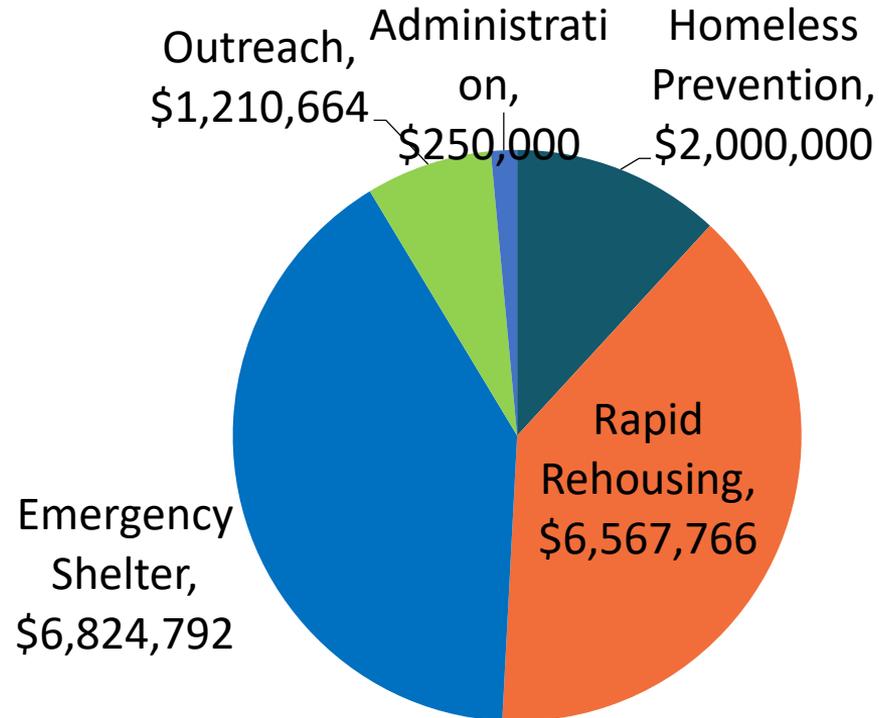


# COVID-19 – Recovery & Resilience

## Targeted Strategies:

- Enhanced Homeless Prevention Services and Coordination
- Expanded Street Outreach
- Expanded Emergency Shelter Capacity
- Increased Rapid Rehousing and Supportive Services

### ESG-CV Allocations - \$16.9 M



# Community Homeless Strategic Plan

- **Timeline**

- **Phase 1 (Oct 2019 - Feb 2020)** - Building an understanding of current system
- **Phase 2 (Feb 2020 - April 2020)** - Identifying strategies for action, building support and submitting the strategic plan
- **Phase 3 (April - Sept 2020; Delayed due to COVID-19)** – Implementing and providing technical assistance
- Plan for Council Committee in August 2020



# Community Engagement & Input



- Over 50 meetings, 100s of stakeholders
- 6 open town halls
- Roundtables with people currently experiencing homelessness
- City Council committee (February 2020)
- Housing Commission (November 2019)
- Sectors including: tourism, faith organizations, medical, criminal justice, and more
- Steering committee of broad representation

# Preliminary Recommendations

- Increase investment in community-based housing and service options.

- Increase capacity and effectiveness of outreach

- Conduct Frequent User System Engagement (FUSE) analysis.

- Develop detailed prioritization policies and targeted interventions to most effectively connect persons experiencing unsheltered homelessness to stable housing.

# Looking Forward

ESG-CV  
funding of  
**\$16.8  
million**  
to City

**Coordinate  
Funding**  
with SARA  
and Bexar  
County

Stitching  
together  
**safety  
net  
services**

Supporting  
**rapid  
rehousing  
programs** to  
make  
significant  
progress on  
chronic  
homelessne

**Diversio  
n** from  
homeles  
s system

Using Strategic Plan as basis for deploying ESG & ESG-CV resources

# Briefing and Update on the City's Response to Homelessness during Covid-19 and the Homeless Strategic Plan

Housing Commission  
July 22, 2020



Presented by: Melody Woosley, Human Services Director

**HUMAN SERVICES**  
CITY OF SAN ANTONIO

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CITY OF SAN ANTONIO  
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