



## **Senior Living Facilities Council Consideration Request (CCR) Task Force Senior Living Facilities Public Input Comments – August 2019**

### **Welfare & Safety**

- Safety, timely routine welfare checks [needed] by staff!
- Every apartment should be checked for dead residents.
- Security, car burglaries [are priorities]
- Not enough workers w/experience. Need better training.

### **Health Concerns/ Pest Control Management/Education and Prevention**

- Hoarding Issues/Odors (too much junk)
- My neighbors have so much junk and they don't keep their area clean. Management tries to work with them and others like them to help, but it isn't their responsibility.
- We have rats, cockroaches, etc. They have fumigated, but still have roaches.
- Smells. My neighbor doesn't keep her place clean. Management makes sure I get pest treatment regularly but it is hard to get my neighbor to throw things away.

### **Communication Issues/Accountability**

- Seniors are treated badly,
- When I complain to manager they are very abusive to me.
- Abusive manager, no compassion for seniors
- Many residents will not complaint due to fear of retaliation
- Meetings with Management [are needed], newsletter requested
- Owners not held accountable!
- Problems with mold, bugs and lack of responsive and respectful maintenance.

### **HUD Issues**

- Nondisclosures regarding resident rights under HUD.
- Rent increases during lease agreement period.
- Manipulation of utility allowance under HUD.

### **Interdepartmental Cooperation w/ACS & Partner Agencies (Feral Cats)**

- Cats in the area. Tenants are not supposed to feed the stray cats (it is even written in the lease) but at my mom's place her neighbors feed them and they are always around. The management doesn't want to evict a senior over noncompliance of the lease just for feed(ing) the cats and ACS won't come pick them up.

### **Options for Seniors**

- Affordable housing with appropriate conditions for varying levels of independence [is needed].

## **Other**

- Lack of Beautification (trees/shade)
- Fair Housing Tenant's Rights/Rental Assistance/Relocation options

## **Policy Recommendations from Senior Living Facilities Public Input**

- Questions received why proposed program would only apply to senior apartments
- Outreach/education needed on how to handle following issues:
  - Threats of eviction
  - If maintenance requests are not being addressed in adequate manner
  - How to contact the City to request assistance
  - What is the standard of care management needs to employ to ensure issues are fixed quickly & completely
- Retaliation prevention and recourse, including possibly involving the Municipal Courts system
- Recommendation made to lower definition of "senior" to age 55 instead of current proposal of age 60