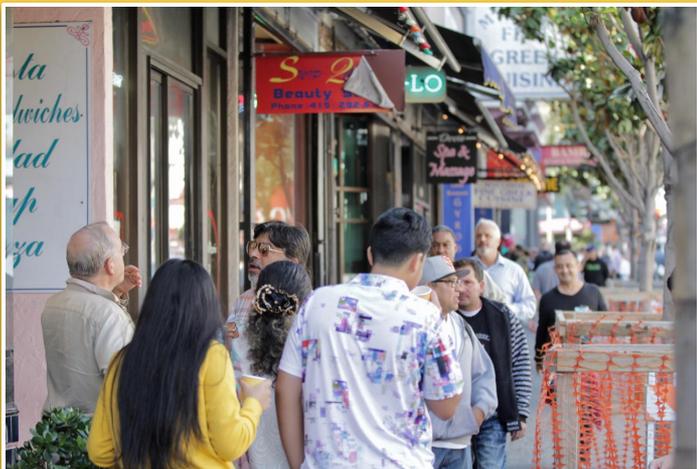




Lower Polk  
Tenant Landlord Clinic

What it is.  
How we did it.  
How you can do it.

Some of our CIS coalition mediators.



The Lower Polk is changing. All growing neighborhoods change. We therefore decided work to help people stay housed. This helps preserve the unique diversity of our neighborhood, and also helps prevent homelessness, which is a major problem in San Francisco.



## Here is how we did things:

First step is to outline the need for the clinic. We conducted extensive research into the issue and wrote what was essentially an academic paper on displacement. We forwarded that paper to our local District Supervisor.

Based on our advocacy, money was allocated in City budget.

But we still needed to write a good proposal.

Step 1



Beth Rubenstein, M.Arch.  
Legislative Aide  
Office of Supervisor Aaron Peskin  
1 Dr. Carlton B. Goodlett Place, Room 244  
San Francisco, Ca 94102-4689

July 21, 2017

Dear Beth,

This is Kevin Thomason. I am writing you on behalf of Christian Martin, who is out of the office this week, and who sends his kind regards.

It was a pleasure speaking with you last week, and we are happy that you liked the map that we made for the Lower Polk trash can locations. We have already received much positive feedback about the trash cans. Our Ambassadors have also noticed a substantial reduction in loose trash. **"More positive feedback" + "less loose trash" = good for everyone.** So, thank you and your office again for getting us those cans!

We are honored that you are considering us as potential operators of a tenant/landlord clinic here in the Lower Polk. Pursuant to your suggestion, we have reviewed the City of Richmond, California tenant/landlord clinic. We think we can do even better.

We think we can do better because we have created a locally-tailored and evidenced-based mission. Rather than offer a clinic merely to "offer a clinic," we believe that our mission (and the clinic that *results from* the mission)<sup>1</sup> should be closely tailored to the needs of residents, merchants, and property owners here in the Lower Polk.

Here are some thoughts:

#### **SAN FRANCISCO IS GENTRIFYING - SO IS THE LOWER POLK**

It is no secret that the face of San Francisco is changing. In fact, a 7/17/2017 Google search for "gentrification san francisco" (sans quotes) yielded 996,000 results. **See Exhibit A: "Google Search for Gentrification San Francisco."** And while it is beyond the scope of this letter to dive into the

<sup>1</sup> Logically, the clinic should be a *manifestation* of the mission. The mission should not be a *creation* of the clinic.

## Our proposal

Lower Polk  
CBD

Bar Association  
of San  
Francisco

U.C. Hastings  
College of the  
Law

La Voz Latina

San Francisco  
Apartment  
Association

Step 2

We proposed uniting five disparate groups with a unified mission. Each group would lend its expertise to the clinic.

This obviously took a lot of work, since each group needed to be contacted and sold on the project.



**Mayor's Office of Housing  
& Community Development  
(MOHCD)**

**Edwin M. Lee**  
Mayor

**Kate Hartley**  
Acting Director

September 15, 2017

Kevin Thomason  
Lower Polk Community Benefit District  
1170 Sutter Street  
San Francisco, CA 94109

Dear Kevin:

Thank you for submitting a proposal in response to MOHCD's Public Services RFP released on August 14, 2017. We are happy to announce our decision to fund your proposal at the following amount:

**Lower Polk Tenant Landlord Clinic (TLC) – \$160,000**

The proposal will be funded from October 1, 2017 through June 30, 2018. Where funding for a second year may be available, MOHCD reserves the right to continue or discontinue funding, or issue a separate procurement for the second year based on budget, priorities and performance.

MOHCD staff reviewed and carefully considered each proposal submitted through this RFP. The review included an assessment of the extent to which: each applicant demonstrated an understanding of specific barriers and challenges facing its target population(s); the proposed program met the objectives, eligible activities, and program description outlined in the RFP; the applicant demonstrated a robust evaluation methodology; and the applicant demonstrated staff experience and expertise required to deliver a successful program. Your proposal met MOHCD's requirements for funding within the selected program area.

We look forward to working with you this program year, and greatly appreciate the positive impact your program will have on San Francisco residents. A staff member from our office will reach out to you shortly to begin the work plan and budget negotiation process. As a reminder, you are *not* authorized to begin work on your project and/or incur expenses until a grant agreement with an approved work plan and budget has been fully executed.

Please do not hesitate to contact me with any questions, or to discuss how MOHCD can continue to support your organization.

Sincerely,

Brian Cheu  
Director, Community Development  
(415) 701-5584  
[brian.cheu@sfgov.org](mailto:brian.cheu@sfgov.org)

1 South Van Ness Avenue, 5<sup>th</sup> Floor  
San Francisco, CA 94103  
[www.sfmohcd.org](http://www.sfmohcd.org)

Phone: (415) 701-5500  
Fax: (415) 701-5501  
TDD: (415) 701-5503

Step 3

Our hard work  
paid off! We  
secured funding.

Even after getting funding, we had to supply a lot of documents and records to the City. Here in SF this is done via the SF Mayor's Office of Housing and Community Development (MOHCD) Grant Management System (GMS). Most all cities use something like this.



A screenshot of the San Francisco Mayor's Office of Housing and Community Development (MOHCD) Grant Management System (GMS) interface. The page has a dark blue header with the title "San Francisco Mayor's Office of Housing and Community Development" and a "Logout" link. On the left is a vertical navigation menu with items: "Agency Information", "Agency Docs", "Agency Users", "Agency Proposals", "Agency Projects", "Clients", "Upload", "My Account Settings", and "GMS Help". The main content area is titled "PROJECTS" and contains two dropdown menus: "All Grant Coordinators" and "All Program Areas". Below these is a filter for "All Agencies/ Projects" and "FY2018-2019". The main content displays a project entry for "Lower Polk Community Benefit District" with address "110974-18 Lower Polk Tenant Landlord Clinic (TLC)" and a note "Hugo Ramirez/Public Services - Eviction Prevention".

To keep track of literally hundreds of documents, we also used (and use) Google Drive.

(Suggestion)

The screenshot displays the Google Drive interface. On the left, the navigation pane shows 'My Drive', 'Computers', 'Shared with me', 'Recent', 'Starred', 'Trash', and 'Storage' (319.8 GB used). The main area shows a folder named 'Tenant / Landlord' containing a list of subfolders and documents. The subfolders include 'Award Letter', 'Budget Stuff', 'Client Materials', 'Contracts', 'GMS Materials', 'Marketing/Project Management', 'Misc', 'MOHCD Materials', 'Proposal Materials', 'Reports', 'Robin', and 'BASF'. The documents include 'Agenda for TLC Meeting at BASF.docx' and 'FY 2018-19 Grant Award Letter - Lower Pol...'. The right sidebar shows the folder's details, including its type ('Google Drive Folder'), location ('Projects'), owner ('me'), and creation/modification dates.

Name	Owner
Award Letter	me
Budget Stuff	me
Client Materials	me
Contracts	me
GMS Materials	me
Marketing/Project Management	me
Misc	me
MOHCD Materials	me
Proposal Materials	me
Reports	me
Robin	me
Agenda for TLC Meeting at BASF.docx	me
BASF	me
FY 2018-19 Grant Award Letter - Lower Pol...	me

## Lower Polk Tenant Landlord Clinic Aims To Prevent Homelessness



Lower Polk. | Photo: Google

Tue, February 13, 2018, 12:20pm



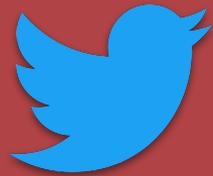
by Nathan Falstreu  
@NFalstreu

Neighborhoods  
Lower Nob Hill, Polk, Tenderloin

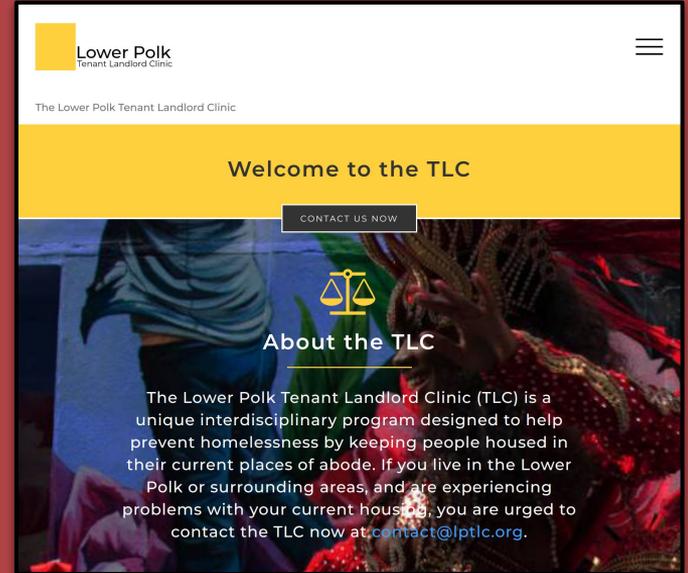
The [Lower Polk Community Benefit District \(LPCBD\)](#) recently launched a new neighborhood advocacy group—the [Lower Polk Tenant Landlord Clinic \(TLC\)](#).

The nonprofit, which describes itself as non-biased, is working with tenants and landlords to find ways to keep residents in their homes.

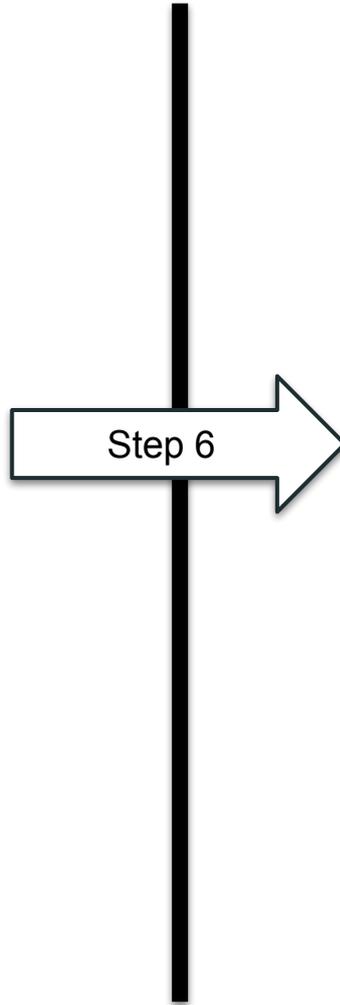
Step 5



We also created a website, social media presences, and promoted the clinic to local media. This was all done in-house.



In its first year of operation, TLC helped 87 people save their home. Another 93 tenants and landlords received guidance that reduced tensions and re-established working relationships.



87

93

Functional Steps  
Summary (how to  
replicate).

We can help you do  
this if you ask us.

1

Evaluate need. Advocate for funds.

2

Design program. Create proposal.

3

Get funding (hopefully).

4

Upload data into City system.

5

When program officially starts, secure  
social media, and main media.

6

Deliver services. Refine.

Christian Martin  
Lower Polk Community Benefit District  
1170 Sutter Street  
San Francisco, CA 94109  
[cmartin@lowerpolkcbd.org](mailto:cmartin@lowerpolkcbd.org)  
415.775.1180