
Naturally Occurring Affordable Housing

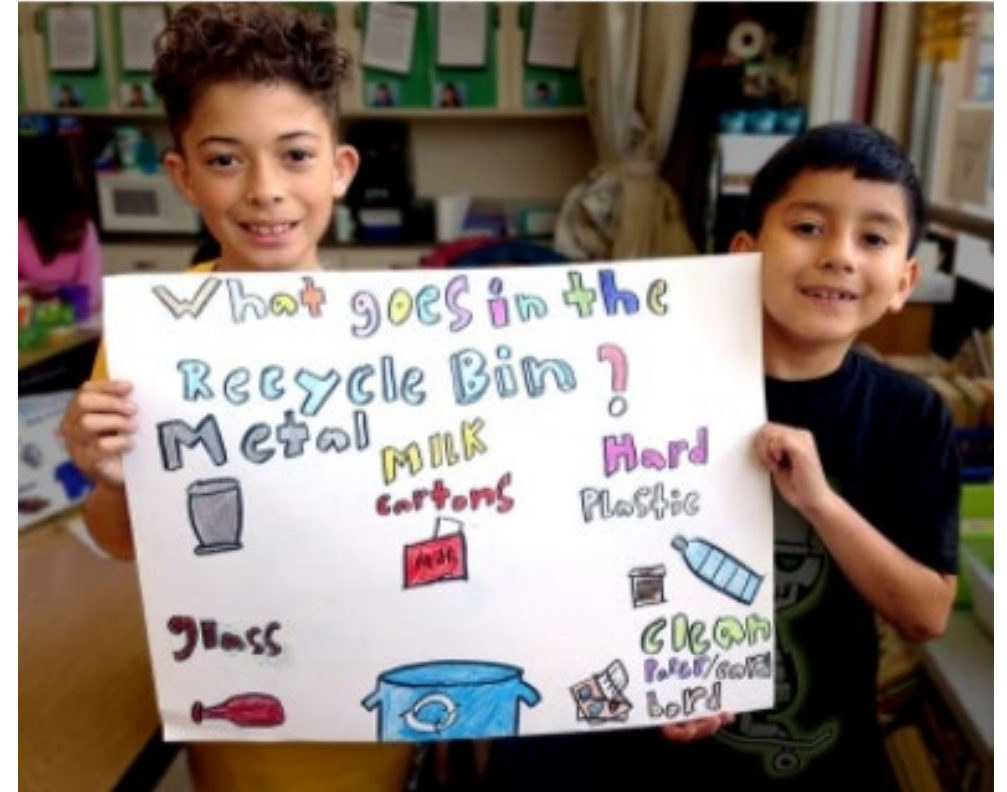
Outreach and Engagement of renters and owners
to inform program redesign

Renters Empowered in an Electrified Future Spring Convening

5.24.22

StopWaste and BAMBE

- StopWaste is a public agency (JPA) that helps Alameda County's businesses, residents, and schools waste less, recycle properly, and use water, energy, and other resources efficiently.
- We administer the Bay Area Multifamily Building Enhancement (BAMBE) program



BAMBE Program 2014-2020

- \$32mil+ in rebates across 47k+ units, 590+ projects, >5% of MF units in the Bay
- Predominantly market rate class A+B, condos, and deed restricted affordable, i.e. not NOAH



Initiative and pilots helping renters to decarbonize

- **NOAH Pilots in Alameda and San Mateo Counties**
- BAHHI
- MF EV Pilot with the Air District
- Energy Equity with ACEEE
- MF Electrification Report



What is Naturally Occurring Affordable Housing (NOAH)?

- Generally defined as residential rental properties (single or multifamily) that are affordable (below area median rent), but unsubsidized by any federal, state, or local programs
- Older appliances/deferred maintenance often due to “split incentive”



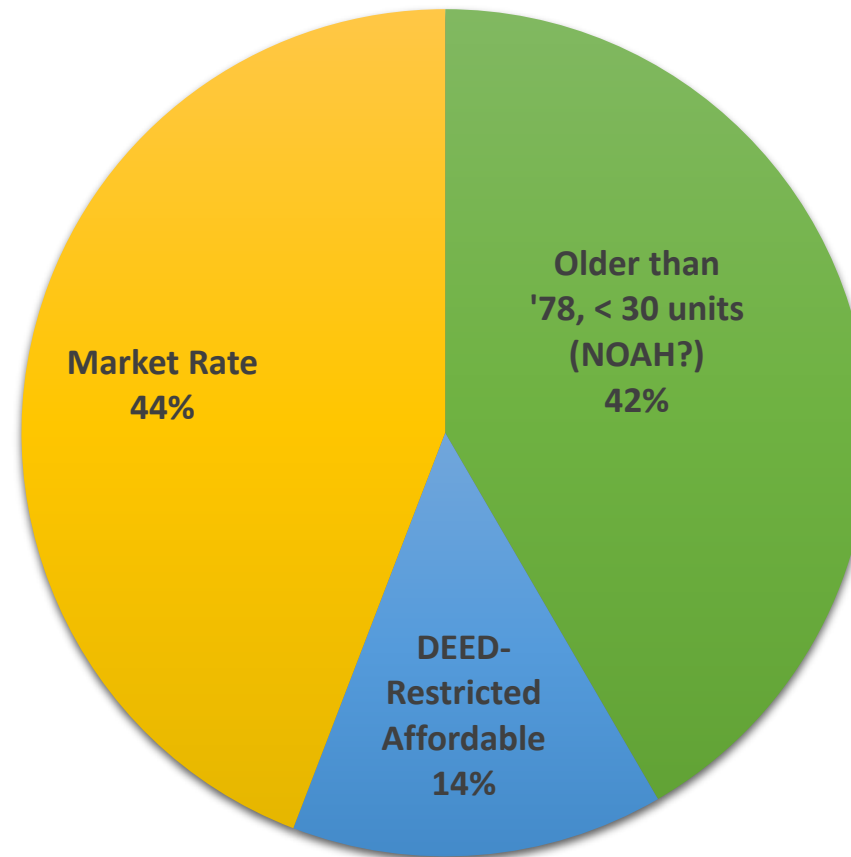
Why NOAH and why Alameda and San Mateo Counties?

- BAMBE is aiming to become an equity program
- Historically, BAMBE has not served areas with high densities of NOAH
- Idea disseminated through other formal activities, active energy from ALCO and SMC



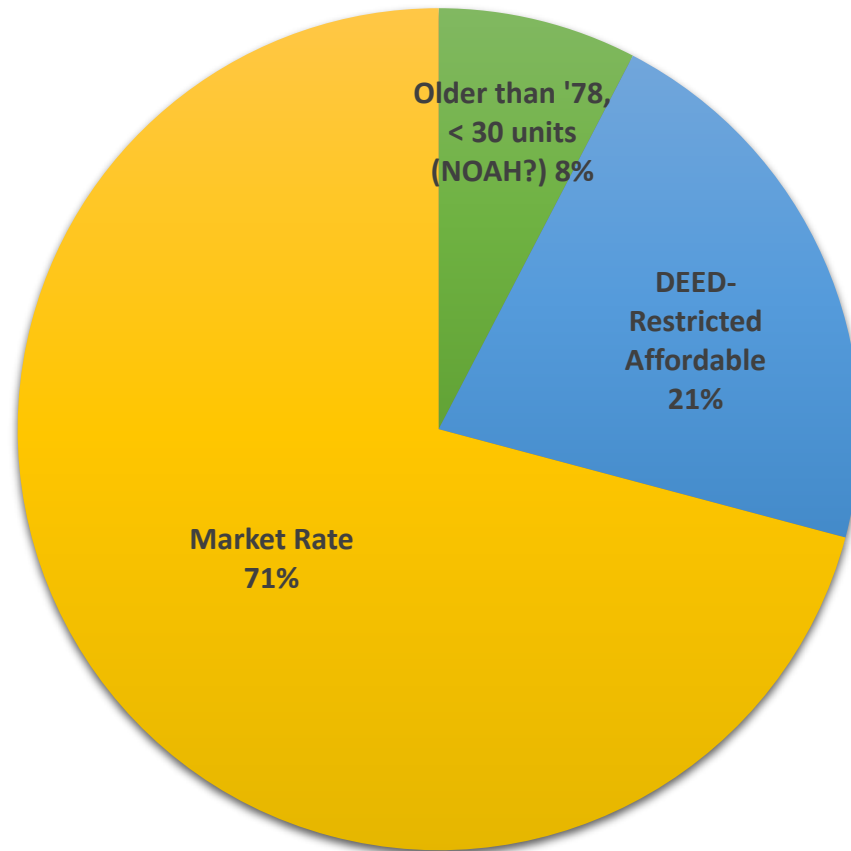
BAMBE Program Participation (2014-present)

By Project Number

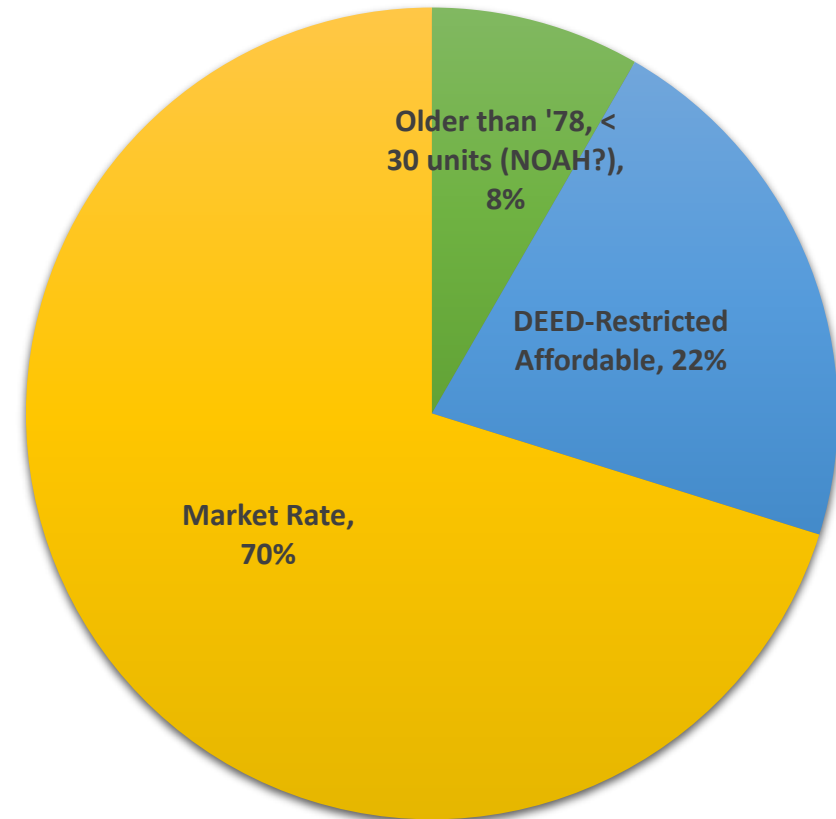


BAMBE Program Participation (2014-present)

By Units



By Incentive (\$)



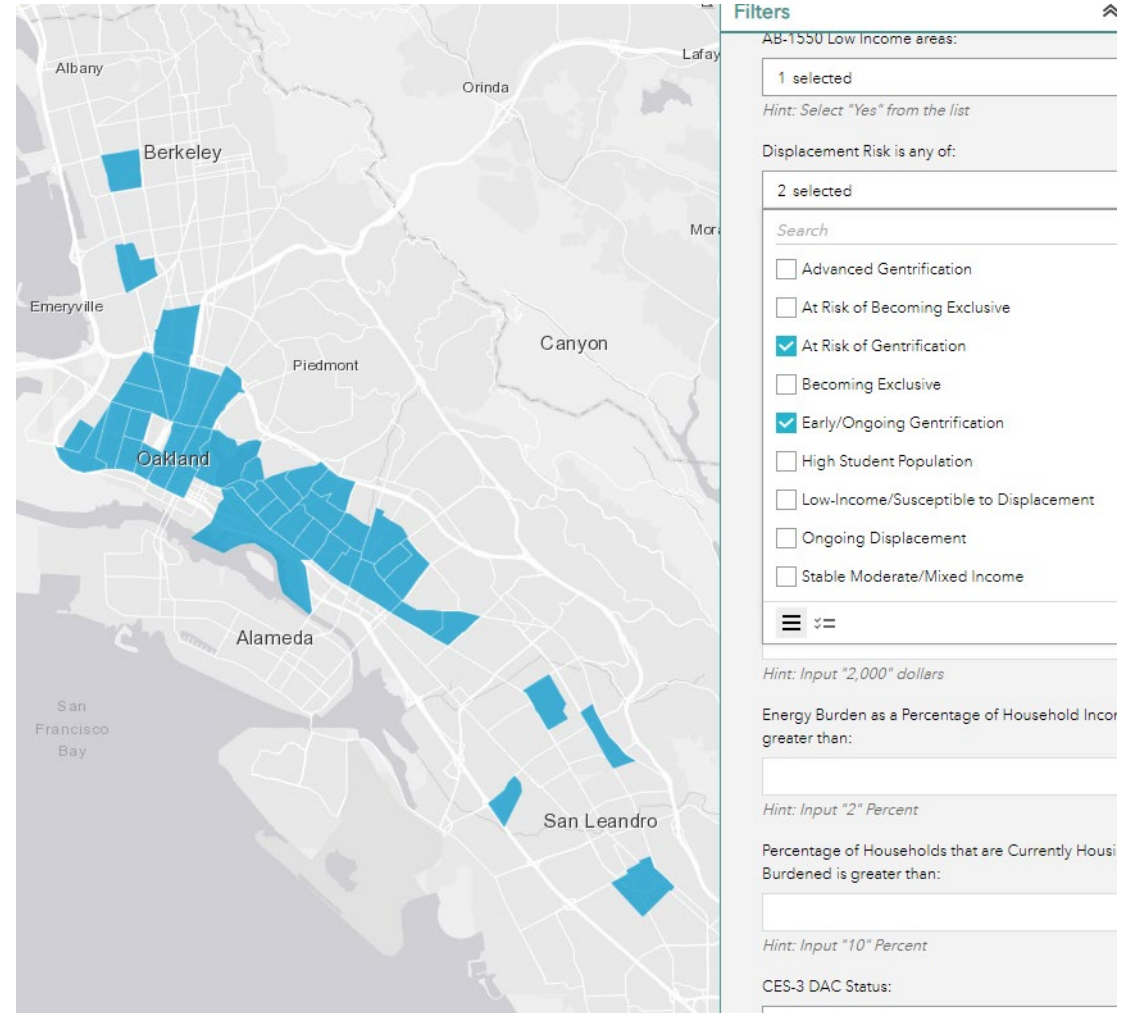
Listening to the community

- Through ALCO Planning Dept, San Mateo Office of Sustainability and partner groups/CBOs, we are actively connecting with **residents and owners** **through** listening sessions that will inform program redesign to be more equitable



Mapping

- Working with UCLA Institute of the Environment and Sustainability – [Eric Fournier](#)
- ArcGIS, census tract
- Will go public late Summer
- Data currently included
 - Income
 - Displacement risk
 - % renter households
 - Energy burden
 - Housing (rent) burden



Differing Approaches, Same Goal

- ALCO – Planning Department connected us to community groups through years of prior engagement, we hired trusted local facilitator with program outreach/marketing funds
- SMC – Office of Sustainability already had two trusted and well-versed CBOs under contract, created enhanced scope for facilitation of listening sessions



OFFICE OF
SUSTAINABILITY
COUNTY OF SAN MATEO

What questions are we hoping to answer?

- How do we define NOAH in ALCO and SMC?
- How can we improve NOAH properties without displacing residents?
- What are the needs of NOAH property owners and tenants around housing stability, improved health, resilience, and site-based community building?
- What organizations should we be collaborating with?
- How will we define goals and successes in addressing the multi-faceted needs of NOAH residents and owners through energy programs?

Renter listening session questions (for reference)

Icebreaker: What's an improvement (e.g. piece of furniture, cookware, electronic, shrine, decoration) that makes your apartment feel more like home?

1. What do you like about where you live - both building and neighborhood?
2. What brought you to where you live now?
 1. Is the community different now than it was when you moved here? If so, how?
3. Describe your current apartment and building?
 1. How old is the building? How big is it? (number of apartments, roughly)
 2. Do you live alone, with family, or with roommates?
 3. Do you know your neighbors? Would you say your building has a sense of community?
 4. How has your rent changed since you've been living in your apartment?
4. Do you worry about displacement/eviction? If so, why?
5. How has the pandemic impacted your living situation?
6. Describe your relationship with your landlord and/or property manager
 1. How often do you interact with them? Is there a separate property manager and/or maintenance person you mostly interact with instead?
 2. What do you feel is your landlord's (or property manager's) primary motivation? E.g. to make more money or provide a livable place in their community
 3. Do you feel like they have your best interests at heart? Why or why not?
7. Think of a recent time that something was broken or needed repair in your unit or building. What happened and how was it handled?
 1. Did you ask your landlord to fix it? What was their response?
 2. How did it affect your comfort, health, safety, or other aspects of your day-to-day life?
 3. If you didn't ask your landlord or they were resistant, how did you go about resolving the issue?
 4. What other building issues have you faced and how long did they take to get fixed, if at all?

Owner listening session questions (for reference)

Icebreaker: What's an improvement you made at your property that tangibly benefitted you AND your renters?

1. How long have you owned or managed property in San Mateo County? How did you get started owning or managing multifamily properties?
 1. Is the community different now than it was when you first bought property or started managing property? If so, how?
2. Describe the properties you currently own/manage. (What first pops into your mind or you feel is important for us to know?)
 1. How old is your building(s)? How big is it/how many units?
 2. What type of tenants have rented your properties?
 1. I.e. families with children, multi-generational families, young professionals, students, etc?
 3. Would you say your building has a sense of community?
3. What do you like about owning and/or managing multifamily properties?
4. How has the pandemic impacted your experience owning or managing the property(ies)?
 1. Did you have long-term tenants that were suddenly unable to pay rent? If so, how did you handle the situation?
5. Going forward, what would motivate you to keep doing this long-term? What would discourage you?
 1. If so, why?
 2. If not, why not?
 1. Too much stress
 2. Maintenance/operation costs too high
 3. Capital improvement costs too high
 4. Not enough revenue from rent
 5. High sales value
6. Describe your relationship with your tenants.
 1. How often do you interact with them? Is there a separate property manager and/or maintenance person you mostly interact with instead?
 2. What do you think attracts your tenants to your property(ies)?
 3. In addition to being able to pay rent, what makes someone a good tenant?
7. Describe a recent incident where something at your property failed and needed to be fixed. What happened?
 1. How was it handled and coordinated with renters?
 2. How long did it take?
 3. How was the renter affected?
 4. Did this same issue pop up again?
 5. Was the renter helpful/compliant in getting the issue resolved/fixed?
8. How do you prioritize capital improvement projects/maintenance issues at your property/ies?
 1. Planned or replaced on failure?
9. If you could change or improve one thing about your property/ies, regardless of cost, what would it be? Why?
 1. How would this improve your day-to-day life? And potentially the life of your renters?
 2. What upgrades would benefit both you and renters?
 3. What other glaring issues would you want to get fixed?

Other Equity-centered Initiatives

- **BAHII**

- Collaboration with ALCO Asthma Start and BAAQMD to provide enhanced TA and measures to upgrade homes for EE and IAQ in areas with high rates of asthma

- **MF EV Pilot**

- Contract with BAAQMD to provide EV charger TA to AB617 areas of West Oakland and Richmond/San Pablo, includes renter education (CEC REACH funded recently awarded)

- **ACEEE Energy Equity Report**

- Collaboration with City of Berkeley, local CBOs, and ACEEE to produce a toolkit for energy programs and cities to implement energy programs and policies while preserving affordable housing, available late Summer early Fall

- **Report: Accelerating Electrification of California's Multifamily Buildings**

- Policy considerations and practical technical guidance, download for free [here](#)

Thank you!

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