

MEMORANDUM

DATE October 25, 2021

TO City of Long Beach
Patrick Ure, Housing and Neighborhood Services Bureau, Manager
Christopher Koontz, Long Beach Development Services Management, Deputy Director

FROM Wendy Nowak, AICP, Principal
Alexsundra Captan, Senior Associate I
Renata Langis, Project Planner

**SUBJECT: Substantial Remodel-Related Tenant Displacement – Public Workshop and Online Survey
Summary of Input Received**

A. Background

This memorandum provides a summary of the key take aways from the Substantial Remodel-Related Tenant Displacement Workshop (Attachment A: Summary of Key Takeaways from Public Workshop, September 22nd) and the Online Survey, including both Spanish and English responses. The survey was conducted from September 13th to October 4st, 2021 and was hosted in conjunction with the Public Workshop held on September 22nd. Approximately 70 people attended the public workshop and 87 people responded to the survey prior to the closing date. The majority of respondents were women, were tenants and were of white or Hispanic/Latinx origin as further identified in the tables below.

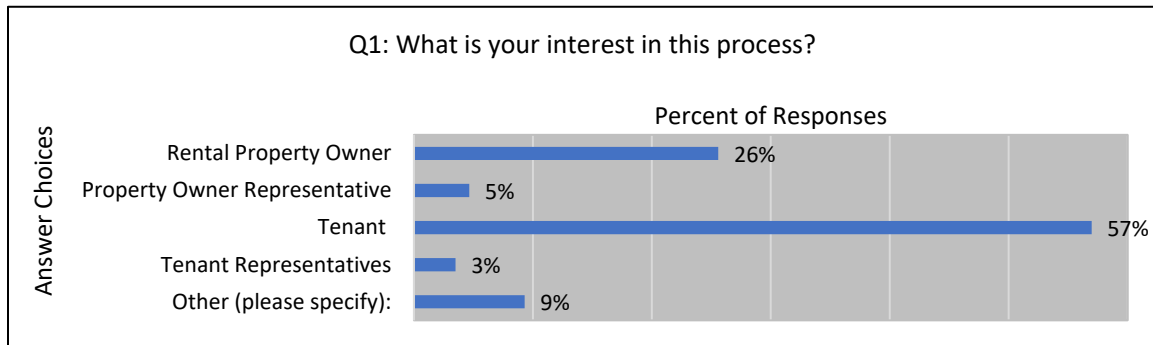
The purpose of the workshop and survey was to gain understanding of the biggest challenges residents and property owners experience related to housing with a focus on collecting information that will help inform possible edits to the City's Just Cause for Termination of Tenancies Ordinance. The survey provided an opportunity for the public to give feedback to the City in the event that they were unable to participate in recent stakeholder meetings or the public workshop. The feedback shared regarding experience with substantial remodels and recommendations can help the City brainstorm solutions that encourage landlords to invest in renovation work without subjecting tenants to deplorable housing conditions during construction or forced permanent displacement.

Section B of this memorandum provides the resultsof the discreet survey questions and results. Section C provides a summary of key ideas from the open-ended responses collected in the survey. Detailed open-ended responses can be found in Attachment B (English responses) and Attachment C (Spanish responses with English translations). Section D provides the results of the demographic questions asked in the survey.

B. Substantial Remodel and Tenant Displacement Survey Questions

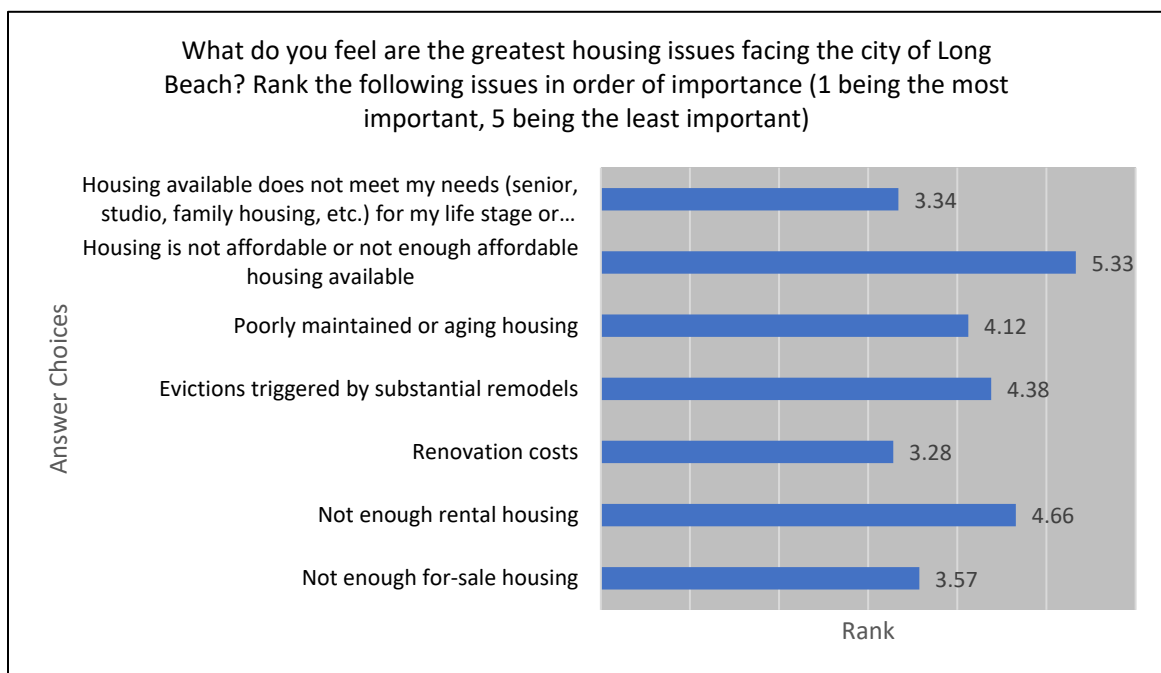
Question 1. What is your interest in this process?

The majority of respondents were tenants (fifty-seven percent or 57%), and the second largest group was rental property owners (twenty six percent or 26%).



Question 2. What do you feel are the greatest housing issues facing the city of Long Beach? Rank the following issues in order of importance

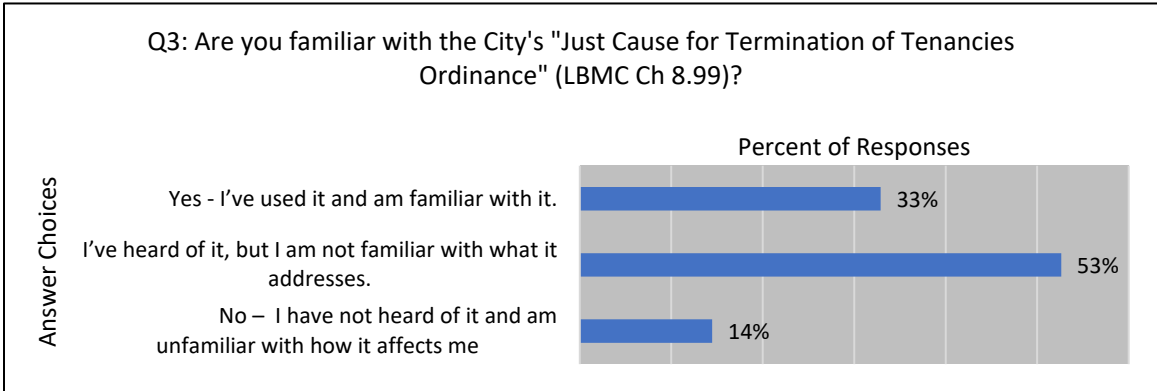
As shown below the top three responses were 1) unaffordability of housing (total of 71 of those who response to the question and ranked score of 5.34), 2) insufficient rental housing (total of 66 responses and ranked score of 4.68), and 3) evictions triggered by substantial remodels (total of 66 responses and ranked score of 4.27).



Note: The ranked responses were analyzed using SurveyMonkey's methodology for average ranking. The methodology for average ranking involves grouping answer choices according to their rank. A weight was assigned to the groups based on the rank, in reverse numerical order to the ranking. For example, answer choices ranked number 1 were assigned a weight of 7 (because there are 7 total answer choices), answer choices ranked number 2 were assigned a weight of 6, answer choices ranked number 3 were assigned a weight of 5, and so on. The formula for calculating scores is shown below. The calculation is the sum of the product of the percentage of responses for each answer choice and its associated weight, divided by the total response count for each answer choice. The scores are ranked in order of importance from highest to lowest. The highest answer choice had a score of 5.33 and the lowest ranked answer choice had a score of 3.34.

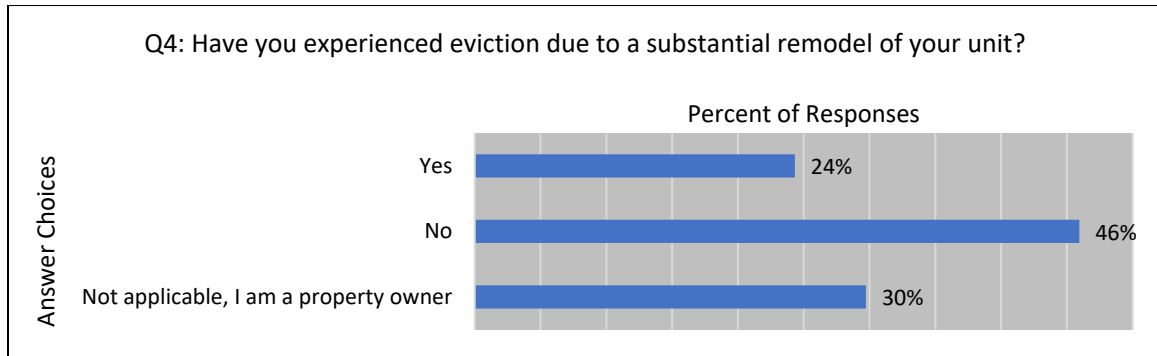
Question 3. Are you familiar with the City's "Just Cause for Termination of Tenancies Ordinance" (LBMC Ch 8.99)?

The majority of respondents had heard of the ordinance before taking the survey but were not familiar with the contents of the Just Cause ordinance (fifty-three percent or 53%) and 33% had heard of it and have used it were not familiar with the ordinance and fourteen percent or 14% had not heard of it).



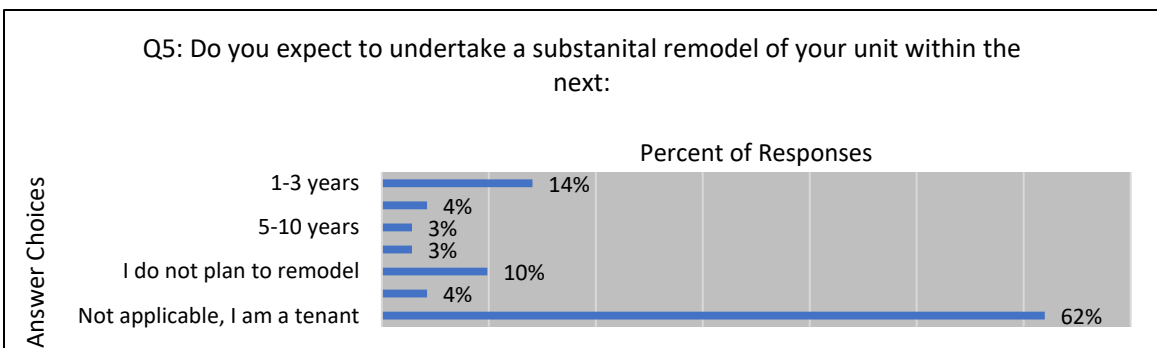
Question 4. Have you experienced eviction due to a substantial remodel of your unit?

As shown below, nearly a quarter of respondents (18 out of 52, or 35%, of responses by tenants) had experienced an eviction due to a substantial remodel.



Question 5. Do you expect to undertake a substantial remodel of your unit within the next:

For those that were property owners, the most common response was within a period of 1-3 years (fourteen percent or 14%), followed by no plans to remodel (ten percent or 10%).



C. Summary of Key Ideas from Responses to the Open-Ended Survey Questions Related to Substantial Remodel and Tenant Displacement

The survey included a series of open-ended questions such as:

Question 6: *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?

Question 7: *Property Owners:* What are the biggest challenges you face in maintaining and making repairs to your units?

Question 8: 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?

Question 9: If you have experienced eviction due to a substantial remodel of your unit, what was your experience? Please describe the circumstances and the consequences in a few sentences.

Summary of Key Ideas

For ease of reference a summary of the key ideas from the open-ended questions is provided below. The detailed survey responses can be found in Attachments B and C.

1. Tenants believe the city should be more involved and hands on with the process of remodels and rental upkeep with more prerequisites of the title of Substantial Remodel should it continue to be a just cause for evictions.
2. Tenants believe that the city should remove Substantial Remodel as a Just Cause completely as it is observed of being abused.
3. Have the city create more incentives for owners to maintain their properties, instead of having to do a high-cost substantial remodel.
4. Property Owners believe process for pulling permits for home improvements is too slow and renovation costs are too high; in addition, there is enough government interference with property management and rent costs, thus they would prefer to leave the current ordinance as is, and let the current moratorium end without any additional modifications to existing laws.
5. Property Owners believe the pandemic and eviction moratorium set them back financially with their property.
6. Tenants believe there needs to be more affordable housing in the city and/or more strict rent control laws.
7. Tenants believe there should be more protections from evictions and require owners to provide temporary housing and stop rent increases; therefore, the City should be more involved in the oversight of the eviction process.
8. Tenants believe that Investment companies are contributing to the high cost of housing because they are purchasing apartment buildings that used to be affordable and are increasing the rent with their renovations.
9. The significant majority of tenants and tenant advocates support the proposed Option 1: Implement a Tenant Habitability Program similar to the Los Angeles model.
10. Property Owners are having difficulty finding affordable and reliable contractors so property improvements are difficult, therefore additional regulations would be an unnecessary additional burden for them. Property owners would like additional information and oppose the implementation of a new Tenant Habitability Program.

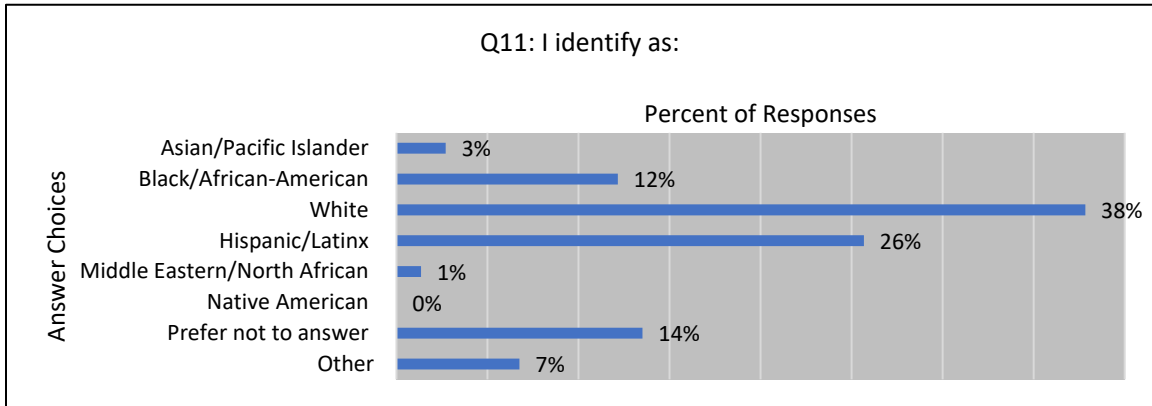
D. Demographic Questions

Question 10 asked respondents what their zip code of residence is. As shown below, the three most common responses were 90814 (thirty-four percent or 34% of responses), 90802 (sixteen percent or 16% of responses), and 90803 (nine percent or 9% of responses).

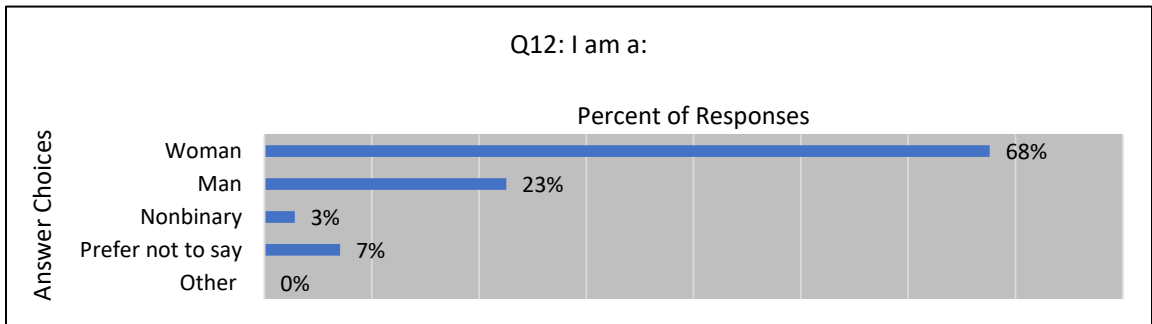
- 90814 encompasses Carroll Park, Alamitos Heights and the 4th Street Corridor.
- 90802 encompasses East Village, Alamitos Beach, and Long Beach Downtown area.
- 90803 encompasses Belmont Shore, Belmont Heights, Marina and Marina Pacifica.

Zip Code	Number of Responses	Percent of Responses
90712	0	0%
90715	0	0%
90716	0	0%
90740	0	0%
90755	0	0%
90801	0	0%
90802	11	16%
90803	6	9%
90804	5	7%
90805	4	6%
90806	3	4%
90807	4	6%
90808	0	0%
90810	4	6%
90812	0	0%
90813	6	9%
90814	23	34%
90815	1	1%
90822	0	0%
90831	0	0%
90832	0	0%
90833	0	0%
90834	0	0%
90835	0	0%
90840	0	0%
90842	0	0%
90844	0	0%
90846	0	0%
90847	0	0%
90848	0	0%
90853	0	0%
90899	0	0%

Question 11 asked respondents about their racial or ethnic identity. As shown in the graph below, the racial groups in descending order were as follows: White (thirty-eight percent or 38%), Latinx (twenty-six percent or 26%), Black (twelve percent or 12%), Other (seven percent or 7%), and Asian (three percent or 3%). Of those who identified as Asian or Pacific Islander, two respondents identified themselves as having more specific ethnicities (one Cambodian and one Vietnamese).



Question 12 asked respondents about their gender identity. As shown in the graph below, the majority of respondents were women (sixty-eight or 68%), followed by men (twenty-three percent or 23%), and non-binary persons (3 percent or 3%).



Question 13 asked respondents if they described themselves as transgender. Shown in the graph below, the majority of respondents were not transgender (eighty-seven percent or 87%), while eleven percent (11%) preferred not to answer and one percent (1%) identified as transgender.

