



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?
 - Presenter responded yes.
- What is the timeline for a violation to be inspected?
 - 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?
 - 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?
 - Presenter provided name and contact number. Other complaints can be made by contacting 311.
- What should citizens do about threats of eviction?
 - 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?
 - 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?
 - 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.**
 - 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?
 - 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.
 - 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**