

ATTACHMENT B:

Survey Responses - Open Ended Questions (English)

Q6 For tenants and property owners: Do you have any recommendations the City should explore to help property owners make substantial improvements to rental housing without permanently displacing residents?

Answered: 62 Skipped: 20

#	RESPONSES	DATE
1	Have city subsidize some very low cost housing that renters could rent while housing is being renovated. Give former tenant first choice at rerenting, with increase not exceeding x% over their rent before renovation. x% might be 10%.	10/1/2021 3:42 PM
2	Give tenant opportunity to purchase a home	9/30/2021 5:09 PM
3	Allow displaced tenants to return at the same rent.	9/30/2021 12:35 PM
4	Specifically define substantial remodel. Require the LB Building Dept. to inspect and review units and plans for substantial remodel before a landlord can evict tenants. Also, the City should not approve permits if the proposed work could be completed in less time. Or, in the case of ANY remodel, require that the landlord pay to temporarily relocate the tenant into another rental equal to their existing one until the work is completed regardless if it takes more than 30 days. Afterwards, the tenant should be able to move back into their unit at their previous rent. This latter suggestion would be much more cost effective and timely than the first one.	9/30/2021 12:00 PM
5	Yes - help us tenants with a fund to help us move we want nice new modern apartments but need public funds to help us when owners want to renovate	9/30/2021 11:45 AM
6	OPTION 1	9/30/2021 8:51 AM
7	Bugs, rude management saying we have bugs because our houses are dirty when repairs had to be done to our apartment that left holes in our apartment walls, floors and our cabinets sat outside with the elements. Homeless stealing our mail.	9/29/2021 10:59 PM
8	Option 1 is a great way to go. Also, we have to value people more than profit.	9/29/2021 4:58 PM
9	Reduce cost of rent since is really expensive	9/29/2021 4:31 PM
10	If the tenant cannot remain in the home while remodel is ongoing then Require owners to return 100% of deposit w/ interest and a minimum of 3 months rent at current average rate. This would minimize false claims for remodel. Owners can avoid payout of they allow tenants to return at the same rate they were paying. If tenants have an option to return owners should assist with some food and temporary housing costs. I understand remodels are desperately needed but in a time when homelessness is out of control, homeless services are minimal and difficult to attained, and the fact that there simply isn't anywhere to move to, it's just extremely unfair and unjust to ask tenants to leave with only 1 months worth of rent	9/29/2021 4:24 PM
11	The city should really take into consideration of option 1. Get rid of substantial remodel as a means to evict tenants. This is unjust and was previously unlawful.	9/29/2021 4:07 PM
12	Your focus should be on incentivizing rental housing improvements and secondly focus on government assistance to help tenants relocate. No one should expect their current housing and rent will always remain the same. If you do not make it easy/cost effective for property owners to improve their property you will end up with duct tape and Bondo repairs covering hidden damage with resulting long-term damage. I've heard rumors that would require property owners to foot the bill of temporary lodging, do a substantial remodel, and yet not be allowed to get market rent. Sounds like a good way to make sure no one does a substantial remodel.	9/29/2021 11:20 AM
13	Starting out by making small changes or constant upkeep of housing problems. The problems in housing are resolved constantly so that's why everything is old and then there is this need to renovate immediately because of that. If property owners constantly tried to fix problems when tenants address them then there wouldn't be a need to renovate because everything has been kept up to date.	9/29/2021 10:47 AM
14	Please do not be so tough on independent property owners we are not the enemy. We feel bad for tenants but our hands are tied too. Money is tight and improvements very expensive. It is almost impossible to get things done with tenants in the property. Let property owners feel that the City of LB is our friend, not foe.	9/28/2021 5:54 PM
15	Owners should be held for relocation	9/28/2021 5:46 PM
16	Maintenance on a regular bases, don't wait until a major repair is needed	9/28/2021 12:44 PM
17	Closer City attention on code violations that could exceedingly improve rental properties. I think renters would tolerate property improvements if they knew that their rent was not going to be immediately increased or that they would not be displaced, in other words document the intentions.	9/28/2021 12:44 PM
18	The city should not allow landlords to evict tenants while renovating units.	9/28/2021 11:49 AM

19	Yes. Require that Dept. of Building and Safety review the plans for the proposed substantial remodel to determine if it requires more than 30 days to complete and submit corrections to landlords before permits are issued. Require that landlords insert performance clauses in contracts to ensure that the remodel will be completed in the required timeframe so that tenants/landlords benefit. Contractors are known to run more than one job at the same time which unnecessarily delays completion of yours. Performance clauses paying a bonus for early completion or a substantial penalty for each day completion is late solves this problem. Fine landlords who purposely submit unnecessary changes to contractors that delay the project past promised completion which would cause tenant eviction. All materials and fixtures can be vetted, approved and ordered prior to start of construction. I have run a company in this industry.	9/28/2021 10:57 AM
20	Make it easier to evict nuisance and disruptive tenants.	9/28/2021 10:36 AM
21	Offer funding for this to upkeep aging places as well as ensure appliances / apartment needs are present and up to code. Not allowing tenants living somewhere already to pay for improvements nor have expenses increased.	9/28/2021 2:14 AM
22	Some times these remodels can be done without displacement. My landlord has evicted numerous tenants on the guise of remodel but really just to put in new flooring and triple the price of rental unit. I have been a tenant in same property for 34 years and have same carpet, linoleum and appliances as 34 years ago. I know I pay less rent than my neighbors due to tenancy for all this time, but I am stressed every day that I may get eviction notice.	9/27/2021 9:29 PM
23	Tenant should be able to stay in unit while being renovated	9/27/2021 3:44 PM
24	They can offer tenants a chance to stay	9/27/2021 1:25 PM
25	Require an approval process for the remodel to determine if displacement is actually required, require landlords to pay for temporary lodging or relocation of tenants, and restrict the amount and frequency of rent increases.	9/27/2021 1:17 PM
26	If an actual remodel is needed for safety the reasons the owner should relocate the tenant temporarily until work is completed then allow the tenant back into their original home WITH THE SAME RENT PRICE as before.	9/27/2021 11:38 AM
27	Come with up additional temporary housing, maybe City-owned housing units, that are used and paid for by tenants that have been displaced due to remodels	9/27/2021 11:21 AM
28	Inspection from the city. The unit of our building don't even need to be remodeled. The new owners used that trick to simply double the rent. Also the remodeling of an unit in our building took around a week. The owner could have just given the option to vacate the premises to remodel and come back after it.	9/27/2021 10:59 AM
29	Renovate as units become available.	9/27/2021 10:13 AM
30	adopt a continuance maintenance approach, use the property inspection program and enforce the health/safety/building codes on an on-going basis.	9/27/2021 10:09 AM
31	Give tenants the option of temporary misplacement.	9/27/2021 10:09 AM
32	Please explore how often there is displacement due to substantial remodel before you try to solve for this problem.	9/27/2021 9:57 AM
33	Several Requirement: Building PERMITS required for remodel "excuse" to be used, only significant danger for long periods of time, to tenants, should require them to move. VOUCHERS from landlords providing equivalent place to live during process for the SAME rent amount and "right of return" at same rent amount when work is done. NO rent increase (1 year) clause after work completed and no rent increase for new tenants after work done. City stops demolition and replacement of older building housing unless the rents are the same as housing replaced. Focus on rehab of older buildings or previously commercial buildings, rather than demolition and higher cost housing to replace older buildings.	9/27/2021 9:54 AM
34	Help landlords keep moving Long Beach forward and encourage permitted improvements. The city could set up a fund to help tenants with financial hardship. Housing supplier should only be responsible for one months rent as a payment to assist tenant.	9/27/2021 9:12 AM
35	PARKING	9/27/2021 7:39 AM
36	Yes, depending on the EXTENT of REHABILITATION OR RESTRUCTURING of the premises. Just as the CITY requires APPROVED prerequisites to the GRANTING & ISSUANCE of a PERMIT for RECONSTRUCTION to ALL LANDLORDS, and PERIODIC CITY INSPECTIONS to conform to the LANDLORDS' approved plans, LB LANDLORDS must sign UNDER PENALTY OF PERJURY that such PLANS will NOT displace but merely INCONVENIENCE such intended TENANTS at the LANDLORD's EXPENSE with a 30-60 day WRITTEN ADVANCE NOTICE. There MUST be PROOF OF LEGAL SESERVICE and ACKNOWLEDGEMENT OF RECEIPT by such select TENANT(S). Further, a full and completely executed EXPLANATORY ATTACHMENT must be affixed indicating the specific anticipated DATES and TIMES of TENANT DISPLACEMENT which must unequivocally STATE that the RESIDENT(S) will be restored to their lawful tenancy upon COMPLETION of the REHABILITATED APARTMENT(S); and that there will be NO INCREASED or RAISED RENT for AT LEAST SIX-MONTHS to ONE-YEAR's time, depending on the length of tenancy, age of tenancy, financial burden, and other material personal considerations to be given prior to FIRST OFFERING those TENANT(S) the option to PAY and ACCEPT such INCREASED RENT, which will NOT EXCEED comparable market rent value.	9/26/2021 2:08 PM

37	I am a long time landlord very aware of the fact that rents have helped me create an asset for my family. I am most concerned about ensuring that tenants are fairly treated, which is why I support requirements for significant relocation assistance to tenants if there's a genuine need to make substantial improvements and a requirement that landlords who've rented out substandard properties not be allowed to use "substantial remodel" as an excuse to force out tenants.	9/25/2021 6:41 PM
38	Option 1 is what I believe is best I have seen my neighbors being evicted from there apartments because of substantial remodeling they were not told that rent would go up when they returned they could no longer afford the apartment and had to leave they had no other choice they could were basically evicted we can't have the rents increase higher because of this many of these people have lives here for years I believe creating a program where they help the apartments being fixed but still protect the tenants would work tenants and myself are afraid to speak about work needed in the apartments because we are afraid of becoming victims of substantial remodeling.	9/25/2021 2:52 PM
39	Eliminate substantial remodel as a just cause for eviction and create a renovation administration program to set up a fair process for repairs.	9/25/2021 1:47 PM
40	You can't make substantial improvements on an occupied unit and you can't afford to invest \$25,000-\$50,000 per unit and re-rent at the same rate. This will halt any major renovation project if owner's are required to maintain below market rents following major improvements.	9/24/2021 2:46 PM
41	I am still not aware of a major problem that involves 60 day notices in LB. So far, all that we have heard, (verbal) are stories about evictions with no data to substantiate it and if we are to believe that there were 800+ "evictions/non renewal of leases from March 2020 to March 2021 that is less than 1% of the tenant population, so we shouldn't be forming a RAP or passing a citywide ordinance. What we should be doing is penalizing those that are violating the law and hard. However, before all that the City should be sending out communications to tenants and landlords on what their rights are and what can/can't be done.	9/23/2021 5:17 PM
42	The property owners should relocate and finance the move..and families continue to pay the same amount of rent they were already paying...Don't need any money in hand as I told them..just find me a place and pay deposit...and first month's rent..But they charged me for the 2 months I lived there and I only received my 1500. deposit which went toward the new place \$500.00 deposit and \$3200.00 month rent.Between the harassment...stress...auto problem ...and move ..I couldn't think anymore..I was just tired...so tired...	9/23/2021 4:23 PM
43	City should go with OPTION 1	9/23/2021 1:16 PM
44	Allow housing providers and tenants to develop their own solutions. Small housing providers have a heart and mean well for their tenants. If council feels legislation must be crafted, do so to address only the REITs and other major investors for whom the tenants are just numbers. Exclude housing providers with fewer than 12 units.	9/23/2021 11:00 AM
45	Clarify what substantial improvements are. You cannot leave tenants in a property where the owner is replacing electrical systems, opening walls to change old galvanized plumbing to cooper, changing out old clay sewer systems, putting in new windows and remodeling each unit with new kitchens, bathrooms, flooring. All this must be done with permits from the City of Long Beach. Permits need to be pulled and paid for outlining the extensive improvements prior to tenants vacating. This is very important for the City to allow owners to improve/refurbish/remodel these old buildings on the owners money and it improves the City and the housing stock. It is impossible to have the tenants remain in the property with this type of remodeling. Clarify what substantial remodel is and confirm with the permit process.	9/23/2021 10:48 AM
46	Consider offering grants for tenants and low interest loans and property tax reductions for property owners affected by the need to substantially improve an aging property. It would be short-sighted to implement ordinances that disincentivize private investment capital from coming to our City to improve our aging housing stock.	9/23/2021 10:08 AM
47	No. Legislating depressed rental revenue for owners will mean many will not be able to afford to do the needed supportive/habitability renovations.	9/23/2021 9:44 AM
48	Giving a detailed plan of the scope of the project to the city, including the potential impacts on the tenants and why tenants need to be temporarily relocated. Renters should be noticed of the project at least 3 months in advance and compensated for temporary relocation.	9/23/2021 9:31 AM
49	They should negotiate a convenient time for tenants to be out of the unit - for example when a family might go on summer vacation to relatives - and focus on repairs that are actually necessary, like replacing leaky pipes or addressing wiring issues, and not worry about replacing cabinets in units with long-term tenants who don't have an issue with the existing ones. I've been in my apartment for 30 years, and pipes and wiring have been replaced within the last 15 years, so there's no urgency for the new owners to replace them again. My 50-year old cabinets are sturdier, and more practically designed than the cheap ones they put in the rehabbed units that don't have enough storage space. While they were putting new windows in other units they were rehabbing, they put new windows in occupied units as well - replacing 2- year old security windows with lesser quality manual lock windows that look exactly the same from the outside.	9/22/2021 11:10 PM
50	There is no reason why substantial remodel should be a just cause for eviction. A landlord should be required to submit a plan with clear descriptions of the true scope of renovation work, and the potential impact of the project and why temporary relocation for tenants is required for any major renovation project. Substantial remodel has been abused as a reason to evict long term tenants and families...	9/22/2021 6:23 PM
51	Have planned remodels (e.g., a year or more notice) and verify the need of this is a reason for evicting someone. Avoid these types of evictions by providing alternative accommodations	9/22/2021 5:02 PM

52	The PRIMARY ISSUE is that developers consider collateral damage "cost of doing business". People like the lady I care for could die if they make an extra \$20, and they would not care. So, this substantial remodel loophole is being used to aggressively and violently remove folks that need housing to survive. Since they stand to gain the most from attacking the most vulnerable/lowest rental, it systematically promotes exploitation.	9/22/2021 2:01 PM
53	Offer incentives to lower renovation costs (rebate programs)?	9/22/2021 1:37 PM
54	I do not think making rental property owners cover moving costs or relocation fees is justified if they want to remodel their own apartment building/units. I would understand perhaps giving the tenants a longer period of time in which they have to move instead of just 60 days but if you give them 3-6 months to move out then you should not have to cover any sort of moving costs or relocation fees. In addition, if the city makes it so that tenants who were displaced for the remodel get to move back in at their same rent price then I guarantee property owners won't remodel units until they are vacant. You are going to create even more slumlords if that happens. The more the city tries to control what property owners can and can't do the more rent prices will go up and the less upgrades to apartments there will be. You are taking away any kind of incentive that property owners have to put money back into their investments.	9/22/2021 11:49 AM
55	Between rent control, just cause evictions, lack of supply, you need substantial improvements to create better quality units and to create an availability of vacancies. Right now, vacancies are in short order and rents are going higher and higher. Without a supply that is meeting the demand of this city, it will continue to happen. I think the city should explore options in lease limits. Apartments are not meant to be lived in for 12, 15, 20 years. You can maintain them but after that much time, it needs work. Since we have rent control, I think a 10 year lease limit would create more available units. After 10 years, the owner has the right to terminate the lease to upgrade the unit and return the security deposit in full to the tenant. You would create more turnover of units and the tenant would be able to expect to live somewhere for 10 years.	9/22/2021 11:15 AM
56	The day I moved in there was a need for substantial remodel which the landlord was aware of and refused to fix and now you think its fair for me to be evicted if he claims he will fix it after I have been asking for 4 years? Recommendations: - Fix problems before renting unit out and if it is not then "just cause" should not be applicable. -Knowing that buildings are so old, the city should require inspections of units when tenants move out so property owners know what renovations to make. AND require an inspection before putting property on the market. I have serious issues going on in my home that are significantly impacting my health and I am hesitant to report it for fear of being evicted, when there is a severe shortage in housing availability. I've held up my end of the lease and I would not consider my eviction "just cause" when I pay rent month after month and am living in a hazardous environment.	9/22/2021 10:03 AM
57	I think it important to allow property owners to renovated our older housing stock without financing handicapping them. Construction and material stocks are high. If you want owners to properly maintain and upgrade their housing, then you can't handicap them with tenants being able to move back at the same rent. That would make no financial sense and owners would never renovate properties. I suggest a higher tenant relocation fee for those owners who plan to do a substantial remodel and have to displace the existing tenants.	9/22/2021 8:55 AM
58	N/a	9/21/2021 10:46 PM
59	Subsidize the rent of low income households as long as the adults are all working.	9/21/2021 4:42 PM
60	I wish I did, my property will be 100 years old in 2022.	9/21/2021 4:40 PM
61	Maybe the City can subsidize the tenants move/incentives or provide housing while owners exercise their right to improve their property for the betterment of all, including the City.	9/21/2021 4:33 PM
62	Get out of the way.	9/15/2021 3:40 PM

Q7 Property Owners: What are the biggest challenges you face in maintaining and making repairs to your units?

Answered: 27 Skipped: 55

#	RESPONSES	DATE
1	Cooperation from tenants and quality workmanship and cost of labor	9/30/2021 5:10 PM
2	Escalating costs for just about everything. On older buildings it is necessary to consider your first estimate on a repair to be the base line for additional surprises. I usually multiply my estimates times "3" to get a probable cost. Replacement parts for older buildings can also be very difficult to find and sometimes impossible, requiring replacement on an entire fixture. Also, the sizes/dimensions for wood and moldings are different in older building and can often require custom work costs.	9/29/2021 11:20 AM
3	Money to do repairs. Getting a good workman in a timely manner as most a very busy as owners are "hanging" on waiting for their services. Many are delayed and remodeling is thrown off. Repair and remodeling costs exceed the allowed increases. (Remodeling might need to be done but we need to collect increases based on improvements.	9/28/2021 5:58 PM
4	N/a	9/28/2021 11:49 AM
5	Uncooperative tenants.	9/28/2021 10:37 AM
6	Proper budgeting; and on-going maintenance.	9/27/2021 10:10 AM
7	Making necessary repairs and keeping my tenants safe while also making a profit from my properties.	9/27/2021 9:58 AM
8	Finding reliable workmen and women to do repairs. This is why I have my tenants do the repairs or coordinate with repair persons, in lieu of rent at times. I do repairs or replace appliances at once, with them coordinating the changes. I involve them in making decisions and being involved in upgrades. I only asked that they advise me if problems with paying full rents during pandemic. I assisted them to apply for Renter's Assistance funding.	9/27/2021 9:57 AM
9	Permit process is slow and backlogged. High costs and tenants who don't comply	9/27/2021 9:13 AM
10	N/A - I am a tenant.	9/26/2021 2:09 PM
11	Cost of repairs and improvements. Slow process on permits.	9/25/2021 6:41 PM
12	Government interference and ridiculous delays in obtaining permits.	9/24/2021 2:48 PM
13	1. Cost 2. Time	9/23/2021 5:17 PM
14	Cost of repairs and city legislation and regulation.	9/23/2021 11:01 AM
15	The cost of these improvements. Costs for lumber, cooper, , fixtures, etc. and labor have skyrocketed. Tenants not taking care of the new improvements.	9/23/2021 10:52 AM
16	1) Collecting rents, 2) Uncooperative residents and 3) coordinating repairs.	9/23/2021 10:09 AM
17	Increasingly high costs to do significant renovation, e.g.; roof replacement, plumbing replacement, wiring replacement	9/23/2021 9:45 AM
18	N/A	9/23/2021 9:31 AM
19	None currently, perhaps cost or timing in the future	9/22/2021 5:02 PM
20	No incentive for upgrading units when we can't increase rents more than 5% + CPI. Not being able to terminate tenancy in order to remodel units with paying hefty costs/fees.	9/22/2021 11:55 AM
21	Apartments are not meant to be lived for 12,15,20 years. Lots of wear and tear builds up, things that go beyond regular maintenance. Plus, as value of property goes up over time, long term tenants tend to pay under market rent. As enough time passes, real upgrades and remodels are necessary. It is not worth the expense to do those things if you are unable to reset the rent to market value.	9/22/2021 11:21 AM
22	Tenants. Tenants often are the ones who cause the damage to units. You also have to work around their schedule. In addition, material and construction costs are at all time highs.	9/22/2021 8:55 AM
23	N/a	9/21/2021 10:46 PM
24	Rent control and eviction moratoria incentivize tenants not to move and not to pay rent. This makes it difficult to afford routine maintenance (causing deferred maintenance) or if the unit never turns over, the quality of the housing stock is negatively impacted requiring substantial renovations of vacant apartments when possession of the apartments is restored to owners.	9/21/2021 4:46 PM
25	I haven't raised rent through out pandemics and if I need to pay for relocation of the tenants to make the repairs I might have to limit repairs that should be done because of the cost.	9/21/2021 4:43 PM
26	High costs & finding good & available contractors.	9/21/2021 4:34 PM
27	Getting good people at a reasonable price.	9/15/2021 3:40 PM

Q8 If the City were to do one thing to help balance the needs of tenants and property owners during a substantial remodel of an existing unit, what would that be?

Answered: 61 Skipped: 21

#	RESPONSES	DATE
1	see answer to 6	10/1/2021 3:42 PM
2	Give the tenant an opportunity to purchase	9/30/2021 5:11 PM
3	Protect the tenants from substantial remodel evictions.	9/30/2021 12:36 PM
4	Require landlords to temporarily relocate tenants to other equal housing regardless in the event of any remodel and reinstate them back into their unit at the same previous rent. This assures tenants of being able to hang on to affordable units, eliminates the need for City review of plans prior to remodel approval to police landlords, and cuts bureaucratic red tape for landlords. Only total gutting of a building should allow evictions.	9/30/2021 12:07 PM
5	OPTION 1	9/30/2021 8:51 AM
6	Free rent and utilities	9/29/2021 11:00 PM
7	Not evict tenants.	9/29/2021 8:43 PM
8	Be more involved in the process. Tenants shouldn't be tricked out their place of residence.	9/29/2021 4:59 PM
9	-PROPER COMPENSATION TO LEAVE -ABILITY TO RETURN AT THE SAME RENTAL RATE -FOR OWNERS W/ MULTIPLE PROPERTIES THEY SHOULD REHOUSE TENANTS IN ANY VACANT UNIT -OWNERS SHOULD BE REQUIRED TO SHOW PROOF OF WHAT IS NEEDED AND THEN SHOW THEY FOLLOWED THROUGH. -OWNERS SHOULD BE REQUIRED TO SHOW PROOF OF THEIR NEED AND INTENTION, AND GET PERMISSION FROM CITY BEFORE FOLLOWING THROUGH WITH EVICTION	9/29/2021 4:29 PM
10	Find a program, just like option 1 offers, to manage landlord availability to maintain units without evicting tenants.	9/29/2021 4:08 PM
11	Have enough affordable rental housing available so that tenets can find other housing.	9/29/2021 12:40 PM
12	Setting expectations – I don't expect my building to be habitable forever without significant improvements/upgrades and costs and tenants should not expect their apartment will be forever the same.	9/29/2021 11:33 AM
13	Maybe find an alternative solution before immediately jumping to renovating. I think a good idea to make sure property owners keep up with fixing what goes wrong in a particular property would be charging a small fee that the tenants pay but ensures that owners have to fix whatever goes wrong given that the tenant is paying.	9/29/2021 10:50 AM
14	A tax credit during the remodel.	9/28/2021 6:02 PM
15	Set a ceiling on rental properties. Easier for the tenant to relocate and pay the same rent	9/28/2021 5:47 PM
16	Make sure tenants are not evicted	9/28/2021 2:32 PM
17	Be up front with tenants and attempt to come to an interim agreement with them that can be documented and that is fair for both parties regarding a work around for displacement and potential rental increases following renovation. After all, it can't be all bad to continue to collect rent while renovating.	9/28/2021 12:47 PM
18	Allow tenants to stay in hotels paid for by the owners during remodel and have a written law that tenants will be allowed the property after remodel. Also if the city offered to step in to advocate for the tenants the would be helpful.	9/28/2021 11:51 AM
19	Please see my answer with specific recommendations to this request in the previous question	9/28/2021 10:59 AM
20	Proper notice with reasonable time for alternative housing.	9/28/2021 10:38 AM
21	Provide aid to prevent cost affecting tenants as well as require specific calculation of any relocation cost and provide 100% cost cover or deduction from payments.	9/28/2021 2:16 AM
22	Property owners are raking it in. My former landlord was making over \$100,000 PER MONTH in income for her properties. City needs to do whatever it can to ascertain that these "substantial" remodels are indeed just that. Tenants need to be protected.	9/27/2021 9:32 PM
23	It should work out for the tenant and owner	9/27/2021 3:47 PM
24	Make the property owner pay the relocation and temporary housing costs	9/27/2021 1:18 PM
25	Actually keep track of WHAT the Substantial Remodel permits are for. If only a cosmetic remodel, eviction should not be allowed AT ALL. Defining Substantial Remodel to begin with and not allowing loopholes that created this mess.	9/27/2021 11:39 AM
26	Provide temporary housing for the tenant	9/27/2021 11:22 AM

27	The balance is doing what is fair. There is a difference between an old building poorly maintained that really needs repairs and remodeling and a building well maintained that doesn't need remodeling but owned by greedy owners who want to insanely increase the price of the rent. The city should inspect a property before a landlord evicts his tenants to make sure the substantial remodeling is justified and not abusive.	9/27/2021 11:04 AM
28	To mandate that the property owner not increase the rent beyond the point that the current resident won't be able to afford to live there anymore.	9/27/2021 10:25 AM
29	Don't allow owners to evict tenants. Some remodeling can be done with the tenants still occupying the unit.	9/27/2021 10:11 AM
30	have a case navigator for the tenant throughout the process	9/27/2021 10:10 AM
31	Housing vouchers that PROVIDE a place for them to live during danger periods of renovations, if any risk. They would pay same as rent during this period. Right to return at same rent would be part of this agreement for renovation period and their housing return would be faster than months long, in the majority of cases.	9/27/2021 10:00 AM
32	Allowing property owners to remodel as they see fit, make a process for removing tenants if they are unsafe during a substantial remodel. Define substantial for the record, study the problem as it pertains to this issue happening right now.	9/27/2021 9:59 AM
33	Set up a fund that will assist tenants who qualify for rental assistance	9/27/2021 9:13 AM
34	Parking safety	9/27/2021 7:40 AM
35	Please refer to my previous Response #6. I believe that by applying those equitable prerequisites whereby the CITY oversees and preapproves the LANDLORD's intent PRIOR to ANY notification to the TENANT, and that the LANDLORD provides CLEAR, UNAMBIGUOUS VERBIAGE and TIMELY ADVANCE NOTICE to be SERVED on and RECEIVED by such TENANT will prevent BAD FAITH consequences which would prevail disadvantageously against the TENANT, in particular. It is the willful, unconscionable, and sometimes inhumane displacement with little or no warning which causes disastrous and even life-changing harmful consequences which the LANDLORD alone has sole control and foreknowledge. What should be realized is that the actions of UNCARINGLY BAD or PREDATORY LANDLORDS often results in HOMELESSNESS through no fault of even a LAWABIDING tenant. The untold costs can be catastrophic as one's PHYSICAL HEALTH, WELFARE, and EMOTIONAL WELLBEING is strongly aligned to the STABILITY of one's HOME, FAMILIAR LIVING & TRAVEL ENVIRONMENTS, PROXIMITY TO FAMILY, FRIENDS, MEDICAL CARE, SHOPPING, PUBLIC TRANSPORTATION, and the like, can wreak havoc for the remainder of one's life— especially where SENIORS, DISABLED, FINANCIALLY- and/or MENTALLY-CHALLENGED persons with untold ranges of INFIRMITIES are concerned. Worse, we are ALL living in TROUBLED TIMES with an UNCEASING PANDEMIC resulting in even GREATER COLLATERAL DAMAGE to too many of the disenfranchised and seemingly discarded HUMAN members of our 21st Century society. While I do not have a pet or care animal, for many persons those are other considerations which come into play as such individuals are dependent on the companionship, love, and responsive interaction with such animals. When relocating to my present residence, my NATURAL PLANTS were ESSENTIAL to my intended wellbeing as I had nurtured, groomed, and lovingly designed and created a beautiful and exceptionally unique MINIATURE DESERT ROCK GARDEN of LIVE PLANTS which have mostly survived to this day. Without an OUTDOOR BALCONY to maintain my horticultural collection, which was soothing to my inner spirit and a balm to subdue the external cruelties and alarmingly unwelcomed abuses which miseries I was compelled to suffer to maintain an affordable roof over my head in the twilight of my life, I could not have survived that LONG BEACH CORPORATE LANDLORD and his MANAGEMENT's sadistic exploitations, fraud, corruption, and abusive humanities which have not ceased with other elderly and unprotected souls.	9/26/2021 2:39 PM
36	Require fair compensation and relocation assistance for tenants.	9/25/2021 6:42 PM
37	Removing substantial remodeling and applying options one to protect the tenants from being victims of eviction having rent control because they have a increased the rent by hundreds because of the substantial remodeling people could no longer afford to go back the apartments that they were renting also having the landlord fix apartments issues when they are small instead of waiting for the issue to get bigger and costing more money that will come out of the tenants pockets by increasing the rent just because the landlord did take the responsibility when he should of .	9/25/2021 2:59 PM
38	Require landlords to submit a plan with clear descriptions of the renovation, its impact on tenants, and why relocation is or would be required. Require landlords to provide tenants with either temporary, alternate or comparable housing, or temporary relocation assistance.	9/25/2021 1:50 PM
39	subsidize the rents for tenants returning to a substantially remodeled unit at market rates. Otherwise, no owner can afford to make this kind of investment if rents are frozen at below market rates.	9/24/2021 2:51 PM
40	possibly giving the tenants more prior notification. more than 60 days	9/23/2021 5:18 PM
41	Give the Public the INFORMATION needed .. Because I was so afraid...and without information people PARISH..	9/23/2021 4:25 PM
42	OPTION 1	9/23/2021 1:19 PM
43	The City needs to clarify in detail what substantial remodel is! The City must CONFIRM with the pulling of permits. Substantial remodel to me is upgrading the major systems and upgrading the old 1920's through 1950's original units. The tenants that live in Long Beach will benefit in the long run by having improved housing stock to live in within the City. Not old dilapidated buildings and units.	9/23/2021 11:05 AM
44	Exclude small housing providers from legislation. The problem that council seeks to address is caused by the big players.	9/23/2021 11:03 AM
45	Provide grants to tenants and grants, low interest loans or tax incentives for property owners.	9/23/2021 10:10 AM
46	Stay out of it! This is a very low-percentage occurrence.	9/23/2021 9:48 AM
47	To give tenants adequate compensation for temporary relocation and to ensure property owners keep the rent the same for tenants to return.	9/23/2021 9:33 AM

48	Help subsidize the temporary relocation of tenants, for example providing grants equivalent to 2 months in a furnished short-term rental place like a Homewood Suites or similar, allowing tenants to just continue to pay their regular rent to their landlord, and landlords to be only out of pocket for the actual rehab expenses.	9/22/2021 11:14 PM
49	There is no reason why substantial remodel should be a just cause for eviction. A landlord should be required to submit a plan with clear descriptions of the true scope of renovation work, and the potential impact of the project and why temporary relocation for tenants is required for any major renovation project. Substantial remodel has been abused as a reason to evict long term tenants and families...	9/22/2021 6:24 PM
50	Weigh toward the needs of tenants. As a property owner, I have more rights and privileges than tenants.	9/22/2021 5:03 PM
51	Allow the tenant to refuse eviction for reasonable grounds. The substantial remodels are not for health reasons, they are voluntary. If there exists a public health risk due to the eviction then it should not be allowed. This is important during covid.	9/22/2021 2:03 PM
52	Protect tenants in place and offer hotel rooms while units are being renovated	9/22/2021 1:38 PM
53	Give the tenant more than 60 days to move out. Perhaps 90 days or even 100 days. Remodels don't need to happen asap but tenants should not require more than 90-100 days to find another place to live.	9/22/2021 11:56 AM
54	I would say you could protect tenants from new property buyers who are using the current rules to kick out tenants when they want to flip a building. I think you can help the property owners, by allowing owners who have owned their own buildings a year or 2 to be able to do what they want when they want. I think lease limits would give both tenants and owners clear communication that someone cannot reside in apartment for 10 year plus.	9/22/2021 11:27 AM
55	Since there is a housing shortage, property owners should be required to place tenants in new home (for those who own multiple properties they should give tenants an opportunity to move into a vacant unit at the same rental rate), They should be required to financially compensate tenants who have to leave, pay for moving costs, and pay for rental difference of new place (ex. I currently pay \$1100 for a 1bedroom which is about 50% of my income, if I was forced to leave, a 1bedroom is now \$1400-1650, that \$300-550 more a month I cannot afford and I am the sole income earning for my family.)	9/22/2021 10:15 AM
56	Require a higher relocation fee paid to tenants. This would allow them to find new housing and the cost would be offset by the moving allowance, while also allowing property owners to renovate their properties.	9/22/2021 8:56 AM
57	Just do not allow it unless there is an actual safety issue. It is not fair that I've already had to move once, and will likely receive another eviction due to remodeling if this rule changes. That would be two evictions due to remodeling in less than 5 years. This is not fair to me. If an owner insists on doing remodeling, then they should pay for me to get a hotel for a couple weeks while they do their remodeling. Or wait until I move on my own terms to do remodeling.	9/21/2021 10:49 PM
58	Provide more affordable housing so that natural turnover occurs and tenants feel at ease moving to a different apartment when repairs are needed. Turnover gives opportunities for property owners to maintain their units.	9/21/2021 4:48 PM
59	Allow property owners to request the tenants to move to complete the needed repairs or the property will become more in disarray. More work longer needed vacancies to make repairs.	9/21/2021 4:47 PM
60	Be equitable to both tenants AND owners.	9/21/2021 4:34 PM
61	Get out of the way.	9/15/2021 3:41 PM

ATTACHMENT C:

**Survey Responses - Open Ended Questions
(Spanish with English Translation)**

Q6 Para los propietarios: ¿Cuáles son los mayores retos a los que se enfrenta para mantener y reparar sus unidades?

Answered: 2 Skipped: 3

#	RESPONSES	DATE
1	No aplica	9/30/2021 9:36 PM
2	Pues el no poder tener otro lugar para cuando ellos arreglen nos muevan a otro lado	9/23/2021 9:18 PM

#	TRANSLATED RESPONSES	DATE
1	Does not apply.	9/30/2021 9:36 PM
2	Well, having somewhere to go when they arrange to evict us.	9/23/2021 9:18 PM

Q7 Para los inquilinos y propietarios: ¿ Tiene alguna recomendación que el ayuntamiento deba explorar para ayudar a los propietarios a realizar mejoras sustanciales en las viviendas en alquiler sin desplazar permanentemente a los residentes?

Answered: 4 Skipped: 1

#	RESPONSES	DATE
1	Dar prioridad a que regresen a su vivienda y se respete la cantidad que se estaba pagando (no aumentar exageradamente el alquiler)	9/30/2021 9:46 PM
2	strabajar de la mano del propietario para que no aga injusticias y saber si de verdad el propietario tiene problemas para resolverlo O solo wuiere sacar provecho de la ley actual hacer el cambio juntos claro favoreciendo al inquilino	9/28/2021 6:40 PM
3	Pues hacer viviendas para poder vivir en mejores condiciones ho comprar casas de recursos bajos	9/23/2021 9:20 PM
4	OPCION 1	9/23/2021 1:33 PM

#	TRANSLATED RESPONSES	DATE
1	Give priority to return to your home and respect the amount that was being paid (do not increase the rent excessively.)	9/30/2021 9:46 PM
2	Work hand in hand with the landlord so that he does not cause injustices and find out if the landlord really has problems to solve OR if he just wants to get out of the current law. Make changes together clearly favoring the tenant.	9/28/2021 6:40 PM
3	Well, build houses to live in better conditions or buy low-income houses.	9/23/2021 9:20 PM
4	Option 1	9/23/2021 1:33 PM

Q8 Si la ciudad tuviera que hacer una cosa para ayudar a equilibrar las necesidades de los inquilinos y de los propietarios durante una remodelación sustancial de una unidad existente, ¿qué sería?

Answered: 4 Skipped: 1

#	RESPONSES	DATE
1	primero no desalojar inquilinos y ayudar para tener un techo mientras esta lo remodelacion y por su puesto tener en cuenta que no nos suban la renta por remodelacion	9/28/2021 6:43 PM
2	La ciudad tiene q aprobar algo en los aptos q estén bien echos	9/23/2021 9:21 PM
3	OPCION 1	9/23/2021 1:33 PM
4	No hay ninguna razón por la cual una remodelación sustancial deba ser una causa justa de desalojo. Se debe exigir al propietario que presente un plan con descripciones claras del alcance real del trabajo de renovación y el impacto potencial del proyecto y por qué se requiere la reubicación temporal de los inquilinos para cualquier proyecto de renovación importante. Se ha abusado de una remodelación sustancial como motivo para desalojar a inquilinos y familias a largo plazo.	9/22/2021 6:19 PM

#	TRANSLATED RESPONSES	DATE
1	Do not evict tenants, help us keep a roof over our heads while it is being remodeled, and of course take into account to not raise our rent for remodeling.	9/28/2021 6:43 PM
2	The City must approve something that makes sure the remodeling work is well done.	9/23/2021 9:21 PM
3	Option 1	9/23/2021 1:33 PM
4	There is no reason why a substantial remodel should be just cause for eviction. The landlord should be required to submit a plan with clear descriptions of the actual scope of the renovation work and the potential impact of the project and why temporary relocation of tenants is required for any major renovation project. A substantial remodel has been abused as a reason to evict tenants and long-term families.	9/22/2021 6:19 PM

Q9 Si ha experimentado un desalojo debido a una remodelación sustancial de su unidad, ¿cuál fue su experiencia? Describa las circunstancias y las consecuencias en unas pocas frases.

Answered: 3 Skipped: 2

#	RESPONSES	DATE
1	He recibido carta de desalojo y demanda por retencion aun despues de avisarle al propietario que estabamos en ina pandemia y teniamos una moratoria, esto nos a provocado extres problemas familiares el mas grande dolor es ver a tus hijos tristes porque dicen mama yo no quiero vivir en la calle , les pido no permitan que los propietarios se aprovechen de la ley atual para llenar sus bolsillos de dinero y dejarnos sin nuestro salario nuestros hijos necesitan ir ala universidad y ser personas profecionales y puexan Portar a nuestra hermosa ciudad, que se ve mal con tanto desamparado pero ellos no tienen la culpa la culpa es de la sociedad que los apuesto en esa situacion por los altos costos de renta.	9/28/2021 6:36 PM
2	Nos quieren sacar para arreglar los daños q realmente desde el año 2018 ya estaba este problema muy serio mojo ollos	9/23/2021 9:16 PM
3	En el 2018 mi arrendador fumigó porque teníamos chinches en el edificio y nos envió fuera del edificio por 3 días, algunos de nosotros estuvimos fuera por 7 días porque nuestros apartamentos estaban más infectados con chinches que los otros, y el arrendador no proporciono vivienda temporal para cualquiera de los inquilinos, teníamos que buscar por nuestra cuenta con amigos y familiares, y algunos tenían 2 o 3 hijos, recientemente el arrendador arreglara algunas cosas en mi departamento y me dijo que si arreglaba algo , mi alquiler aumentaría, o tal vez tendría que estar fuera por dos días, pero él no promete que podré regresar al departamento, y si se da cuenta de que es demasiado costoso. entonces me desalojara	9/22/2021 6:18 PM

#	TRANSLATED RESPONSES	DATE
1	I have received an eviction letter and demand for retention even after notifying the owner that we were in a pandemic and we had a moratorium. This has caused us other family problems. The biggest pain is seeing your children sad because they say, "mom I don't want to live on the street." I ask you not to allow the owners to take advantage of the current law to fill their pockets with money and leave us without our salary. Our children need to go to university and become professional people, so they can support to our beautiful city, which looks bad with so much homelessness, but they are not to blame, it is the fault of society that put them in that situation due to the high costs of rent.	9/28/2021 6:36 PM
2	They want to evict us to fix the damages that really have been there since 2018, there was already this very serious problem.	9/23/2021 9:16 PM
3	In 2018 my landlord kicked us out of the building for three days to fumigate for bed bugs. Some of us spent 7 days without our homes because some apartments were worse than others. The landlord did not provide us with temporary housing, so we had to search for a place live with friends or family. Some of us even with 2 or 3 children. Recently, my landlord had to fix some things in my apartment and told me that if I fixed something my rent would either go up or I'd have to be away for a couple days while it gets fixed. But there are no promises that I will be able to return to the apartment. If the rent goes up any more, then I'll be evicted.	9/22/2021 6:18 PM