



SAN DIEGO  
HOUSING  
COMMISSION

We're About People

# San Diego Housing Commission (SDHC)

## Workshop & Discussion: Kearny Vista Apartments

Presentation to the SDHC Board of Commissioners  
May 10, 2024

Beto Juarez  
Senior Vice President of Property Management and  
Asset Management  
Real Estate Division

Emmanuel Arellano  
Vice President of Asset Management  
Real Estate Division



# Kearny Vista Apartments Introduction

- 142 affordable units and two managers' units
  - 108 studios
  - 36 two-bedroom/two-bathroom
- 142 SDHC rental housing vouchers
- 174 current residents
  - 72% of residents are original tenants from December 2020 move-in.



# Kearny Vista Apartments

## Property Improvements SDHC Completed

- Decommissioned the exterior fireplace and pool
- Stairway and landing repairs
- Addition of ADA parking stalls
- ADA mobility upgrades to common area restroom
- Addition of ADA trash bins
- Roof repairs
- Boiler and water heater repairs/replacements
- Comprehensive security cameras installed and monitored
- Perimeter fencing
- Installation of gates
- Parking lot paving
- Replacement of all parking lot lights with LED
- Renovated eight units for ADA mobility accessibility
- Renovated two units for individuals with audio or visual impairment
- Fire alarm system upgrades
- Added residential mailboxes
- Added new laundry room
- Additional path-of-travel work on the south side of the property

### **Property Management:** Hyder & Company

- Two on-site property managers: One resides at front of the property, and one resides at the back.
- Contract with SDHC
- Selected through competitive procurement process
- SDHC Board approved on November 20, 2023



# Kearny Vista Apartments

## Site Photos – Unit Interior





# Kearny Vista Apartments Site Photos – Property Exterior





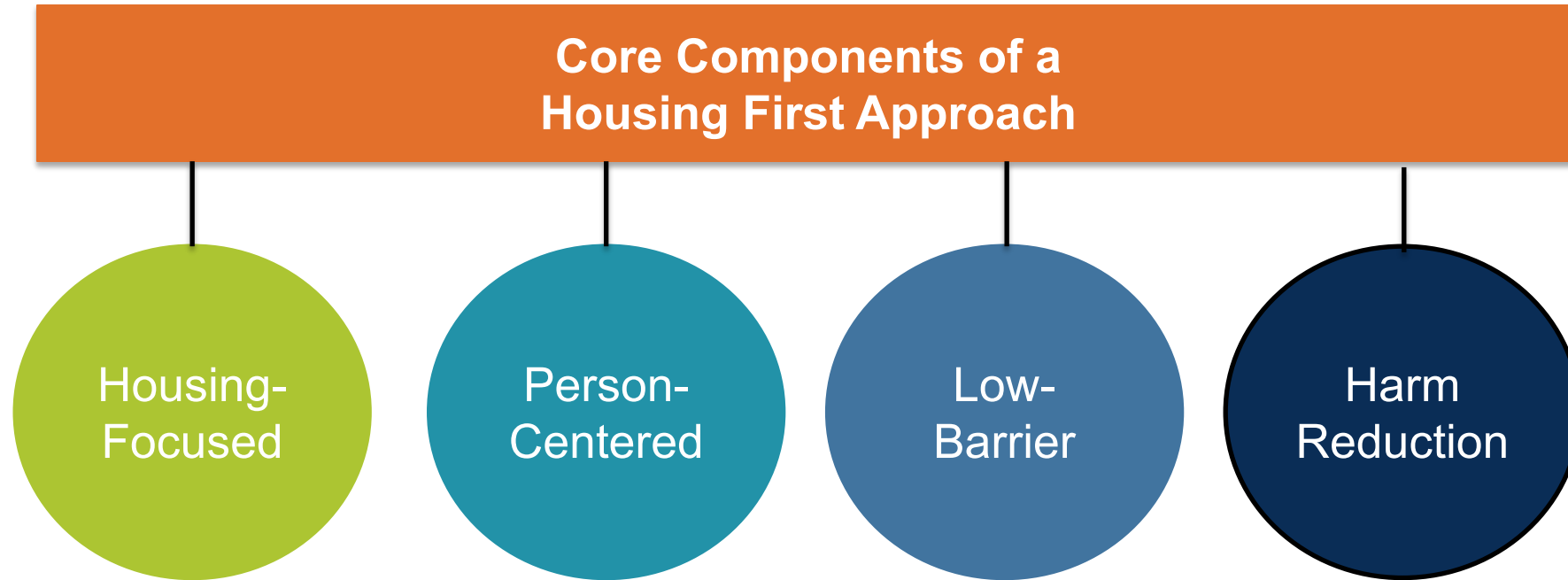
# Kearny Vista Apartments

## Site Photos – Property Exterior and Common Areas



# Kearny Vista Apartments

## Homelessness Solutions – Housing First Model



- Focuses on providing appropriate housing options as quickly as possible, with as few requirements or conditions as possible, and access to supportive services, as needed.
- Best practice recommended at the federal, state and local levels.





# Kearny Vista Apartments

## Permanent Supportive Housing (PSH)

- PSH is long-term rental assistance paired with intensive wraparound supportive services to help maintain housing stability for households that experienced homelessness and have long-term disabilities, extensive service needs, and lengthy or repeated episodes of homelessness.
- SDHC applied intentionally lower barriers than general PSH programs.
  - Residents less likely to have been connected to services previously.
  - Residents more likely to be new to shelters and new to the Coordinated Entry System.
  - SDHC provides homes for some the most vulnerable individuals with high needs, but otherwise may not have been engaging in services.
- At Kearny Vista, some of the most vulnerable people (who were not necessarily already engaged in services) were housed during the height of the pandemic, which made available more shelter beds to help others.





# Kearny Vista Apartments

## Permanent Supportive Housing (Continued)

- Each unit is the resident's home.
  - Not a shelter, short-term or temporary housing program.
  - Kearny Vista tenants have the same rights and responsibilities as any private market tenant, and they execute a standard lease.
  - SDHC and service providers do not have the right to enter a rental housing unit at Kearny Vista without prior notice to the tenant and approval from the tenant.
- PSH does not mean housing is guaranteed.
  - Tenants are required to abide by terms of the lease agreement.
- Tenant responsibilities include:
  - Complying with community rules.
    - Included in lease agreement.
    - Posted in common areas at the property.
  - Paying their monthly portion of the rent, if any.



# Kearny Vista Apartments

## Supportive Services for Residents

### Service Provider: Telecare

#### Services:

- Case Management
  - Light
    - Behavioral health support and housing stability
    - Minimum of one face-to-face contact per month
  - Clinical
    - For high-risk residents who need behavioral health screening, crisis intervention and coordinate to link to County Behavioral Health Services
    - Minimum of two face-to-face contacts per month
- Mental Health Services
- Healthcare Services
- Behavioral Health Care
- Substance Use Services
- Life Skills Training
- Education Services
- Employment Assistance
- Other services as directed by residents' needs.



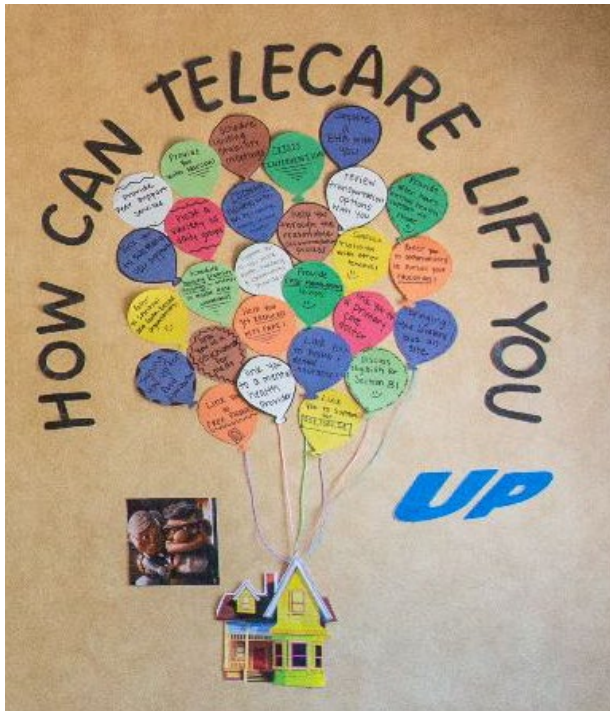


# Kearny Vista Apartments

## Supportive Services for Residents (Continued)

### Telecare – Resident Engagement and Activities

- Community meetings the last Tuesday of each month
  - All residents are invited.
- Event calendars: Hyder places in resident mailboxes each month.
- Examples of Groups Offered
  - Co-Occurring Educational Groups
  - 12-Step Recovery Groups
  - Depression coping skills
  - Housing 101 (review lease and how Telecare can support housing stability)
  - Cleaning 101
  - Healthy Relationships
- Examples of Social Activities
  - Arts and Crafts
  - Karaoke
  - Bingo
  - Basketball
  - Group Walks
  - Game Day
  - Movie Night
- Examples of Additional Resources
  - Disability Help Center
  - Legal Aid Society
  - Psychiatric Emergency Response Team
  - Live Well Bus
  - Veteran's Courage to Call
  - San Diego Human Society




Community Room Wall  
May 2024



# Kearny Vista Apartments

## Supportive Services for Residents (Continued)

Flyer Distributed September 2023



### How Can We Help You?

If there is a life-threatening emergency, call 9-1-1

**Property Management**  
(858) 737-4937

- Maintenance repairs
- Subpoena or unauthorized people on-site
- Rent-related items
- Shelling issues
- Vandalism to property
- General items about the property
- Office Hours: Monday – Friday, 8 a.m. – 5 p.m.

**Maintenance**  
(619) 201-1161

- Emergency repairs
- After-hour maintenance emergencies

**Security**  
(619) 510-6256

- Locked out of unit
- Concerns about violent activity
- Concerns about criminal activity
- Available 24 hours a day, 7 days a week

**Telecare**  
(619) 717-2363

If you are at imminent risk of hurting yourself or others or have safety concerns, please call 9-1-1.

- Mental health support
- Crisis intervention
- Connection to medical insurance, substance use programs, food stamps, jobs and more
- Narcotics/Alcoholism at no cost to you
- Visit the community room for the calendar of activities (updated each month)
- Staff on-site Monday – Friday, 8 a.m. – 7 p.m.
- After hours for mental health crisis support, Monday – Friday, 7 p.m. – 8 a.m. and weekends

**Transportation**  
(619) 717-2363

- Appointments
- Food banks
- Events/activities
- Shops
- Signed Transportation Agreement required
- Call the office to secure a spot, or visit with Cindy in the community room
- Transportation calendar available each month
- Shuttle hours are generally Monday – Friday, 8 a.m. – 4 p.m.

We're About People

[f](#) [i](#) [t](#) [y](#)

[www.sdhc.org](http://www.sdhc.org)

### Contacts for Questions or Concerns

#### Hyder Property Management

To address any questions or concerns you may have, please contact Hyder staff in the following order:

**(858) 737 - 4937**

- First, call the General Phone Line.
- Second, if necessary, ask for Property Manager Denise Miranda.

**(760) 591-9737**

- Third, if necessary, call Regional Manager Jennifer Wise.
- Fourth, if necessary, ask for Director of Operations Christine Palmer-Jenkins.

**After Hours: (619) 510-6256**

#### Telecare

If you are at imminent risk of hurting yourself or others or have safety concerns, please call 9-1-1.

To set up an appointment with Telecare staff, call the office. Also, fill out a "Request to Meet with Telecare Staff" form, available in the community room at the bottom of the staircase.

For walk-in meetings without an appointment, notify Security that you wish to speak with Telecare staff.

Please contact Telecare staff in the following order:

**(619) 717-2363**

- First, call the Case Manager's Office for on-site Support.
- Second, if necessary, ask for Staff Supervisor Luisa Jimenez.
- Third, if necessary, ask for Program Administrator Tiffany Roberts.

**After Hours Mental Health Crisis Line: (619) 201-2914**

Flyer Distributed October 2023



### Learn More about Your Rental Assistance from the San Diego Housing Commission (SDHC)

**Monday, November 13**  
8 a.m. – 4:30 p.m.  
Kearny Vista Community Room

Appointments available  
Walk-ins welcome

**To schedule an appointment**  
Contact Telecare  
(619) 717-2363

**Questions?**  
Contact the Property Manager  
(858) 737-4937

We're About People

[f](#) [i](#) [t](#) [y](#)

[www.sdhc.org](http://www.sdhc.org)





# Kearny Vista Apartments

## Proactive Property and Unit Inspections

- SDHC Asset Management: Site walks every two weeks
- Hyder Property Management staff: Housekeeping and maintenance inspections every six months or more frequently, as needed
- Pest Control (Innovative Pest Solutions):
  - Interior inspections of all units once per month or more frequently, as needed
  - Offices and all common areas every two weeks



# Kearny Vista Apartments

## Proactive Property and Unit Inspections (Continued)

- Environmental Concerns (J&M Keystone):
  - Includes testing for the presence of microbes and performing remediation, as needed
  - If housekeeping and maintenance inspections identify environmental issues, J&M Keystone is engaged to address the issues.
- SDHC Housing Quality Standards (HQS) Inspections: Every two years or when a resident requests an HQS inspection.
  - SDHC offered inspections May 3 for any resident who wanted one.
  - Notices in English and Spanish were distributed April 22.
  - One resident requested an inspection.





# Kearny Vista Apartments

## PSH Challenges

- Many residents have engaged in case management services, participated in community activities and are stable.
- Some of those matched to permanent supportive housing will not be able to be successful live on their own.
  - A variety of housing solutions is necessary to meet each individual's unique needs.
  - One housing solution does not fit everyone.
- Continuing to work with residents to help them become stable in their homes and get back on their feet takes time.
- Challenges occur throughout this process.
  - More frequent occurrences of damages to apartments than market rate or typical affordable housing.



## Kearny Vista Apartments PSH Challenges (Continued)



# Kearny Vista Apartments

## Public Comments to SDHC Board

- **Rent receipts:**

Third-party property management provides rent receipts to residents when requested.

- **Mail service:**

- U.S. Postal Service (USPS) delivers all resident mail in one drop-off daily.
  - USPS will not sort the mail by individual unit due to the zoning of the property.
  - Zoning allows for a commercial use of the site, including as a single-room occupancy (SRO) property, the use that applies to Kearny Vista apartments.
- Third-party property management staff then sorts the mail manually for the 142 affordable housing units and two managers' units at the property.
- Mail is then delivered by 4 p.m. daily into individual, secure mailboxes that were installed on the inside of the security fence to the west side of the management office.

- **Property address:**

- Address for resident mail has not changed
- City of San Diego required addition of a number in the address on the office building for the permitting for work completed at the property.





# Kearny Vista Apartments

## Public Comments to SDHC Board (Continued)

- **Safety and Security:**
  - SDHC contracts with third-party security.
    - Two security guards on-site 24 hours a day, seven days a week.
    - Third security guard has been added on occasion, if needed.
    - Monitors 110 cameras that SDHC installed at the property to enhance security after acquiring the property.
  - SDHC installed perimeter fencing and a controlled-access gate system after acquiring Kearny Vista.



# Kearny Vista Apartments

## Public Comments to SDHC Board (Continued)

- **Mold:**

- Follow-ups with speakers after the April 12, 2024, SDHC Board meeting have not identified the presence of mold in their units.
- Contract with environmental and remediation vendor J&M Keystone for any environmental issue from testing for the presence of microbes to performing remediation.
- Like any other tenant in the private market, tenants are responsible for maintaining the housekeeping of their unit and notifying property management if an issue arises.

- **Pest Control:**

- Contract with Innovative Pest Solutions, which performs recurring inspections for the presence of roaches, ants, silverfish, food pests, lice, mites, fleas, ticks, termites, rodents, and bed bugs.
- Treatments completed within three days of an inspection where pests were observed and if the resident complies with preparation requirements and allows access.



# Kearny Vista Apartments

## Inspections (Continued)

- **Lender**

- Chase Bank provided financing toward SDHC's purchase of the Kearny Vista property.
- April 2, 2024, and April 19, 2024: Chase Bank conducted due diligence inspections.
  - All common area spaces
  - All vacant units
  - Seven occupied units
  - Clubhouse/office building
  - Boiler rooms
  - Gas meters
  - Electric panels
- No issues were identified.
- Hyder's Property Manager reported that the inspector provided positive feedback on the property's condition.





# Kearny Vista Apartments

