Senior Living Facilities Council Consideration Request (CCR)
Community Input Meetings & Surveys – July & August 2019

Purpose of Community Meetings:
The City of San Antonio and the Development Services Department (DSD)-Code Enforcement engaged in obtaining input from the public on the potential development of an important program to proactively inspect Senior Living Facilities. The Senior Living Facilities Council Consideration Request (CCR) Task Force formed in May 2018 and has met since then to discuss the need for a potential senior living facility inspection program and to consider policy options to address property maintenance issues observed at these types of properties. With direction from some members of the Task Force, the City and DSD-Code Enforcement sought input from the general public on the need for such a program and, if needed, what policies should be employed to maintain the safety standards of these locations. Public input was collected at seven (7) community meetings where residents could learn more about this effort and offer their input. In addition, briefing sessions were provided to three (3) stakeholder groups. A total of 10 engagement meetings were held with 481 attendees.

Public feedback was formally gathered through a survey posted to the SASpeakUp website, www.saspeakup.com; a link to the survey was also found at www.sanantonio.gov/DSD. In addition, in order to better reach individuals who may be impacted by such a program, namely seniors, paper copies of the survey (both in English & Spanish) were distributed at the designated community meetings. Paper surveys and meeting notices were also distributed to other pertinent locations and agencies, such as senior centers, senior nutrition sites, a number of senior apartments, and City Council offices. A total of 54 unique locations received paper copies of the survey; 990 survey responses were completed and collected.

Community Meeting Locations & Dates (7 total) – 418 attendees
- Tuesday, July 30 – District 2 Senior Center, 1751 South WW White (CD2), 10:30 am (78 attendees)
- Wednesday, July 31 – Northeast Senior Center, 4135 Thousand Oaks (CD10), 12:00 pm (98 attendees)
- Tuesday, August 6 – West End Park Senior Center, 1226 NW 18th (CD1), 9:00 am (66 attendees)
- Wednesday, August 7 – District 3 Senior Center, 517 SW Military (CD3), 10:30 am (54 attendees)
- Thursday, August 8 – Primrose at Monticello Park, 2803 Fredericksburg (CD7), 12:00 pm (44 attendees)
- Wednesday, August 21 – Doris Griffin Senior One Stop Center, 6157 NW Loop 410 (CD7), 11:00 am (65 attendees)
- Friday, August 23 – Palm Heights Community Center, 1201 W Malone (CD5), 8:30 am (13 attendees)

Additional Stakeholder Meeting Locations & Dates (3 total) – 63 attendees
- Monday, July 29 – Neighborhood Code Enforcement Task Force (NCETF) Quarterly Meeting, 1901 S. Alamo, 6:00 pm (12 attendees)
- Wednesday, July 31 – San Antonio Housing Authority (SAHA) Resident Council President Meeting, 818 S. Flores, 10:30 am (30 attendees)
- Tuesday, August 13 – City/County Joint Commission on Elderly Affairs Monthly Meeting, 233 N Pecos la Trinidad, 10:00 am (21 attendees)

Community Meeting & Public Input Survey Outreach
Notices of the Community Meetings & corresponding Public Input Surveys were sent to the following locations/ agencies:
- SASpeakUP website (www.saspeakup.com)
- Mayor & City Council Offices
- Alamo Area Council of Governments (AACOG)
- San Antonio Housing Authority (SAHA)
- Department of Human Services Senior Centers & Nutrition Sites (50 total)
- San Antonio Apartment Association
- Senior Living Facilities CCR Task Force members
- Neighborhood & Housing Services Department
- Neighborhood Code Enforcement Task Force
- Development Services Website & Social Media
- Press Releases Issued to Local Media

Prepared by DSD 1 9/5/2019
Timeline:

- Distributed printed Community Meeting notices and Public Input Surveys – July 24, 2019
- Posted & advertised Community Meeting notices and Public Input Surveys on SASpeakUp website – July 25, 2019
- Executed Community Meetings – July 30 to August 23, 2019
- Closed survey on website – August 25, 2019, 11:59 pm
- Collected all paper surveys & analyze all survey results – August 26 to August 28, 2019
- Present survey results & findings to SLF CCR Task Force – September 6, 2019
Senior Living Facilities Community Meeting #1  
District 2 Senior Center, 1751 South WW White Rd (CD 2)  
July 30, 2019

Comments & Needed Follow-Up  
(Comments in bold are being investigated by DSD Code Enforcement)

Staff = 10  
Attendees = 78  
10:33 – 11:01

- Resident is having problems in getting someone to respond to my call regarding A/C  
- When it rains there is a puddle forming at end of driveway. Water sometimes reaches 2 – 3 ft.  
  Resident is confined to wheelchair.  
- Who is registering for this proposed program?  
  - Presenter responded that those with frequent & severe violations will be required to register.  
- Is the program for senior apartments only?  
  - Presenter responded yes.  
- Attendee stated that the legalities of these complaints are covered by calling 311.  
  - Presenter responded that the goal of the program is not to replace any apartment processes in place. Program only for properties having several violations  
- Attendee reported that there is already a system in place to handle code violations. However, the outreach should be the focus. Who to call when there is a need. Should focus on the outreach and education of who a senior.  
- Roach infestation at entire apartment complex
Senior Living Facilities Community Meeting #2  
Northeast Senior Center, 4135 Thousand Oaks (CD 10)  
July 31, 2019

Comments & Needed Follow-Up  
(Comments in bold are being investigated by DSD Code Enforcement)

Staff = 7  
Attendees = 98  
12:20 – 12:55

- No public comments made
- One-on-one comments were supportive & appreciative of the proposed program

- One-on-one comments on non-referenced topic requested the following:
  - the Northeast Senior Center location be added as a voting location for future elections
  - Image magnification devices, such as the one present at the Northeast Senior Center, should be made available at other senior center locations
Senior Living Facilities Community Meeting #3  
West End Park Senior Center, 1226 NW 18th St. (CD 1)  
August 6, 2019

Comments & Needed Follow-Up  
(Comments in bold are being investigated by DSD Code Enforcement)

Staff = 10 DSD & 1 Neighborhood & Housing Services Department (NHSD)  
Attendees = 66  
9:00 – 10:30 AM

- Partner was living in a senior living apartment & the AC would keep breaking down. It was necessary to relocate him because they would not fix it.
- **Question on whether this program includes improvements to streets and sidewalks because the area needs sidewalks**
- **Individual, a senior citizen, lives in an apartment. A complaint was issued by resident about a water leak, but nothing has been done. This is an example of the problems this program would attempt to address.**
- Issues with AC & infestation took a long time to address at senior apartments.
- If a citizen calls 311 do they have bilingual operators?  
  o Presenter responded yes.
- What is the timeline for a violation to be inspected?  
  o Presented responded that all complaints have a maximum timeline of 3 days to respond.
- If a resident has maintenance/code issues, what should citizens do and what process should they follow?  
  o Presenter responded that citizens should follow the apartment’s internal complaint process, and then call 311 if they do not fix the problem.
- Can residents have speaker’s phone number to discuss issues?  
  o Presenter provided name and contact number. Other complaints can be made by contacting 311.
- What should citizens do about threats of eviction?  
  o Presenter responded that Code Enforcement wants to know about these risks/threats, especially if it may be in retaliation for citizen complaints. NHSD also provided name & number for assistance.
- If resident is in a senior apartment and calls maintenance to let them know of bed bugs, if the issue is not resolved, what do they need to document or record?  
  o Presenter responded to write down all requests and who they were issued to. Senior Center staff offered assistance if making copies was necessary.
• Resident stated they had to pay extra because location built a new park
• The City has different departments and they do different things. How do we know and understand who to call? Will there be training on who to call?
  o NHSD & DSD Deputy Director provided direction, encouraging people to contact 311, but also departments work together on issues that may cross different departments. NHSD also creating a senior list of assistance/services (Food bank, utility assistance).
• Resident has been living in a house for 50 year and it's very old with many maintenance issues. The house is leaning on its foundation and contractors want to charge a lot of money to fix it.
  o NHSD responded that NHSD has owner-occupied repair programs, minor repair programs, and under one roof.
• Resident wants to meet with code officer regarding limbs in the alley
• Resident wanted to commend and thank area code officer who has provided assistance to her in the recent past.
• Resident has applied for a ramp for 2 year, but one has not been built. Volunteer program was working with her.
• There used to be citizen/council action officers that residents could visit with and provide complaints. Are they still around?
  o Presenter responded that City has moved away from that service delivery model. Service requests shifted to 311
• Why does it take so long to address issues? Resident went to councilperson to fix issue.
  o Presenter responded that department should be more responsive if complaints go unanswered. Encouraged residents to call me if they have questions or concerns.
• Resident has questions about mowing responsibilities in alley, creek behind home. Clarity is needed on who has this responsibility.
• Resident has issues with houses on either side of property. One house is abandoned, is overgrown, and yard is covered in trash; possible criminal activity taking place. Other property has large pillars added to fence in the front yard that obstruct view of sidewalk/street when backing up.
• Complaint issued on abandoned house, high grass, trash at location.
• Two potential home-rehab need requests provided to NHSD staff
Senior Living Facilities Community Meeting #4
Elvira Cisneros Senior Community Center, 517 SW Military Dr. (CD 3)
August 7, 2019

Comments & Needed Follow-Up
(Comments in bold are being investigated by DSD Code Enforcement)

Staff = 9 DSD & 1 NHSD
Attendees = 54 (43 in Meeting 1 & 11 in Meeting 2)
Two sessions due to turnout: 10:30 to 11:15 AM & 11:25 AM to 12:15 PM

- Attendee reported that she knows people who live in senior apartments
- **Attendee reported alarm system in home is not working**
- Why would proposed program only apply to senior apartments?
  - Presenter referenced Council request to explore issues documented at this type of property and the goal of the request to ensure safety of vulnerable population.
- How do residents know if complaints they make to apartment management are recorded/documentated?
  - Presenter explained that each property establishes own process to handle maintenance requests or complaints. Advice was given to follow these processes, put things in writing, and make copies of all information submitted.
- Does Code Enforcement responds to SAHA properties?
  - Presenter affirmed that Code responds to any location within the City of San Antonio where a complaint is made, including these properties.
- **Attendee asked to have presentation given at their senior apartment complex.**
- Attendee reported that they had to move away from senior apartment complex due to a lack of follow-up by managements on complaints former resident made, as well as due to the intimidation directed toward former resident. Manager would never repair outdoor lights or security gate.
Senior Living Facilities Community Meeting #5
Primrose at Monticello Park Senior Apartments, 2803 Fredericksburg Rd. (CD 7)
August 8, 2019

Comments & Needed Follow-Up
(Comments in bold are being investigated by DSD Code Enforcement)

Staff = 8 DSD & 1 NHSD
Attendees = 43
Meeting start time: 12:05 PM

• Meeting held at Primrose at Monticello Park Senior Apartments, senior apartment community with 248 units
• Since living in San Antonio, it seems as if management companies spend as little as possible on maintenance. There are a few issues in commenter’s building that management has not addressed. Would this program make them fix these issues?
  o Presenter responded that Code responds to all complaints that are made to it. If this program was in place, continued inaction on the part of the owner could cause the property to be required to register and be subject to proactive inspections.
• What will program be available?
  o Presenter responded that Council could review the program in November or December and go into effect in January or February.
• Residents are seniors on fixed incomes. How much more will rents rise across the city? Commenter’s rent went up $100 per month.
• Mailboxes at senior apartment are always open and management has not fixed issue. Commenter is concerned about the issue.
• Security at senior apartment only comes once per night, but it should be three times per night. Security is a problem as cars have been stolen. The issue has increased since the carwash opened next door and remains open late at night.
• Exterior lights are not being used at the senior apartment complex pool.
• Air conditioner is not working properly as it frequently trips the circuit. Management put in a window A/C unit instead of fixing the central A/C. Commenter is worried about a fire.
• Only one entrance to the complex is open. This may cause a fire hazard.
• How many maintenance staff should a property have? Resident commented their senior apartment complex only had one maintenance worker.
• Power outages regularly occur in building of senior apartment for up to 3 to 4 hours.
• Wheelchair ramps are needed around senior apartment complex.
• Senior apartment complex previously had bed bug issues. Chairs in the nutrition center were not replaced afterwards.
• There are overgrown weeds behind Building 6 of senior apartment. Vegetation is very dry due to water sprinklers not being in use.
• Rent at senior apartment complex has increased, but no new services have been offered.
• Elevators were not working at senior apartment; units on the second floor could not exit the building.
• In the event of a fire, residents cannot use an elevator. What is the fire plan for the senior apartment complex?
• The hallways and elevators are not cleaned. Commenter has lived at other apartments and has experienced fire and a gas leak.
• Resident of senior apartment has experienced retaliation after issuing complaint. Commenter stated that residents who complain are treated poorly by management, including bullying behavior or slowly addressing issues. Residents should be treated with respect.
• A portion of the ceiling fell in front of one of the elevators, but maintenance refused to address issue. Issue was reported to San Antonio Police.
• Resident of senior apartment would meet with property manager to express concerns about the property. Manager would respond that if resident did not like conditions, they can leave.
• Hallways of senior apartment have animal waste and trash. New manager is better than previous ones but is still slow to respond to complaints.
• If resident calls 311 to issue complaint, who do they ask for?
  ○ Presenter responded that residents can describe issue they are having and 311 call-taker will direct their complaint to the correct department.
• Animals run loose and animal waste is left in hallways at senior apartments.
• When the wind storm occurred two months ago and power was out, who could residents have called for assistance for those residents on oxygen or electric beds?
  ○ Presenter responded that residents can call 311 if non-emergency assistance is needed.
• Is there any assistance available for residents in single family homes?
  ○ Presenter from Neighborhood & Housing Services Department responded with information applicable to residents in single family homes.
Comments & Needed Follow-Up
(Comments in bold are being investigated by DSD Code Enforcement)

Staff = 5
Attendees = 65
11:00 – 11:35

- Doris Griffin, member of City/County Joint Commission on Elderly Affairs & namesake of senior center where meeting was held, provided opening remarks and introductions.
- What is the process now for complaints? Are they taking 3 days to address?
- For issues involving mechanical systems like air conditioners, is there a way to expedite these complaints when called into Code Enforcement?
  o Presenter responded that while 10 day notice is required, Code has ability to ask property management what is being done to keep residents safe and healthy while repairs are being made.
- Is Code Enforcement talking to property managers & owners about this potential program?
  o Presenter responded that property owners and managers and representatives from the San Antonio Apartment Association are active participants in the Senior Living Facilities CCR Task Force.
- How does Code Enforcement figure out who to inspect?
  o Presenter responded that properties required to be registered would have proactive inspections. As currently drafted, the policy allows for different frequency levels depending on the prevalence and severity of found violations.
- There are frequent news stories about broken water lines or some issue that impacts an entire apartment complex. How is this resolved now?
  o Presenter responded that every habitable living unit must have electricity and water per the San Antonio Property Maintenance Code. If there is an issue that impacts either of those services, arrangements need to be made with the property owner/management to find alternative locations for the residents to live while the issue is being fixed.
- There is a desire to begin a Resident Council to meet on a regular basis and take issues to the property’s management. There was a brief discussion on how to proceed.
Senior Living Facilities Community Meeting #7
Palm Heights Community Center, 1201 W Malone (CD 5)
August 23, 2019

Comments & Needed Follow-Up
(Comments in bold are being investigated by DSD Code Enforcement)

Staff = 5
Attendees = 13
9:00 – 9:35 a.m.

- What assistance can the City currently offer? Resident stated she needed home modifications to an owner-occupied home.
  - Presenter responded that 311 is the best number to call when needing services from the City of San Antonio. For that particular question, NHSD would most likely be able to inform resident of programs that are available.
Senior Living Facilities Briefing
Neighborhood Code Enforcement Task Force (NCETF) Quarterly Meeting
1901 S. Flores, Training Room B
July 29, 2019

Comments & Needed Follow-Up

Staff = 8
Attendees = 12
6:20 – 7:30

• Question about which properties would be included in this program
• Issues of retaliation, fear, and pervasive maintenance issues have been brought up by customers at neighborhood association food pantry in reference to senior apartment in area
  o Member supportive if it addresses their issues
• No vote taken on overall support or non-support
Senior Living Facilities Briefing
San Antonio Housing Authority (SAHA), Resident Council President Meeting
818 S. Flores
July 31, 2019

Comments & Needed Follow-Up

Staff = 2
Attendees = 30
10:35 – 11:00

• Having problems in getting someone to respond to my work order request (complaints from multiple members)
  o SAHA representative Stephanie Rodriguez, SAHA Manager of Federal Housing Admissions & Terminations, directed members to contact property owner, and then escalate to her if maintenance issues unresolved. If still unresolved, encouraged members to contact Code.

• Overall impression from Resident Council Presidents was supportive of program & attention to this matter.

• Ms. Rodriguez indicated that SAHA would be advertising public input meetings and the survey at all multi-family properties via handouts, possibly newsletters & on the scroll of the TV in their lobbies and community rooms
Senior Living Facilities Briefing
City/County Joint Commission on Elderly Affairs Monthly Meeting
Vista Verde Plaza Building, 233 N Pecos la Trinidad
August 13, 2019

Comments & Needed Follow-Up

Staff = 2
Attendees = 21
10:45 – 11:15 am

- Question about which properties would be included in this program
- Recommended that age to define “senior” be lowered to age 55 instead of current proposal of age 60
- Recommendation made to incorporate mechanism in program to protect against retaliation or threats of retaliation
- Attendee inquired whether any senior properties have active cases that would be addressed by such a program.
  - Presenter affirmed that at least one known property is experiencing issues similar to those addressed by program