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San Diego Housing Commission (SDHC) Amendment to the Agreement for Property Management Services for Valley Vista Apartments Housing Authority of the City of San Diego Agenda Item #2 April 12, 2022

Emily S. Jacobs
Executive Vice President of Real Estate
San Diego Housing Commission

Emmanuel Arellano
Vice President of Asset Management
Real Estate Division



SDHC – Property Management Services for Valley Vista

Introduction

- November 25, 2020: SDHC acquired Kearny Vista and Valley Vista to create permanent affordable rental housing units with supportive services for individuals who experienced homelessness.
 - **Kearny Vista:**
 - 142 affordable units and two managers' units
 - 108 studios
 - 36 two-bedroom/two-bathroom
 - **Valley Vista:**
 - 190 affordable units and two managers' units
 - 156 one-bedroom/one-bathroom
 - 20 two-bedroom/one-bathroom
 - 16 two-bedroom/two-bathroom



SDHC – Property Management Services for Valley Vista Property Photos



SDHC – Property Management Services for Valley Vista Population Served

- Intentionally lower barriers to housing than traditional programs with permanent housing and supportive services.
 - Funding sources typically require prospective residents to be identified from among individuals who already are enrolled in/eligible within an existing service (examples: Behavioral Health Services/Veterans Affairs)
 - Provide homes for some the most vulnerable individuals with high needs, but otherwise may not have been engaging in services.
- At these properties, some of the most vulnerable people were housed during the height of the pandemic, which made available more shelter beds to help others.



SDHC – Property Management Services for Valley Vista Population Served (Continued)

- Case management and supportive services are provided using national best practices such as Housing First principles, harm reduction, trauma informed care, and motivational interviewing.
- On-site services include:
 - Light touch and clinical Case Management, depending on level of acuity
 - Behavioral health screening, crisis intervention, and care coordination
 - Linkages to community supports and resources, including Assertive Community Treatment programs
 - Group psychotherapy sessions
 - Classes and workshops addressing an array of topics such as basic living skills and building natural supports
 - Transportation to appointments, retail stores, and other locations to meet basic needs
 - Referrals to off-site medical services for general physical healthcare, mental health services, and medication services



SDHC – Property Management Services for Valley Vista Population Served (Continued)

- 386 individuals who experienced homelessness now have permanent affordable rental homes of their own at Kearny Vista Apartments and Valley Vista Apartments.
 - 448 total move-ins
 - 62 total exits

| | Kearny Vista | Valley Vista | Grand Total |
|---------------------------------|--------------|--------------|-------------|
| Total Household Move-Ins | 156 | 191 | 347 |
| Total Resident Move-Ins | 205 | 243 | 448 |

Move-ins from December 11, 2020, through February 28, 2022



SDHC – Property Management Services for Valley Vista Population Served (Continued)

| Exit Destination for Head of Household (HoH) Move-Outs | Kearny Vista | Valley Vista | Total |
|-------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|-----------|
| Deceased | 6 | 8 | 14 |
| Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter | 3 | 0 | 3 |
| Hospital or other residential non-psychiatric medical facility | 0 | 1 | 1 |
| Jail, prison or juvenile detention facility | 0 | 1 | 1 |
| No exit interview completed | 1 | 0 | 1 |
| Permanent housing (other than RRH) for formerly homeless persons | 11 | 1 | 12 |
| Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside) | 1 | 1 | 2 |
| Rental by client, with HCV voucher (tenant or project based) | 2 | 0 | 2 |
| Staying or living with family, permanent tenure | 2 | 1 | 3 |
| Staying or living with friends, permanent tenure | 1 | 0 | 1 |
| Total | 27 | 13 | 40 |



SDHC – Property Management Services for Valley Vista Population Served (Continued)

| Exit Destination for Other Household Member Move-Outs | Kearny Vista | Valley Vista | Total |
|-------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|-----------|
| Deceased | 1 | 1 | 2 |
| Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter | 6 | 3 | 9 |
| Jail, prison or juvenile detention facility | 1 | 1 | 2 |
| Other | 0 | 1 | 1 |
| Permanent housing (other than RRH) for formerly homeless persons | 2 | 0 | 2 |
| Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside) | 2 | 0 | 2 |
| Rental by client, with HCV voucher (tenant or project based) | 1 | 0 | 1 |
| Rental by client, with RRH or equivalent subsidy | 1 | 0 | 1 |
| Staying or living with friends, temporary tenure (e.g. room, apartment or house) | 1 | 1 | 2 |
| Grand Total | 15 | 7 | 22 |



SDHC – Property Management Services for Valley Vista Population Served (Continued)

DECEMBER 10, 2020 – FEBRUARY 28, 2022

| | Deaths 12/10/2020-2/28/2022 | Persons Served 12/10/2020- 2/28/2022 (Persons In Housing) | Deaths as % of Persons Served |
|----------------------------|--------------------------------|--------------------------------------------------------------|-------------------------------|
| TOTAL PBV PROJECTS* | 84 | 1,942 | 4.33% |
| Alpha Lofts | 6 | 60 | 10.00% |
| Alpha Square | 3 | 135 | 2.22% |
| Atmosphere | 2 | 62 | 3.23% |
| Benson Place Apartments | 6 | 91 | 6.59% |
| Celadon | 1 | 50 | 2.00% |
| Connections Housing | 3 | 87 | 3.45% |
| Cypress Apartments | 6 | 72 | 8.33% |
| Ivy Senior Apartments | 1 | 47 | 2.13% |
| Leah Residence | 1 | 30 | 3.33% |
| Mason Hotel | 0 | 10 | 0.00% |
| New Palace Hotel | 0 | 30 | 0.00% |
| North Park Senior | 0 | 11 | 0.00% |
| Parker-Kier | 0 | 8 | 0.00% |
| Quality Inn | 3 | 82 | 3.66% |
| Kearny Vista | 7 | 205 | 3.41% |
| Valley Vista | 9 | 243 | 3.70% |



SDHC – Property Management Services for Valley Vista

Population Served (Continued)

DECEMBER 10, 2020 – FEBRUARY 28, 2022

| | Deaths 12/10/2020-2/28/2022 | Persons Served 12/10/2020- 2/28/2022 (Persons In Housing) | Deaths as % of Persons Served |
|----------------------------|--------------------------------|--------------------------------------------------------------|-------------------------------|
| TOTAL PBV PROJECTS* | 84 | 1,942 | 4.33% |
| San Ysidro Senior | 1 | 49 | 2.04% |
| Stella | 6 | 68 | 8.82% |
| Talmadge Gateway | 2 | 67 | 2.99% |
| Trinity | 1 | 63 | 1.59% |
| The Beacon | 7 | 42 | 16.67% |
| The Link | 4 | 82 | 4.88% |
| Townspeople 51st Street | 2 | 10 | 20.00% |
| Village North Senior | 0 | 31 | 0.00% |
| Vista Del Puente | 0 | 109 | 0.00% |
| West Park | 1 | 42 | 2.38% |
| Zephyr Grantville Veterans | 8 | 97 | 8.25% |
| Bluewater (Veteran) | 0 | 12 | 0.00% |
| Encanto (Veteran) | 0 | 12 | 0.00% |
| Keeler Court (Veteran) | 1 | 7 | 14.29% |
| The Nook (Veteran) | 2 | 10 | 20.00% |
| Stella (Veteran) | 1 | 18 | 5.56% |



SDHC – Property Management Services for Valley Vista

Property Improvements

Completed

- Parking stalls compliant with the Americans with Disabilities Act (ADA)
- Security cameras
- Path-of-travel work
- Addition of ADA trash bins
- Paving in parking lot
- Residential mailboxes
- Decommissioned the pool
- Replaced all parking lot lights
- Common area HVAC replacement

In Progress/Planned

- Renovation of 10 units for ADA mobility accessibility
- Renovation of two units for individuals with audio or visual impairment
- ADA mobility upgrades to common area restroom



SDHC – Property Management Services for Valley Vista Property Status for Kearny Vista and Valley Vista

- Residents continue to stabilize in their rental homes.
- Activity/calls to SDPD continue to trend down.
- Property Management staff and Service Providers continue to build relationships with tenants.
 - Staffing recruitment and retention continues to be a critical area of focus.
- Continued resident education, resident activities and engagement.
- Additional property improvements included for consideration in SDHC’s proposed Fiscal Year 2023 budget.



SDHC – Property Management Services for Valley Vista First-Year Operations

- SDHC contracted with experienced service providers identified through a competitive Request for Qualifications (RFQ) solicitation.
- Service providers subcontracted for property management services at both properties for the duration of the contract.
 - **Valley Vista:**
 - Service Provider: People Assisting the Homeless (PATH)
 - Property Management: The John Stewart Company
 - **Kearny Vista:**
 - Service Provider: Father Joe's Villages
 - Property Management: Hyder Property Management Professionals



SDHC – Property Management Services for Valley Vista New Agreements

- Initial funding for supportive services was available only for one year.
 - State Homeless Emergency Aid Program (HEAP) funds through a grant from the Regional Task Force on Homelessness
 - City of San Diego General Funds
- The County of San Diego (County) authorized funding for supportive services after the first year.
- Operating income from the properties funds property management services.
- SDHC entered into a Memorandum of Agreement with the County to publish joint Requests for Proposal (RFP) for both properties.
 - The County contracts with service providers.
 - SDHC contracts separately with property management services providers.



SDHC – Property Management Services for Valley Vista New Agreements (Continued)

- Hyder & Company, dba Hyder Property Management Professionals (Hyder), was the sole respondent to the RFP for property management services for both locations.
- The evaluation panel included representatives from SDHC and the County.
 - Evaluated and ranked the response based on the selection criteria and the point system in the RFP.
- Hyder was rated as a qualified and responsive respondent to the RFP.
- Hyder has extensive experience managing affordable housing and permanent housing with supportive services for individuals who experienced homelessness.
- Hyder's Current Portfolio
 - 124 affordable housing properties
 - 8,167 units
 - San Diego, Imperial County, Inland Empire, Los Angeles



SDHC – Property Management Services for Valley Vista

New Agreements

- SDHC executed agreements with Hyder for property management services at both properties for January 1, 2022 – March 31, 2022.
 - Additional 30-day (Kearny Vista) and 15-day (Valley Vista) contract extension were executed
 - Amount not to exceed \$250,000
 - Based on anticipated costs related to property management fee, staff salary and benefits, software, bookkeeping, banking and training reimbursable amounts
- Proposed actions would extend the contract term for an eight-month period (April 16, 2022 – December 31, 2022) and increase the maximum compensation.
 - **Valley Vista:**
 - Increase from \$250,000 to \$804,100
- One one-year renewal option at SDHC's sole discretion.



SDHC – Property Management Services for Valley Vista

Fiscal Considerations

- The funding sources and uses proposed for approval by these actions are included in the Fiscal Year 2022 Budget, previously approved by the Housing Authority.
- Approval of sources and uses related to future fiscal years will be included in SDHC's budget and proposed for Housing Authority approval for that fiscal year.



SDHC – Property Management Services for Valley Vista

Staff Recommendations

That the Housing Authority take the following actions:

- 1) Authorize an amendment to SDHC's agreement with Hyder & Company, dba Hyder Property Management Professionals (Hyder), to provide property management services at Valley Vista Apartments, 1865 Hotel Circle South, San Diego, California 92108, by extending the term of the agreement for an eight-month period of April 16, 2022, through December 31, 2022, and increasing the maximum compensation for the amended term of the agreement in the amount of \$554,100 for a maximum total amount of \$804,100 with a one-year renewal option to be exercised at SDHC's sole discretion.
- 2) Authorize the President & Chief Executive Officer (President & CEO), or designee, to substitute the funding sources with other available funding sources, provided the total program/project budget amount after substitution does not exceed the approved total budget, and to increase compensation by not more than 10 percent of the total agreement amount, if necessary, should the operational need arise, without further action by the SDHC Board and Housing Authority. SDHC staff will notify the Housing Authority and the San Diego City Attorney's Office about any subsequent amendments or modifications to the Program and other required documents, including amendments to any documents.



SDHC – Property Management Services for Valley Vista Staff Recommendations (Continued)

- 3) Authorize the President & CEO, or designee, to execute all documents and instruments that are necessary and/or appropriate to implement these approvals in a form approved by General Counsel, and take such actions as are necessary and/or appropriate to implement these approvals, provided that a copy of the documents, signed as to form by General Counsel, are submitted to each Housing Commissioner in advance of approval for the designee to sign. Housing Commission staff will notify the Housing Authority and the San Diego City Attorney's Office about any subsequent amendments or modifications to the Program and other required documents, including amendments to any documents.



Questions & Comments

