Lower Polk Community Benefit District (LPCBD) is a public/private sector partnership that performs diverse social and community services to improve the quality of life for all people in our district. Due to the unique nature of our work, we have strong, non-adversarial, local relationships with our residents, merchants, landlords, opinion leaders, organizations, and property owners here in the Lower Polk Corridor.

Kevin Thomason is the Project Manager at LPCBD, and is the General Program Manager for this project. He oversees and manages all aspects of the expanded TLC. Mr. Thomason holds a Jurisdoctor Degree from the University of California Hastings College of the Law with a focus on property law. In addition to being a San Francisco-based small business owner for over five years in the late 1990’s, Mr. Thomason also practiced plaintiff-side consumer law for nearly 20 years. While at Hastings, Mr. Thomason volunteered for the General Assistance Advocacy Program and helped homeless people obtain general assistance.

Bar Association of San Francisco Conflict Intervention Service (BASF/CIS) is a grant-funded project of the City and County of San Francisco under BASF’s ADR Program. The CIS is an innovative program that utilizes highly experienced mediators with diverse backgrounds in landlord-tenant law, psychology, addiction, mental health and housing conflict to resolve disputes that can destabilize housing and lead to eviction or homelessness. Carole Conn is Director of Public Service Programs at BASF/ADR and the Director of CIS. She oversees the effectiveness of the mediation-related aspects of this program and also oversees general BASF/CIS program management.

University of California, Hastings College of the Law (Hastings) is a San Francisco institution and continues to redefine legal education, integrating rigorous academics with hands-on practice to prepare their graduates to leverage the opportunities of the 21st century.

The San Francisco Apartment Association (SFAA) is a 102-year-old non-profit advocacy and trade organization for San Francisco rental housing providers. SFAA helps San Francisco’s multi-family property owners understand and comply with their legal obligations under local, state, and federal laws. Charley Goss is the Government and Community Affairs Manager at SFAA, and a 6-year resident of the Lower/Middle Polk Street area.
Conflict Intervention Service (CIS) & the Tenant Landlord Clinic (TLC)

*Preventing Homelessness Through Constructive Engagement in Housing Conflict*

**Who We Serve**
- Providers and residents of supportive/affordable housing
- Tenants and landlords in voucher programs
- Small landlords, master tenants, as well as other private real estate owners and residents

**Keys to Program Development and Success**
- Multiple community stakeholders
- Rapid response model
- Deep knowledge of property management and tenant relations practices
- Multicultural, interdisciplinary team
- Community engagement

**Animating Principles**
- Housing conflict occurs at the intersection of landscape & human activity
- Collaborative process delivers faster, cheaper, more compassionate solutions
- Most housing disputes point to underlying chronic relational conflict

**Three Basic Issues Drive Housing Conflict**
- Physical/Landscape
- Economic
- Relationships/Communication

**The Power of Intervention by Professional Neutrals**
- Listen. Be curious. Be kind.
- Small conversations
- Create value and a feeling of respect for all sides