

MEMORANDUM

TO: Claudia Cappio; Assistant City Administrator
Fire Chief Teresa Deloach Reed; Oakland Fire Department
Rachel Flynn; Department of Planning & Building

FROM: Ethan Guy; Department of Planning & Building

DATE: February 10th, 2016

SUBJECT: First Quarter Program Updates for the Safe Housing Inspection Program (SHIP)

The purpose of this memo is to provide an update on the performance of the Safe Housing Inspection Program (SHIP) for the first three months of program implementation.

Table 1. Program Performance (as of 1.28.2015)

	Inspections	Parcels
<u>Fire Department Inspections</u>		
Performed*	100	9
Scheduled (1/28-2/10)	162	11
Scheduled (2/10-3/2)	87	8
Pending	85	3
OFD Referrals to Code	32	8
Tenant Referrals	3	2
<u>Code Enforcement Follow-up Inspections</u>		
Performed	15	4
Violations Verified	5	2
Abated	4	1
Scheduled	14	3
Pending	3	1

* Includes No Shows

Housing Habitability

Of the 31 properties that have or are scheduled to receive a SHIP fire inspection 23 have had previous housing habitability or blight code enforcement cases since 2010. On average, there have been 3 previous code cases per property inspected. Of the 23 properties with previous code violations, 74% have been abated, closed, or currently undergoing repairs to abate.

As seen in Table 2, OFD has referred 59 housing habitability issues in 32 units for a follow-up code enforcement inspection. The top three issues referred are: Mold/Mildew, Humidity/Water Intrusion (i.e. leaks), and Ventilation (Bathroom & Kitchen).

Of these 59 referred habitability issues, only 5 have been verified, resulting in a verification rate of 8%. Due to the small sample this rate is expected to improve. However, immediate action is needed to ensure that habitability issues are being properly identified during SHIP fire inspections.

Program Performance

As seen in Table 1, OFD has performed 100 SHIP inspections as of January 28th 2016. Of these inspections, 32—or 31.6%—resulted in a referral to the Building Inspection Division for a follow-up inspection. The first referral was received on 11/10/15. Of these follow-up inspections 15 have been performed resulting in five (5) violations verified of which four (4) have been abated. Fourteen (14) follow-up inspections have been scheduled over the next weeks with three (3) additional inspections pending confirmation of an inspection date with the property owner.

Currently, OFD has scheduled 162 inspections between 1/28 and 2/10, and 87 for 2/10 to 3/2. OFD also has 82 inspections pending inspection confirmation.

Table 2. Housing Habitability Issues Referred by OFD

<u>Exterior</u>		n
Exiting Stairs/Landings		3
Paint		2
Decomposition		1
<u>Interior</u>		
Mold/Mildew		14
Humidity/Water Intrusion		7
Ventilation		6
Vector		5
Work w/o permit		4
Cooking		4
Heating		4
Wall Framing		2
Wall Covering		2
Ceiling Framing		1
Crippled Wall/Under Floor Supports		1
Stairs		1
Lighting/Signage		1
Exiting Doors		1
Total		59

Administrative Performance

Currently, OFD is average 9 minutes per inspection per unit. Overall, SHIP is averaging a rate of 33 days per unit from the time SHIP fire inspection notices are sent to when the case is closed (Table 3).

Table 3. Administrative Performance (as of 1.28.2016)

Action Timeframe	Average Time (Calendar Days)	Units
SHIP inspection notice letter sent to property owner -> SHIP Inspection	15.26	79
SHIP inspection ->SHIP Fire Referral	10.3	32
SHIP Fire Referral -> Code Enforcement Case Created in Accela	1.84	32
Case Created in Accela ->Code Enforcement On-site Inspection	34.69	29
Violation Verified to Abated	52	5
Total	32.83	79

To date, the two biggest delays in the SHIP inspection process are 1) the time between when code enforcement has verified a violation to when the violation is abated, and 2) when code enforcement has created a case for the SHIP referral to when the inspection takes place.

The delay between violation verification and abatement is due to the required 30-days a property owner is given to correct a violation. Often, code enforcement inspectors will give additional time beyond the 30 days for property owners to correct a violation if action to abate is under way.

The delay between code enforcement case creation and inspection is due in part to delays in scheduling an inspection date with the property owner. Once the property owner is contacted, code enforcement also attempts to accommodate the schedule of the tenant, where possible. Because of the small sample size for properties receiving a follow-up code inspection, scheduling delays in two properties—63 and 47 days—have skewed the overall average. If these outliers are removed the average is reduced to 19 days. Delays in inspection scheduling were further exacerbated because SHIP referrals were made during the winter holiday season when tenant, property owner, and inspector time was severely limited. Scheduling delays are expected to be reduced drastically as the program progresses.

Cost Recovery

To date, no fees have been collected for SHIP inspections by the Building Inspection Division. SHIP fee collection information was not available at this time from OFD.

Program Concerns

During the first three months of SHIP, three main areas of concern have arisen:

- 1) **Fire Inspectors are not trained to identify housing habitability related violations-** 92% of housing habitability issues referred by OFD to Code Enforcement do not result in a verified violation. This low verification rate is in-part due to fire inspectors not receiving the same habitability code enforcement training as building code inspectors. To address this concern in the short-term, a meeting is being scheduled between code and fire inspectors to address proper identification of habitability violations.
- 2) **Insufficient program resources to provide proper tenant outreach and education-** For all three (3) tenant referrals SHIP has received to date, code inspectors were unable to gain access to the units to verify a potential violation. Additional resources are needed to provide increased tenant outreach and education to effectively communicate the purpose of SHIP inspections and to build trust with tenants.
- 3) **Inspections as a means to evict tenants-** SHIP has already received one request for an inspection with the expressed purpose to aide in the eviction process. A SHIP inspection was performed and violations were found. Inspectors have been informed of the property owner's intentions and the utmost caution is being taken to prevent tenant displacement. However, future vigilance is needed to ensure SHIP does not have unintended consequences.

SHIP (R2) APARTMENT UNITS

	NO. <u>BUILDINGS</u>	NO. APARTMENT <u>UNITS</u>	NO. UNITS <u>INSPECTED</u>
SAN ANTONIO	31	421	396
DISTRICT 5	62	521	342
DISTRICT 6	22	190	139
DISTRICT 4	<u>45</u>	<u>356</u>	<u>320</u>
 TOTAL	 160	 1,488	 1,197

PRINTED 12/5/2016

SAFE HOUSING INSPECTION PROGRAM									
Council District		# of Bldgs	Total Inspections	# No Shows	Total Units	Total Hrs At Bldg	Prep Hours	Report Writing & Invoicing Hours	Total Project Hours
Inspections Conducted									
San Antonio		31	54	12	415	84	55	-	139
District 5		28	16	6	205	41	33	9	83
Subtotal		59	91	18	618	125	88	9	222
Inspections To Be Scheduled									
District 6 *									
	Buildings To Be Inspected	22			186				
Subtotal		22			186				
Inspections Not Scheduled									
District 5 * / ***									
		21			185				
District 5 **									
		33			299				
District 6									
	Commercial Inspections **	21			191				
	No R2 Inspection - < 6 Units	18			70				
	Midrise Inspections * * * *	3			108				
	Unknown Number of Units	1			7				
Subtotal		97			860				
GRAND TOTAL		178			1,664				
<p>* Not inspected due to lack of tenant brochures from 7/15 - 10/3.</p> <p>** Not inspected due to annual engine company visits.</p> <p>*** To be scheduled week of October 17th, 2016.</p> <p>**** To be inspected by another inspector - midrise 16+ units.</p>									
10/10/16									

