

TI Advisor Board Review

October 2023

Director Support

- **TI Advisors worked closely with the Star View Court Team to facilitate meetings with volunteer Legacy Households Working with the Team:** MOHCD, One Treasure Island, Catholic Charities
- **Deliverables:** Star View Court, Inclusionary Housing Information Pages, Online Resource Folder, Email Notices, one-on-one office hour sessions, Slide Decks

Community Engagement

TI Advisors have worked diligently to engage Legacy and Mixed Households to discuss future housing opportunities at Star View Court. The initial Star View Court Legacy Household Volunteer Period closed on September 1, 2023. TI Advisors have dedicated our efforts to individual calls and meetings, in-person sessions, virtual Zoom sessions, and phone conversations. These actions intend to help residents access existing information and simplify the process of scheduling a conversation with a TI Advisor.

TI Advisors have worked closely with the Star View Court Management Team to connect them with the 21 Legacy and Mixed households who indicated they wanted to volunteer for housing at Star View Court. This includes transferring contact information, household information, legacy ranking, and important notes for each household to the Star View Court Team. In addition, TI Advisors aided the Star View Court Team to enhance the user-friendliness and efficiency of their scheduling system, ensuring a smoother transition process.

Since the last board meeting TI Advisors continue supporting TI Resident through:

- Increased awareness among residents about the support available through TI Advisors by successfully communicating in Spanish language.
- Wider availability for one-on-one meetings.
- Promptly answering phone calls and emails as well as diligently monitoring voicemails
- TI Advisors individually reached out to SVC volunteers to inform them about their next steps and encouraged them to schedule a 1-1 session with SVC Management team.
- “Two Opportunities to Meet your TI Advisors” email blast July 28th
- Email to Legacy Residents 1–50 August 16th
- 22 scheduled 1-1 sessions in August using our Calendly system



TI Advisors will continue to engage residents to present future housing opportunities. In the coming weeks, TI Advisors will work with each household to secure current resident information, address specific eligibility for each household, assess resident housing goals, and help residents connect with the Star View Court Management Team, register for DAHLIA, and register for First Time Homebuyer Programs through MOHCD.

What information is available?

We have gathered all the information that has been developed and shared and have included it in every digital communication we have shared. Residents have access to an online resource folder in their preferred language. TI Advisors have created an electronic calendar link making it easy and convenient to schedule a meeting time with a TI Advisor: <https://calendly.com/tiadvisor/meeting>

Barriers to Resident Acceptance of Housing Options

At the September and prior board meetings, Directors have asked that TI Advisors clarify why more Legacy Residents aren't volunteering for new apartments at Star View Court. While over 20 Legacy Households have already volunteered for new housing at Star View Court, others have provided feedback. That feedback is summarized below.

- **Concerns about making a commitment to rent an apartment in a building that is still under construction.** Some residents have expressed that it is difficult to commit to rent in a building that is still under construction. Residents explained that they may be more willing to volunteer for an apartment at Star View Court if they could tour a completed property.

The Star View Court Management Team has provided building design and individual apartment layout information for residents to review. In addition, the Star View Court Management Team has organized a tour of Sister Lillian Murphy on October 5 for all volunteers. 3 residents attended. The goal is to allow volunteers to walk through a similar development. We also worked with the Swords to Plowshares to provide tours for current Island residents of the Maceo May Apartments on July 19 and 26. 78 residents attended.

- **Size (square footage) of apartments at Star View Court.** Some residents commented on the size of the apartments at Star View Court. They have enjoyed the larger footprint of the apartments at The Villages and are concerned about moving into a smaller apartment.

Average Apartment Unit Size

	Star View Court	The Villages at TI
One Bedroom	595 sf	n/a
Two Bedroom	845 sf	975–990 sf
Three Bedroom	1,040 sf	1,070–1,080 sf
Four Bedroom	1,399 sf	1,250–1,360 sf

As can be seen above, the Transition Units in Star View Court are comparable in size to existing units in The Villages at Treasure Island.

- **Limited parking at Star View Court.** Most residents are reporting that they are very concerned about the limited parking at Star View Court and how that will impact their daily lives. There are fewer than 20 parking spaces for the entire building. Some of these spaces will be set aside for building staff, others will be set aside for persons with reasonable accommodation requests. Any remaining spaces may be available via lottery. Some residents have said that they feel they will be forced to give up their cars.



They have commented that the loss of their cars will impact their ability to work and access medical and personal appointments off the island.

TIDA is aware of these parking concerns and taking them under advisement to see how we might ease the transition for existing residents. Residents are encouraged to seek public transportation solutions as they become increasingly available on the island.

- **Transition Unit bedroom count.** The THRRs outline the number of bedrooms offered in a Transition Unit for a Legacy Household.

While many households will be offered a Transition Unit with the same number of bedrooms they currently have, any household who has lost a Legacy Resident since 2011 will have their bedroom count reassessed. In short, Legacy Residents are offered one bedroom for each remaining Legacy Resident (including Benefit Eligible spouses and children) – not to exceed their current number of bedrooms.

Some residents have stated that moving into a smaller unit and having to split the cost or rent amongst fewer housemates will not be feasible for them. Still other residents have said that they need a larger unit in order to accommodate their family's growth over the years.

TIDA is working with these households to ensure the THRR are implemented consistently, fairly, and equitably. In addition, TI Advisors are working with each household to explain all future housing options including, for those that income qualify, the option to pursue Affordable Housing at Star View Court that might provide a greater number of bedrooms or the opportunity for multi-family households to secure separate affordable units.

- **Shared laundry facilities.** All apartments at The Villages allow for private laundry in the apartment. Star View Court only offers a shared laundry room. Legacy Residents have noted that they prefer the convenience, privacy, and security of personal laundry in their apartment. Some have voiced additional concerns about using communal laundry during the COVID-19 pandemic.
- **Communal yard space vs. private yards.** Many residents are frustrated that Star View Court does not offer private yards or balconies. The residents currently enjoy private backyards or balconies at The Villages. Star View Court offers common area outdoor space with BBQs, tables and benches. In addition, Star View Court provides a community room for indoor community and private events. (Pending confirmation from SVC).

TIDA is aware of these parking concerns and taking them under advisement to see how we might ease the transition for existing residents. Residents are encouraged to seek public transportation solutions as they become increasingly available on the island.

- **Pet Friendly Housing.** Many residents of The Villages enjoy easy access to yards and the outdoors to walk their pets. Residents have expressed concerns about adjusting to pet rules at Star View Court and the loss of private yard space. Residents believe that pet rules at Star View Court will be more strictly enforced than at The Villages.

TI Advisor and Mercy Housing Property Management will be organizing additional opportunities for engagement with residents to address these and similar concerns.

TIDA staff, TI Advisors and the Star View Court Management Team will continue to meet to ensure that communications with residents of The Villages is clear, helpful, and timely. TI Advisors will continue to meet with residents and bring forward their questions and concerns about future housing.





Monthly Summary

The TI Advisors continue to support the Star View Court Management Team as they meet with and provide preliminary apartment awards to the initial volunteer households. TI Advisors continue to engage all Island residents seeking information on future housing opportunities.

Additionally, our proactive approach has involved sharing information regarding the upcoming units at Star View Court.

We're proud to highlight the following accomplishments:

1. **Established Trust:** Residents have come to recognize TI Advisors as a source of trust, reflecting the rapport built.
2. **Prompt Communication:** We've developed a system for responses to calls and emails, enhancing our efficiency in addressing inquiries.
3. **Personalized Interaction:** Personal meetings have been conducted with households and individuals to deliver personalized information, enhancing clarity.
4. **User-Friendly Access:** Our newly implemented scheduling system has simplified the process of scheduling a meeting, making communication more convenient.
5. **Legacy Outreach:** Notably, we've successfully reached out to Legacy Households 1-50, expanding our engagement reach.

A look at the numbers:

Island Households

250 One Treasure Island Partner Households

342 The Villages at Treasure Island

- 93** Legacy Households
- 59** Mixed Households (with Legacy, Vested and/or Post Vested Residents)
- 137** Vested Households
- 22** Post Vested Households with No Legacy or Vested Residents
- 31** Corporate Leases

In-Lieu Claims

Completed: 78

In Process: 2





Star View Court Updates

October 5, 2023	The Star View Court Team offers a tour of similar development for all Volunteer Legacy Households at Sister Lillian Murphy property
October 2023	The Star View Court Team will send Preliminary Award Letters to all Volunteer Legacy Households
October 2023	TIDA's continued engagement with Volunteer Households to support move to Star View Court
October 2023 through January 2024	TI Advisors continue to reach out to all residents to offer guidance on future housing options on the Island and to register for DAHLIA and First Time Homebuyer Programs.
January 2024	TIDA Offers Remaining Transition Units to Legacy Households in order of Legacy Household Ranking
March 22, 2024	MOHCD holds DAHLIA Lottery for Star View Court Affordable Units
June – August 2024	Goal date for Star View Court Move In!

Community Engagement Record

At prior meetings, the TIDA Board has requested that TI Advisors demonstrate that resident engagement is tracked to demonstrate TI Advisor engagement efforts and responsiveness. A sample of a TI Advisor Resident Engagement Record is included in this report. All personal resident data has been removed from this sample record. TI Advisor Resident Engagement Records are updated regularly and are stored electronically by AR/WS.





TI Advisor Individual Engagement Summary

Legacy Household Ranking Number:	<input type="text" value="xx"/>	Address:	<input type="text" value="xxxx-x Gateview"/>
Type of Unit Preference:	<input type="text" value="TU or BMR"/>	Eligible Transition Unit Bed Count:	<input type="text" value="4"/>
Estimated AMI:	<input type="text" value="70% AMI"/>	Language Preference:	<input type="text" value="English/Spanish"/>
Cert of Occupancy Signed and Returned	<input type="text" value="No"/>	Portal User?	<input type="text" value="Yes"/>

Residents

1.	Legacy Resident Adult	xxx-xxx-xxx	xxxxx@xxx.com
2.	Legacy Resident Adult	xxx-xxx-xxx	xxxxx@xxx.com
3.	Legacy Resident Adult	xxx-xxx-xxx	xxxxx@xxx.com
4.	Benefit Eligible Child		
5.	Benefit Eligible Child		

Loss of Legacy Residents since 2011: _____

THRR Entitlement Options:

1. **Transition Unit:**
 - a. **Bedroom Count:** 4 Bedroom Transition Unit. Even though the household has lost Legacy Residents, there are still five eligible residents. Therefore, they remain entitled to receive a 4-bedroom Transition Unit.
 - b. **Rent:** Estimated Transition Unit Rent is similar to current rent with adjustment for utilities.
2. **Affordable Unit** if Household Income Qualifies
3. **Alternative Option*:** In Lieu Payment or Down Payment Assistance. Estimated Payment of \$27,647
 - a. ___ - \$7,540
 - b. ___ - \$7,540
 - c. ___ - \$7,540
 - d. *Household with Minors* - \$5,027
4. **Required Vacate Date.** Household would likely receive a Move Notice for a June 2024 vacate date based on Legacy Household Ranking.

Resident Star View Court Unit Preferences:

1. Xxx
2. Xxx
3. xxx

Notes:



TI Advisor Individual Engagement Summary

Date	Description of Engagement
10.04.2023	Sent email to household to invite them to the Sister Lillian Murphy site tour.
10.02.2023	Email exchanges with household re future rent if household downsizes from a 4-bedroom Transition Unit to a 2-bedroom Transition Unit.
09.29.2023	Exchanges with household to coordinate meeting with the Star View Court Management Team and respond to questions related to housing options at SVC.
9.25.2023	Sent email invitation to Sister Lillian Murphy site tour and next steps to schedule a meeting with the SVC Management team.
9.13.2023	The SVC Management Team sent an email to household and copied TI Advisors. SVC invited the household to schedule a meeting to discuss the SVC property and to submit their first three choices for apartment units.
9.01.2023	Star View Court Initial Volunteer Period ends for Legacy Households. Household volunteered for a Transition Unit and/or Affordable Unit. Coordinated with the SVC Management Team and household to facilitate meetings to discuss details and allow the household to note three units in order of preference.
8.31.2023	Discussion with household to consider detailed housing options at SVC and other future housing.
8.29.2023	Continued exchanges with household to schedule a meeting with TI Advisors. Sent detailed follow up email re future BMR options and the option of splitting households (several adults in household).
8.24.2023	Sent email to household re their interest in volunteering for SVC and next steps.
8.31.2023	Continued exchanges with TI Advisor and household re SVC application, Transition Units, and Affordable Units. Household submitted application.
8.16.2023	TI Advisors sent email to household requesting individual meetings to discuss future housing options and Star View Court Volunteer Period
07.28.2023	TI Advisors sent emails to household offering individual TI Advisor/Resident meetings to discuss future housing opportunities.
07.24.2023	TI Advisors sent an email summarizing the Open House Events with attachments from the Open House Events that provided detailed information about housing opportunities at Star View Court and the Legacy Household volunteer period.
07.17.2023	Star View Court Transition Unit Initial Volunteer Period Begins
07.15.2023	Star View Court Open House Event (Saturday event)
07.13.2023	Star View Court Open House Event (evening event)
07.11.2023	Household received letter from Director Beck announcing future housing opportunities, Star View Court Open House Events, and Star View Court Legacy Household Volunteer Period (delivered to the door)
07.10.2023	Household received Star View Court Open House Event invitation (delivered to the door)
07.07.2023	TI Advisors sent an email with an invitation to Star View Court Open House Events.
06.08.2023	TI Advisors posted June event information and the Star View Court Volunteer Period to the My TIDA Portal
06.05.2023	TI Advisors sent an email to announce June events and the Star View Court Volunteer Period.
06.03.2023	Household received a door hangers to announce June events and the Star View Court Volunteer Period.
5.12.2023	TI Advisor review of household need and eligibility for future housing options.
4.1.2023	Discussion with household regarding future housing opportunities included BMR purchases and Star View Court (SVC). Discussed the TIR Preference, MOHCD's First Time Homebuyer Program education and certificate, cost of housing, future BMR purchase options on TI, other future housing options.
3.31.2023	TI Advisors sent an email to the household to announce that there were still opportunities to purchase a BMR condominium at The Bristol on YBI. Household responded via email that they might want to apply via DAHLIA for a BMR condominium at The Bristol on YBI. Scheduled time to talk 4.1.2023.
	(See Engagement Summary for additional community engagement.)



Supplemental Diary General TI Advisor Community Engagement Summary

<i>Date</i>	<i>Description of Engagement</i>	<i>Number of Recipient/ Participants</i>
10.05.2023	Three Residents join Sister Lillian Murphy staff, TIDA staff, Mercy Housing staff, and TI Advisors to tour this newer affordable housing property.	3
10.04.2023	TI Advisor emails, calls, and texts to Star View Court Legacy volunteers to remind them of invitation to tour Sister Lillian Murphy property.	20
10.03.2023	TI Advisor sends email invitations to residents to invite them to tour the Mercy Housing property known as Sister Lillian Murphy to see all that a new affordable property has to offer.	
10.01.2023 and ongoing	TI Advisors engage in intensive community outreach to meet and talk with residents about future housing options and Star View Court Volunteer opportunities. TI Advisors continue to connect residents with the Star View Court Management Team for one-on-one meetings.	
09.25.2023	TI Advisors sent emails to 21 Legacy and Mixed Households who volunteered for Star View Court. Email included information about next steps and how to schedule a meeting with the Star View Court Management Team.	21
09.13.2023	TI Advisor presents Future Housing Options to Board and Audience	
09.01.2023	Star View Court Transition Unit Initial Volunteer Period Ends	
09.01.2023 and ongoing	TI Advisors engage in intensive community outreach to meet and talk with residents about future housing options and Star View Court Volunteer opportunities. TI Advisors helped to schedule and participate in Resident meetings with the Star View Court Management Team.	
08.16.2023	TI Advisors sent email to Legacy and Mixed Households requesting individual meetings to discuss future housing options and Star View Court Volunteer Period	50
08.04.2023	TI Advisor Open Office Hours	
08.01.2023	TI Advisors engaged Residents during the One TI sponsored National Night Out Event to engage Island Residents re Future Housing opportunities	
08.01.2023 and ongoing	TI Advisors engage in intensive community outreach to meet and talk with residents about future housing options and Star View Court Volunteer opportunities.	
07.28.2023	TI Advisors sent emails to Legacy and Mixed Household Residents offering individual TI Advisor/Resident meetings to discuss future housing opportunities.	
07.24.2023	TI Advisors sent email summarizing the Open House Events with attachments from the Open House Events that provided detailed information about housing opportunities at Star View Court and the Legacy Household volunteer period. (59% opened)	750
07.17.2023	Star View Court Transition Unit Initial Volunteer Period Begins	
07.15.2023	Star View Court Open House Event (Saturday event)	
07.13.2023	Star View Court Open House Event (evening event)	
07.11.2023	Director Beck letter announcing future housing opportunities, Star View Court Open House Events, and Star View Court Legacy Household Volunteer Period delivered to the doors of 156 Legacy and Mixed Households.	156
07.10.2023	Star View Court invitations were delivered to 300 doors (door hangers)	300
07.07.2023	TI Advisors sent 750 emails to Legacy and Vested Residents with invitations to Star View Court Open House Events. (44% opened)	750
07.01.2023 and ongoing	TI Advisors engage in intensive community outreach to meet and talk with residents about future housing options and Star View Court Volunteer opportunities	
06.14.2023	TI Advisors engaged Island Residents during TIDA On-Island Board Meeting and presented information to the Board re Future Housing Opportunities includes the Star View Court Volunteer Period for Legacy and Mixed Households	
06.10.2023	TI Advisors were present at the One TI sponsored Juneteenth Celebration Event to engage Island Residents re Future Housing opportunities	
06.08.2023	TI Advisors posted June event information and the Star View Court Volunteer Period to 434 residents using the My TIDA Portal	434
06.06.2023	Presented information to the TIDA Community Advisor Board at regular board meeting	
06.05.2023	TI Advisors sent 771 email announcements to Legacy and Vested Residents to announce June events and the Star View Court Volunteer Period. (45% opened)	771
06.03.2023	Door hangers were delivered to 347 households to announce June events and the Star View Court Volunteer Period.	347
06.01.2023 and ongoing	TI Advisors engage in intensive community outreach to meet and talk with residents about future housing options and Star View Court Volunteer opportunities	



Supplemental Diary General TI Advisor Community Engagement Summary

Date	Description of Engagement	Number of Recipient/ Participants
04.01.2023 thru 05.31.2023	TI Advisors worked with 22 residents by phone, email and in person to discuss the Legacy Household Ranking and future housing options.	22
05.01.2023 and ongoing	TI Advisors engage in community outreach to meet and talk with residents about future housing options and Star View Court Volunteer opportunities	
04.29.2023	280 email invitations were sent for the Legacy Household Ranking, which included the link to meeting and FAQ	280
04.19.2023	TIDA's IIPs (1 through 6) were shared via the TI Advisor Portal	365
04.18.2023	After the LHR Community Meeting, 280 emails were sent, which provided the Legacy Household Ranking Meeting Slides, FAQs, and a copy of the presentation. TIDA's THRRs were shared via the TI Advisor Portal	280 365
04.11.2023	The LHR Community Meeting Slide Deck was shared via TI Advisor Portal	365
04.09.2023	A virtual LHR Community Meeting was held in English and Spanish	
04.06.2023 thru 04.07.2023	Legacy Household Ranking FAQ were shared via the TI Advisor Portal in English and Spanish (Tracking indicates 120 residents opened the portal upon receiving notification.)	365
04.06.2023	A virtual LHR Community Meeting was held in English and Spanish	
04.05.2023	312 LHR Community Meeting reminders were sent via email (English and Spanish (Tracking indicates 168 residents opened the email.)	312
03.28.2023	164 door hangers invitations for the LHR Community Meeting were delivered	164
03.25.2023	TI Advisors sent 365 invitations through the TI Advisor Portal for the LHR Community Meeting (Tracking indicates 182 residents opened the email.)	365
03.24.2023	TI Advisors sent 313 email invitations for the Legacy Household Ranking Community Meeting (LHR Community Meeting) were sent	313
03.23.2023	CAG Members were informed of pending outreach	
05.06.2022 thru 05.07.2022	A virtual "Legacy Household Ranking" for Legacy Residents was conducted, and the results were emailed to the Legacy residents	280
05.06.2022	280 emails with the results of the Legacy Household Ranking were sent Legacy Residents	280
05.05.2022	The Legacy Household Ranking was held	280
05.04.2022	280 email reminder invitations for the Legacy Household Ranking were sent	280
05.04.2022	A Legacy Household Ranking Invitation reminder email was sent	280
04.29.2022	An invitation to Legacy Household Ranking Meeting, the meeting link and FAQ were sent to Legacy and Benefit Eligible residents	280
04.19.2022	IIPs (1 though 6) were uploaded to TI Advisor Portal	365
04.18.2022	Follow-up Legacy Household Ranking Meeting slides, FAQs and presentation were sent to Legacy and Benefit Eligible residents	280
	THRRs were uploaded to TI Advisor Portal	365
04.11.2022	The Legacy Household Meeting Slide Deck was uploaded to the TI Advisor Portal	365
04.09.2022	A virtual Legacy Household Ranking Community Meeting was held for Legacy Residents	
04.06.2022 thru 04.07.2022	The Legacy Household Ranking FAQ was uploaded to the TI Advisor Portal in English and Spanish	365 (all subscribed residents)
04.06.2022	A virtual Legacy Household Ranking Community Meeting was held for Legacy Residents	
04.05.2022	Legacy Household Ranking Meeting reminders were sent to Legacy residents (English and Spanish)	270 English 42 Spanish
03.28.2022	164 Door hanger invitations were delivered for the Legacy Household Ranking Community Meeting	164
03.24.2022	TI Advisors sent 313 invitations for the Legacy Household Ranking Community Meeting were sent to Legacy Residents via email and the TI Advisor Portal	313



Supplemental Diary General TI Advisor Community Engagement Summary

<i>Date</i>	<i>Description of Engagement</i>	<i>Number of Recipient/ Participants</i>
02.08.2022	TI Advisors participated in the MOHCD Dahlia Lottery for the BMR condominiums at The Bristol on Yerba Buena Island	
02.05.2022	Outreach efforts were made to interested applicants regarding the BMR Lottery	25
01.17.2022	Email reminder notifications were sent to 808 occupants regarding The Bristol BMR application period	808
12.22.2021	TI Advisors provided Bristol BMR pricing and scheduling updates to 810 Legacy, Vested, and Former Residents in December via email and the TI Advisor portal	810
11.08.2021	Emails were sent regarding the Bristol BMR Application Time Extension	
10.01.2021 thru 10.31.2021	Mail and emails were sent to residents regarding “Treasure Island Resident Preference Certificates” and individual resident TIR preference numbers	
10.05.2021	TI Advisors helped to present a virtual Bristol BMR Information Session was held TI Advisors participated in the Citizen’s Advisory Board Meeting TI Advisors sent Legacy and Vested Residents a “Treasure Island Resident Preference Certificate” for affordable housing opportunities	
09.01.2021	25 Legacy and Vested tenants were contacted to extend invitations to the Resident Information Session BMR information was presented at The Bristol Island Resident Information Session	25
08.31.2021	TI Advisors sent 834 invitations for The Bristol BMR Island Resident Information Session on September 1	834
08.26.2021	TI Advisor resent 385 Premarketing Notices for The Bristol BMR Units to those who had not previously opened the notice	385
08.19.2021	TI Advisors sent 886 Premarketing Notices for The Bristol BMR Units on Yerba Buena Island	886
08.03.2021	The “National Night Out Celebration” was held, and a TI Advisor Table was available during the event	
08.02.2021	An email from Director Beck (English and Spanish) was sent to all residents: “Make 2021 Your Best Year”, which outlined upcoming calendar events, due dates and courses available	
07.30.2021	Letters / emails from the TIDA Director were sent to all households (English & Spanish) regarding the “Homebuyer Education and the Market-Rate Premarketing” campaign for The Bristol on Yerba Buena Island	
07.01.2021	An email was sent to all Legacy and Vested Households regarding the “Be on the Lookout” notice	
06.30.2021	“Be on the Lookout” door hangers were delivered to all Legacy and Vested Households	
07.30.2020 thru 11.11.2020	The “My TI Advisor Account” was launched for 14 groups with advisory emails sent to each group prior to launch	
11.06.2020	An email blast was sent regarding “The Premarketing Window for Townhomes and Condominium Flats on Yerba Buena Island”	
10.16.2020	The “Premarketing Notice #2 for Market Rate Townhomes, Condominiums, and Flats on Yerba Buena Island” was emailed to residents	
07.30.2020	Emails were sent to Group 1: 25 Legacy Households to announce pending launch of “My TI Advisor Account”: 25 Legacy Households / 47 Adult Member Recipients (7 Spanish Language Emails)	
05.14.2020	Emails were sent to Legacy Households and Vested Tenants to inquire if they had attended a First Time Homebuyer class or had a Certificate	
03.03.2020	TI Advisors sent a “Premarketing Window Reminder” email to tenants to encourage maximum Market Rate home purchases before the Premarketing Window closed on March 21, 2020	
02.19.2020	TI Advisors re-sent 509 Premarketing Notices (Campaign #1: The Bristol on Yerba Buena Island) via email to residents who had not previously opened the prior email	509
02.18.2020	TI Advisors sent 44 Premarketing Notices (Campaign #1: The Bristol on Yerba Buena Island) in Spanish via US Postal Services and email to all households who identified a Spanish language preference.	44
02.14.2020	TI Advisors sent 1,085 Premarketing Notices (Campaign #1: The Bristol on Yerba Buena Island) via US Postal Services to all Pre, Post, BE, In-Lieu, PMNL tenants	1,085
	TI Advisors sent 828 Premarketing Notices (Campaign #1: The Bristol on Yerba Buena Island) via email to all Pre, Post, BE, In-Lieu, PMNL tenants	828
02.12.2020	TI Advisors sent 841 Pre-Premarketing Notices via email to all Pre, Post, BE, In-Lieu, PMNL tenants	841



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01.31.2020	TI Advisors sent an email was sent to Legacy and Vested to advise of the pending Premarketing Notice	
01.30.2020	343 door hangers were delivered to all Legacy and Vested apartments to advise of the pending “Premarketing Notice Premarketing Notice Campaign #1: The Bristol on Yerba Buena Island”	343
01.20.2020	613 letters were sent to persons on record with JSCo as Vested tenants advising of the opportunity to participate in future housing on the Island [post Board decision to expand certain benefits]. Board extends certain future housing benefits to Vested Residents.	613
12.06.2019	190 letters were sent to Legacy households regarding the “THRR Implementation Update to Accommodate Non-Familial and Multi-Family Households”	190
11.08.2019 thru 11.18.2019	Individual emails were sent to Residents encouraging sign-ups for Homebuyer classes November 13, 2019. A TI Advisor table with posters was available at the Poster Session prior to the Board Meeting	
10.01.2019 thru 10.31.2019	Pre 10/29/2019 Open House: <ul style="list-style-type: none"> • 10/8/19: Notices advising of the upcoming Open House event were sent via email • 10/14/19: Open House advisory postcards were mailed • 10/21/19: Door hangers regarding the Open House were delivered • 10/22/19: Notices were emailed and mailed regarding the Open House • 10/23/19: 127 Residents on the Premarketing Notice List were mailed an additional invitation • 10/28/19: Follow-up email notices were sent 	
10.29.2019	The “Pathway to Homeownership” Open House was held and 50 household attended.	50
06.27.2019	An email blast was sent to Residents regarding the Newest TIDA Informational Flyers	
06.25.2019	Follow-up letters were sent to 197 Residents regarding Transition Housing Benefits via email and U. S. Postal Service	197
05.01.2019 thru 05.31.2019	Pre 5/29/2019 Open House: <ul style="list-style-type: none"> • 5/8/19: 403 email notices were sent to Legacy / Mixed HOUSEHOLDS: (based upon updated email information) • 5/14/19: 200 postcards were mailed • 5/22/19: 200 doorhangers were delivered • 5/19/19: 404 follow-up emails were sent • Non-responsive households were contacted through letters, knocking on doors and phone calls whenever possible. • Additional postcards were made available at TIDA, One Treasure Island and JSCo offices 	403 200 404
05.29.2019	TIDA hosted a Community Open House was held with 67 Residents attending	67
01.17.2019	The “1 st Time Homeowner Workshop” was held and 67 Legacy and Vested residents attended from 42 households. Seven information packets were sent home with residents whose neighbors were unable to attend the workshop (follow-up mailing sent)	67
01.09.2019	Emails were sent to 81 Residents regarding the “1 st Time Homeowner Workshop” / flyers (English & Spanish) attached	81
01.04.2019	Emails were sent to 389 Residents regarding the “1 st Time Homeowner Workshop” with flyers (English & Spanish) attached	389
12.10.2018	An email was sent to 5 Residents regarding the BMR program	5
11.28.2018	An email was sent to 27 former Residents (in-lieu payment recipients) seeking contact information	27
11.01.2018	Reminder letters were sent to Legacy and Mixed Households requesting income information	
09.26.2018 thru 10.10.2018	Preliminary Notices of Eligibility (PNOEs) were delivered by island security	
08.18.2018	Preliminary Notices of Eligibility (PNOEs) – Section 8 Letters (Group A & B) were posted	
07.01.2018 thru - 7.31.2018	Outreach efforts (phone calls/text messages) were made to 22 Spanish-speaking Residents (9 HOUSEHOLDS) who still needed to provide income information	22
07.30.2018	Emails were sent to households seeking Household Income Information (English & Spanish)	



Supplemental Diary General TI Advisor Community Engagement Summary

Date	Description of Engagement	Number of Recipient/ Participants
06.14.2018	Emails were sent to households seeking Household Income Information (English & Spanish)	
05.30.2018	An email blast was sent to 820 Residents regarding San Francisco's Annual Housing Resource Fair	820
05.19.2018	The "Homebuyer Workshop" was held	
05.16.2018	Emails were sent to the 28 Residents seeking HOUSEHOLDS income information post recent workshops	28
05.11.2018	Emails sent to 81 Residents providing links about options / qualifications for homeownership on Treasure Island and Yerba Buena Island	81
05.10.2018	The "Credit Workshop" was held	
05.03.2018	The "Homeownership and Money Management Workshop" was held	
04.25.2018	Emails were sent to 81 Residents regarding registering for upcoming May Workshops	81
04.16.2018	Letters were sent to 84 Residents regarding the May Workshops	84
04.14.2018	Emails were sent to 84 Residents regarding May Workshop registration	84
04.07.2018	The "Orientation: Preparing for Home Ownership on the Island" presentation was held	Open to All Residents
04.05.2018	An email blast was resent to remind residents of the 4/7/2018 presentation	
02.23.2018 thru 02.26.2018	Flyers were hand delivered to Legacy resident Residents regarding the 4/7/2018 presentation	
02.22.2018	Follow-up letters were sent to Legacy residents inviting residents to meet with AR/WS to discuss future housing options	
02.06.2018	AR/WS office hours were held at the newly opened Community Resource Center. 103 Island Residents signed up for meetings/interviews with TI Advisors.	103
01.31.2018	Calls were made to residents not listed to determine address & DDA status	
01.20.2018	A 4-hour Community Open House / Workshop was held to share information about long-term housing options for residents and households who have been living on the Island since 2011. The event offered one on one engagement, posters, flyers, homebuyer information, veteran outreach and information for those receiving public housing assistance. Spanish and Chinese interpreters were available. 155 Residents from 113 households attended.	155
01.18.2018	A Community Meeting was held for all residents	All Residents
01.09.2018	The Resident Stakeholder Meeting was held by the Community Advisory Group to review the Transition Housing Program, The Community Engagement Plan and discuss the best means for resident communication	
01.01.2018 thru 01.19.2018	Pre 1/20/18 Open House: <ul style="list-style-type: none"> • FAQs flyers (English / Spanish) were posted advising of AR/WS involvement, pending office hours at the new Resource Center and TIDA website information • Posters (English & Spanish) were posted around the community • Calls were made to Spanish-speaking residents extending personal invitations • Event information was posted on TI News • Announcements were made at the TIDA Board events 	
12.20.2017	Letters were sent to Legacy & Mixed Households residents (English & Spanish) regarding the January 20, 2017 Community Open House and to introduce AR/WS	
11.15.2017	A Poster Session and TIDA Board Meeting were held for residents	All Residents
10.18.2017	A Construction Update Meeting was held for residents	All Residents
10.02.2017	Letters were sent to residents advising of the installation of 3 message boards	All Residents