

# San Francisco SRO Hotel Manager's Guide

This operational guide is intended to provide basic hotel operations information for managers of small, privately operated SRO Hotels.

*It is the responsibility of operators and owners to establish their own operating procedures in compliance with current regulations.*



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SRO stands for “Single Room Occupancy” or “Single Resident Occupancy”. A typical SRO room usually consists of a bed, dresser, and sink and is intended for occupancy by one person. Some slightly larger SRO units can accommodate couples. The smaller size and limited amenities in SROs generally makes them a more affordable housing option, especially in urban areas with high land values.

Some SRO hotels serve as supportive housing and offer on-site personal counseling and rehabilitation services—but not all do. SROs can also have different classifications of rooms including “residential rooms” and “tourist rooms.” Thus, SRO hotels typically house a diverse population of dwellers, long and short term, including: men, women, (sometimes pets), children, teenagers, seniors, and sometimes tourists. Occupants are diverse in almost every regard including: age, race, ethnicity, interests, expectations, levels of personal accountability, income and overall well-being.

To effectively manage an SRO one must consider multiple aspects. SRO’s with a high percentage of long-term residents will function more like a typical apartment building. Hotels with shorter term occupants may function more like a traditional hotel or hostel.

Hotels that have occupants such as senior citizens receiving regular, in-home health care, might also consider aspects of operating a medical facility. Medical staff will be coming and going from the building and higher levels of cleanliness and handicapped accessibility will be required. To further add to the complexities of an SRO, SRO buildings can often be located in dense, inner-city areas prone to issues of crime, violence and predatory behavior. Occupant and staff safety will likely be more difficult to maintain.

This document provides baseline information to help SRO Managers be more effective at their job improving safety, security and quality of life for hotel occupants, staff and neighbors.



## Understanding The Limits Of An SRO

Due to the above-mentioned differences with regular housing it is important to make sure occupants are capable of independent living. If an occupant needs assistance with independent living skills make sure they have a social worker to assist them while they are staying in your hotel

Getting to know the various social workers and service providers who come to your building is helpful. They can help resolve issues with tenants; and help tenants communicate better with you. If you find occupants who you suspect suffer from physical or mental health issues and have no social worker or case management services, you can explain the situation to one of the case managers you do know and ask for their assistance to get the occupant connected to services.

- Promptly dealing with any behavioral problems resulting from an occupant's mental health issues in an appropriate manner will benefit the individual and help alleviate the impact on others in the building.
- If your Hotel does not have its own on-site social service Case Management keep a list of the various City and non-profit agencies that deal with mental health and addiction issues for your reference.
- Make sure Case Management workers coming into the building are legitimate, sign in and out, and show valid identification.

- Screen all visitors and be aware of all people entering and exiting the building
- Meet with prospective occupants to show units and explain terms of occupancy
- Interview prospective occupants and review hotel rules and regulations
- Check that prospective occupants are not on an 86'd list or a former occupant in bad standing
- Enforce rental agreement, hotel rules, visitor policies and procedures
- Answer phone, take messages and record incidents
- Coordinate all aspects of an occupants' stay including check-in, check-out, the lobby, mail, and special needs. \*May include working with social service agencies regarding intake
- Establish a working relationship with case managers and other social service providers connected to occupants placed in your hotel
- Perform day-to-day activities such as monitoring occupancy, lobby behavior, preparing reports, enforcing policies and procedures, and providing support
- Collection of rent sometimes working with 3rd party payees
- Handle and secure cash, make deposits
- Investigate complaints, disturbances and violations and resolve problems
- Perform all check-out processes such as verifying the resident took all their personal property and turned in the keys
- Inspect grounds, facilities and equipment routinely to determine necessity of repairs or maintenance
- Plan, schedule, and coordinate general maintenance and repairs
- Coordinate monthly staff/occupant meetings
- Purchase building and maintenance supplies, equipment and furniture
- Prepare and administer contracts for provision of property services such as cleaning, maintenance and security services.
- Respond to emergencies
- Remain calm in stressful situations

*Partial List of Examples*

*\*To avoid conflicts of interest and awkward situations,*

## Tips for Success

- Be alert at all times
- Be familiar with procedures and able to explain and enforce rules without hesitation
- Be consistent in your enforcement of rules and regulations
- Accommodate special needs while maintaining professional boundaries and safety practices
- Be organized, informative and provide frequent updates

# Emergency Contact Sheet

For Life Threatening Emergencies Call: 911

	Name of Contact	Number
General Manager		
Assistant Manager		
Handyman		
Hotel Owner		
Cab Company		
Cab Company		
Fire Department		
Police Department		
6 <sup>th</sup> Street SAFETY Hub		
Fire		
Hospital		
Hospital		
Shelter		
Shelter		
Shelter		
Mobile Assistance Patrol/CATS		
SF Hot (Homeless Outreach Team)		
Animal Control		
Coroner		
Free Exterior Cleaning Services		
NOM-Tenderloin CBD (See Map)		
Central Market CBD (See Map)		
Civic Center CMD (See Map)		

## Lobby

The design of a good lobby or front desk is critical to maintaining control of your building. Preferably the person sitting at the front desk is situated directly facing the front door, so they have clear site of the entry and anyone entering. Most hotels have a locked front door and a buzzer-system that allows the staff to admit people in a convenient but also safe way. If the person managing the front door cannot see people wanting to enter the building from their office or reception area, it is desirable to have a video camera system focused on the entryway. More secure hotels have a second locked door or gate that separates the public entrance from the hotel's common areas.

The entrance to any office areas should also lock. This allows for a separation of the office from the rest of the lobby; while enabling staff to deal with occupants and hand out things like toilet paper or mail. Because you keep extra keys, hotel records and often cash behind the front desk, this needs to be a restricted area. In general, access behind the desk should be kept to as few people as possible and occupants should not be allowed behind the front desk, unless accompanied by a staff person.



A desk should ideally be at eye level with occupants and visitors.

# Hotel Logs

Every front desk should always have a log to record incidents and occurrences in the building as well as visitors. Primarily any instances of occupant or visitor non-compliance with house rules need to be documented, with date and time and the most detailed account of what happened possible.

*\*All logbook entries should include: date, time, location, activity and names of parties involved and the initials of the person making the entry.*

Other things that could be included are times the police come to the building (try to get a badge number) or anytime any “official” activity takes place that involves non-occupants entering the building. This includes visits by the paramedics, parole and/or probation officers, cable company technicians, food pantry distribution staff, and pest control companies, etc. Entering things like gossip and non-events should be avoided. During shift changes, oncoming staff should note their arrival time and any pertinent information obtained while making building rounds.

*\*Electronic logs are very helpful for archiving and ease of researching and looking up old data; but, paper logs may be the most user-friendly as not everyone can operate a computer. (Remember to use paper logs with pages that cannot be torn out or lost.)*

## Sample Log Entries

Date	Time	Location	Activity and Parties Involved	Employee Initials
Feb 16	2 <u>am</u>	Room 34	Mr. Oliver was taken to SF General by ambulance for the 2nd time this week.	MK
Feb 20	9:30 <u>am</u>	Lobby	Lorna Smith (Rm 34) had fist fight in lobby with her visitor (boyfriend). Officer Barret Badge 3346 from Tenderloin station responded. Ms. Smith signed warning letter now in the incident report file and her boyfriend's name is on the 86'd list.	SL
Feb 20	11:30 <u>am</u>	Rear Stairwell	Door to roof propped open. Upon inspection found James Lawton (Rm 224) smoking on the roof. I asked him to come back in and not to go out there anymore. He apologized and came in.	SL
Feb 26	7:30 <u>am</u>	Rooms 10	Judy Ng reported water dripping from her ceiling.	Betty G.
Feb 26	10:45 <u>am</u>	Rooms 10 & 20	Joe's Construction fixed water leak in room 20 and ceiling in room 10	Betty G.
March 1	10:45 <u>am</u>	4th Floor	Occupant in 83 Mrs. Layne complained of loud music from Room 85. I asked Occupants of 85 to turn it down and they did.	SL



## Occupant Rental Packet

The House Rules should be short and to the point. They should include basic points that will help you maintain a safe and peaceful living environment for your occupants. It is best to avoid things you will not be able to control.

Immediately upon someone asking to rent a room, the first step should be to show them a copy of your House Rules and make it clear they need to be understood and agreed to (by signature) before you show or make a room available.

Many hotels require occupants to review and sign up to 3 documents:

1. Occupancy Agreement
2. House Rules
3. Room Condition Checklist

The Occupancy Agreement is the legal part of agreeing to the House Rules that also explains in more detail additional items and behaviors that are prohibited in your hotel.

The Room Condition Checklist should include a list of everything provided in a room by the hotel including window screens, beds and linens, etc.

## Occupancy Agreement (Sample)

Dear Occupant,

Welcome to the \_\_\_\_\_ Hotel. We expect that you will treat it as your home for as long as you stay. This packet outlines the policies and procedures for staying in the Hotel. The purpose of our policies and procedures is to protect your property and rights, and to allow you and your neighbors to enjoy a safe and pleasant environment.

This packet has been prepared for your information and convenience. It is the intention of the Management to provide you with information about the policies, services and operation of the Hotel.

The packet contains both basic and specific information about your duties and obligations as an occupant in the building. It is designed to answer most of your questions and to outline what is expected of you and your visitors. The on-site manager will be available to answer any questions you might have concerning the information contained in this packet. It is important that you place the (House Rules) in a convenient location to have readily available for your future reference.

Upon review, please acknowledge acceptance of the Hotel's policies and procedures contained in this packet by signing below. These duties and obligations are part of your occupancy and failure to comply could be grounds for terminating your occupancy.

Sincerely,

---

Occupant

---

Management Representative

# House Rules

## **1. USE OF PREMISES**

Each unit is for residential use for only, for the person registered as an occupant of the hotel. No other persons may live with you without prior written permission from the Management.

## **2. RENT**

Your rent is due and payable on the first of every month at the office.

## **3. VISITOR POLICY**

Please see the manager for a copy of the visitor policy that you are required to comply with.

## **4. COMPLAINTS**

Occupants should try to settle differences privately before seeking the aid of Management.

## **5. NOISES AND DISTURBANCE**

Occupants are to be considerate of their neighbors at all times. Occupants may not make, or permit any disturbing noises, comments, music, stereo, television, or partying in their unit or elsewhere on the property as to disrupt other occupants.

## **6. USE OF COMMON AREAS**

Common areas, including hallways, elevators, lobby areas, laundry room, community room, external sidewalks, fire exits or escapes, parking areas and other shared building areas, must be kept free of any of Occupant's possessions at all times. Occupant shall make any necessary storage arrangements for articles such as bicycles with the Management. Due to safety concerns, any article left in the common areas will be removed. Smoking and alcoholic beverages are strictly prohibited in all common areas. No eating, drinking, loud or boisterous language is permitted in the common areas. Shopping carts are not to be brought onto the property.

## **7. WINDOWS, ROOF, BALCONIES AND FIRE ESCAPES**

No person, either Occupant or visitor shall access the roof or fire escapes except in cases of fire/emergency rescue. Nothing shall be altered, constructed or stored in or on windows, balconies or fire escapes. Plant boxes and pots must be secured if placed outside of a unit and must be approved in writing by the Management. All window covering shall be of a color and fabric approved by the Management. Do not throw anything from windows, balconies or other parts of the hotel.

# House Rules Cont.

## **8. GARBAGE**

Wrap all garbage in small plastic bags and tie the top before placing it in the garbage chute, garbage cans or a dumpster. Do not place large bags, boxes or any other inappropriate item into any trash receptacle. Do not leave any items on the floor or ground near garbage areas. All items must be properly disposed of. Occupants are responsible for the hauling away and disposal of furniture, mattresses and other large items. Boxes should be broken down so they will lay flat in a dumpster.

## **9. MAINTENANCE EMERGENCIES**

Anything that threatens the health and safety of occupants or the building should be treated as an emergency and reported immediately to Management.

## **10. ALTERATIONS PROHIBITED**

Occupant shall not alter units in any way, including remodeling or painting without written approval of the Management. No outside TV antenna, satellite or Direct TV dishes, aerial or radio poles shall be installed by Occupant.

## **11. MAINTAINING THE UNIT**

Do not dispose of rags, matches, sanitary napkins, garbage, coarse paper, paper towels, hair, grease, bones or other refuse in the toilets or sinks. These and all similar items shall be disposed of in the garbage following the proper garbage disposal procedure as outlined. Removal of stoppages, cleanup and repair of any direct or consequential damages caused by improper use or disposal in toilet and sinks shall be at the Occupant's expense. Proper care of your unit's walls, floors, fixtures, and appliances is expected. Repair of any of these areas due to damages caused by Occupant or their visitors shall be at Occupant's expense.

*\*If you have a microwave in your unit. Do not place foil, metal pans, or any material that is not certified microwave safe into your microwave oven.*

## **12. ENTRY INTO APARTMENTS**

Management may from time to time enter your apartment at reasonable hours for purposes of maintenance, repair and inspection or an emergency. Except in emergencies, you will always be notified in advance. Our staff will at all times respect your right to privacy.

## **13. EXTERMINATION**

An exterminator will routinely service your unit if it becomes necessary. Extermination services are MANDATORY. If you are bothered by roaches, insects, or rodents, please alert Management immediately.

# House Rules Cont.

## 14. KEYS

Keys are not to be loaned or duplicated for friends, relatives, or other non-occupants, allowing them access to the hotel.

## 15. MOVE-IN/MOVE-OUT INSPECTIONS

Upon moving into and out of the hotel, you are required to complete a move-in/move-out inspection form with assistance from the Management.

## 16. SOLICITORS

Solicitors and soliciting are not allowed on the property. Do not let solicitors into the building. Occupant's should contact the Management immediately if they have information regarding soliciting on the Property.

## 17. PETS

NO PETS ARE ALLOWED

*\*"Companion animals" may be permitted with acceptable documentation.*

## 18. SECURITY

Please call 911 emergency telephone services whenever you feel it is necessary. The following tips are offered for your additional personal security:

- Always keep your unit secure.
- Notify Management of burned out exterior lighting, faulty locks and lost keys as soon as possible.
- Demand credentials from all maintenance and other persons before admitting them.
- Report any suspicious person, strange vehicle or unusual activity to both the Management and the police.
- Be sure that you are covered with fire and theft insurance. Keep a record of personal belongings such as televisions, stereos, computer, etc., including a description of each. Keep checkbooks, credit cards and other documents in a locked compartment.
- Don't panic if your unit has been entered. Contact the police immediately. Do not tidy up until the Police tell you it is ok to do so.

## 19. VANDALISM

Occupants should report acts of vandalism to Management and the police, giving police the most thorough account possible of what happened.

## 20. MISCELLANEOUS

Management reserves the right, upon thirty (30) days' notice to Occupant, to make further reasonable rules and regulations as in its judgment may, from time to time, be needed for the safety, care, cleanliness and protection and operation of the hotel, and for good order therein.

**ROOM CONDITION CHECK LIST** Hotel Name: \_\_\_\_\_

Unit #: \_\_\_\_\_

Move in Date: \_\_\_\_\_

	Conditions = "Excellent", "Good", "Acceptable", or "Poor"	Notes	Charge if Damaged
<b>Unit Basics:</b>			
Doors, Walls, Ceiling, Windows			\$50-\$300
Windows, Screen and Blinds			\$60-\$200
Flooring/ Carpet		Carpet Cleaning = \$50-\$100.00, Repair Flooring = \$10 per square foot, New Flooring = \$1,200.00	
Light(s) / Smoke Detector			\$25-\$100
Phone			\$8.00
Heater			\$60-\$100
Metal Cabinet			\$99-\$200
Other			
<b>Bathroom:</b>			
Flooring			Repair Flooring = \$10 per square foot, New Flooring = \$1200.00
Toilet			\$15.00-\$105.00
Fixtures			\$40-\$60
Shower Curtain			\$10-\$15
Other			
<b>Furniture:</b>			
Bed			\$180.00
Mattress			\$135
Mattress Cover			\$37
Metal Night Stand			\$99-\$250.00
<b>Appliances:</b>			
Refrigerator			\$150.00
Microwave			\$50.00

Signed, General Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Tenant: \_\_\_\_\_ Date: \_\_\_\_\_

## Acceptable Forms of Identification



**ALL VALID ID CARDS MUST BE GOVERNMENT ISSUED AND NOT EXPIRED**

**Most Hotels ONLY accept the following IDs from occupants and visitors:**

- DMV issued Driver's License from any of the 50 United States
- DMV issued non-driver ID from any of the 50 United States
- Passport from any nation
- USCIS US Citizenship & Immigration Services Permanent Resident Card aka "Green Card"
- Active-Duty Military ID
- San Francisco City ID

*\*Copies of IDs, whether in color or black and white should NEVER be accepted.*

**Front desk personnel need to have the authority to refuse access to the building from would be occupants or visitors who:**

- Lack any of the above-listed IDs
- Are visibly intoxicated
- Don't know the real name or room number of the occupant they wish to visit
- You have reason to believe are going to a different room than they claim
- You have reason to believe that they are coming into the building to participate in illegal activity such as drugs or prostitution

## Security

Hotel staff should be able to clearly see who is coming and going from the building at all points of entry. Ideally all entry points are monitored by a video surveillance system. Security cameras throughout hotel common areas and on the exterior of the building can help to monitor building safety. Some hotels even place cameras and motion detectors on roofs and fire escapes.



Rooms - Equipping all rooms with a stout door and lock is a fundamental part of providing a safe and secure environment for your occupants. The most effective lock is a large, heavy-duty dead-bolt. Something to perhaps avoid is self-locking doors. The Fire Department mandates that all doors be equipped with a spring or other mechanism that ensures a door will automatically close itself. But the Fire Department does NOT mandate that all doors automatically 'lock' themselves upon closing. One issue with self-locking doors is that frequently occupants

will step out of their room "for just a minute", perhaps to go to the bathroom, only to realize they've forgotten their key and are now locked out. They then have to come to the front desk and for a copy of their key, or if they don't have one, wait until a staff person is free to let them in. In a larger building there will generally be multiple requests for this daily creating an inconvenience for occupants and staff. And, should no one be authorized to use a hotel Master-Key, the occupant could be forced to wait, possibly for hours, until someone finally shows up.



## Visitor Policy

Managers have an extremely important role in receiving visitors and monitoring whether or not they are following the rules. The purpose of monitoring visitors is to ensure occupants and visitors are abiding by the House Rules and honoring the Occupancy Agreement they signed upon entering intended to keep the Hotel safe and comfortable for everyone. A primary goal of the manager is to always ensure a safe environment for occupants. Local ordinance: <http://www.sfrb.org/index.aspx?page=1245>

Never put yourself in danger. If a visitor is causing harm or threat of harm, ask him/her to leave the premises and call the police immediately.

- Do not confirm to a visitor whether or not an Occupant is in the building. This applies to known and unknown visitors and the public.
- Never give out an occupant's room number or phone number to visitors and/or the public.
- All occupants must meet their visitors at the front desk and escort their visitors into the building.  
\*Exceptions can be made for pre-approved Occupants with disabilities.
- The Manager must make sure the Occupant is allowed visitors and that their visitors name does not appear on any visitor suspension list. If the occupant is not allowed visitors, the visitor may not enter the building.
- Visitors must show valid ID and wait for the Manager to completely fill out the Visitor Log before signing the Log and leaving the front desk. ID must not be expired. Always check the picture on the ID to verify it is in fact the person attempting to sign in.
- The Manager must check the visitor name against the hotel's 86'd list. If the name appears on the list, the visitor is not allowed in the building.
- Each time an occupant and visitor leave the building they must sign out unless the visitor is an overnight visitor.

*\*Some hotels require all visitors be signed in by 10pm.*

*\*SOME HOTELS CHOOSE TO NOT ALLOW ANY VISITORS TWO DAYS PER MONTH SPECIFICALLY THE 1ST "CHECK DAY" AND THE DAY THEREAFTER. THIS HELPS PROTECT OCCUPANTS WHO MAY HAVE JUST RECEIVED SOCIAL SECURITY, UNEMPLOYMENT OR DISABILITY CHECKS, FROM DRUG DEALERS AND OTHER PREDATORY SITUATIONS.*

**"Failure to take serious control over visitors in or around your hotel threatens the stability of your operations and the safety of occupants and staff."**

-Antoinetta Stadlman, Seneca Hotel

**"Our hotels only allow visitors to bring in one small backpack-sized overnight bag."**

-Jason Pellegrini, DISH

# Basic Maintenance

Older hotels, especially those operating in buildings 80-100 years old, should expect more maintenance and repair than newer hotels. Being proactive toward repair and maintenance and fixing things before they break down or become hazardous helps avoid harmful situations, displacement and loss of revenue for occupants and owners.

## Department of Building Inspection Informational Maintenance Checklist

<http://www.sfdbi.org/modules/showdocument.aspx?documentid=2196>

## Earthquake Preparedness

Local ordinances: <http://www.sfdbi.org/index.aspx?page=371>

## Electrical

Older buildings were built when televisions, computers, printers and micro-waves didn't exist. Systems were set up with four or five rooms on one circuit-breaker and that was sufficient. In today's world electrical needs are much greater and electrical upgrades can be a wise investment. Outdated electrical wiring and/or multiple extension cords may result in fire.

Local ordinance: [http://www.nchh.org/Portals/0/Contents/HH\\_Codes\\_CA\\_San\\_Francisco\\_10-6-08.pdf](http://www.nchh.org/Portals/0/Contents/HH_Codes_CA_San_Francisco_10-6-08.pdf)

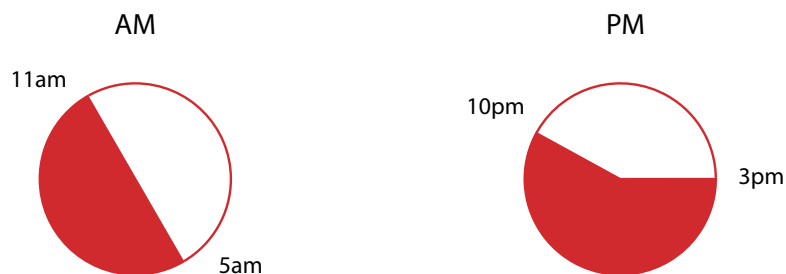
## Fire Sprinkler Ordinance

Local ordinance: <http://www.sfdph.org/dph/files/commTaskForcesDocs/SROdocs/resHotelSprinklerOrdinance.pdf>

## Heat

Most SRO hotel rooms are required to have adequate heat of 68 degrees between the hours of 5am and 11am and 3pm and 10pm.

Local ordinance: <http://www.sfrb.org/index.aspx?page=980>



## Janitorial

Maintain interior cleanliness and sanitation by regularly cleaning all common area restrooms, showers, floors, light switches, doorknobs, buttons, buzzers, handrails, furniture, trash rooms.

By eliminating odors and maintaining sanitary conditions you will stop the spread of germs and bacteria that cause infection and illness. You will reduce pest control problems such as roaches and mice. And you will maintain a fresh and pleasant atmosphere for occupants and visitors you can be proud of.

Exterior cleaning is also very important. Remove litter and debris from the exterior perimeter of your hotel. Be sure to carefully dispose of sharp objects such as broken glass or needles. Remove graffiti as soon as possible or more tends to quickly appear. If you are in a Business or Community Benefit District you may qualify for FREE outside maintenance services

Garbage pick up service in San Francisco:  
<http://www.recologysf.com>



Local ordinances: <http://www.sfdph.org/dph/EH/ResidentialHotels/default.asp>



**\*Used needles must be disposed of safely and properly. Free needle or "sharps" containers and pick up service are available through the Department of Public Health**

[http://www.sfdph.org/dph/files/EHSdocs/ehsPublsdocs/Dirty\\_Needles.pdf](http://www.sfdph.org/dph/files/EHSdocs/ehsPublsdocs/Dirty_Needles.pdf)

<http://www.recologysf.com/index.php/for-homes/household-hazardous-waste#needles>

## Pest Control

Hotels are mandated to conduct a monthly pest control in every room.

Local ordinances: [www.sfenvironmentalhealth.org](http://www.sfenvironmentalhealth.org)

A pest-control contractor needs to be selected. Because the quality of their work can vary greatly, it is recommended you ask the managements of some other reputable hotels for recommendations regarding specific contractors who do good work.

### Bed Bugs

Bed Bugs are wingless, flat, reddish-brown, blood-sucking insects about the size of a chili flake that are found in most urban environments. Bed bugs spread from place to place on the person or on the belongings of persons with infestation. Bed bugs hide in cracks and crevices in beds, wooden furniture, floors, and walls during the daytime and emerge at night to feed on their preferred host, humans. San Francisco's Department of Public Health website offers extensive information about bed bugs including how to avoid them and how to get rid of them: <http://www.sfdph.org/dph/eh/Housing/BedBugs.asp>



### Remove Carpet and Wood

Carpet is very difficult to keep clean and sanitary. Bed bugs like to burrow into wood (especially headboards and bedframes) making extermination difficult.

### Use Metal Furniture

(its bedbug resistant and more durable)

### Seal Penetrations

Such as switch plates and baseboards with a diatomaceous substance to stop bed bugs from spreading from room to room.

*\*Notices – Anytime you need access to an occupant's room, or you know you are going to have to shut off electric or water service (hot or cold) you are required to post at least a 24-hour NOTICE. Notices for specific units must be posted on the door of the unit. For general things that affect the whole building, or large parts of it, a notice should be posted on a bulletin board in the Lobby in as many different languages as possible. Free language translation assistance at: <http://translate.google.com>*

*\*House Rules should state that room occupants may not refuse entry for scheduled maintenance issues an emergency.*

*\*Visiting rooms for routine maintenance also provides management the opportunity to proactively detect other maintenance issues or things like hoarding and cluttering before it gets out of control.*

### Professional Appearance

Keeping the exterior of your hotel clean and neat typically improves how people will treat it. It will also likely enhance the reputation of the hotel attracting occupants who want to stay in a well-run hotel.

- Hotel sign should be professionally designed, fabricated and installed
- Clean windows, doors and awnings regularly
- Pick up trash
- Wash sidewalks regularly
- Remove graffiti immediately
- Replace broken glass immediately



YES



NO



## Security Cameras & Lighting

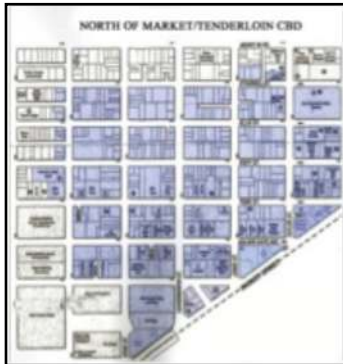
The presence of security cameras (regularly monitored or not) helps deter loitering and illegal activities near your hotel. Increased lighting deters crime and aids occupants entering or leaving the building at night and makes the sidewalk safer for the entire neighborhood.



## Smoke and Carbon Monoxide Detectors

Smoke Detectors and Carbon Monoxide Detectors can both be required in SRO hotel rooms  
Local ordinance: <http://www.sf-fire.org/index.aspx?page=1225>

If your SRO hotel is located in an Improvement District such as a Business Improvement District (BID) or a Community Benefit District (CBD), you may have access to FREE outside maintenance such as pressure washing, graffiti removal and litter removal. Please be sure to know if you are located within an improvement district and make contact with the person responsible for your block.



## North of Market-Tenderloin CBD

<http://nom-tlcbd.org/index.php/resources/service-maps>



## Central Market CBD

[http://www.central-market.org/db\\_images/cmcbdrenewalexansionmap.pdf](http://www.central-market.org/db_images/cmcbdrenewalexansionmap.pdf)



## Civic Center CBD

<http://sfciviccenter.org/the-cbd/>



Produced by Urban Solutions and the Central Market Community Benefit District with special thanks to:

Jack Sumski, New Grand Apartments

Kes Phillips, Coronado Hotel

Jason Pellegrini, DISH (Delivering Innovation In Supportive Housing)



**REMINDER: It is the responsibility of SRO Hotel operators and owners to establish their own operating procedures in compliance with current regulations.**