

***Regular Meeting of the Building
Inspection Commission***

May 20, 2026

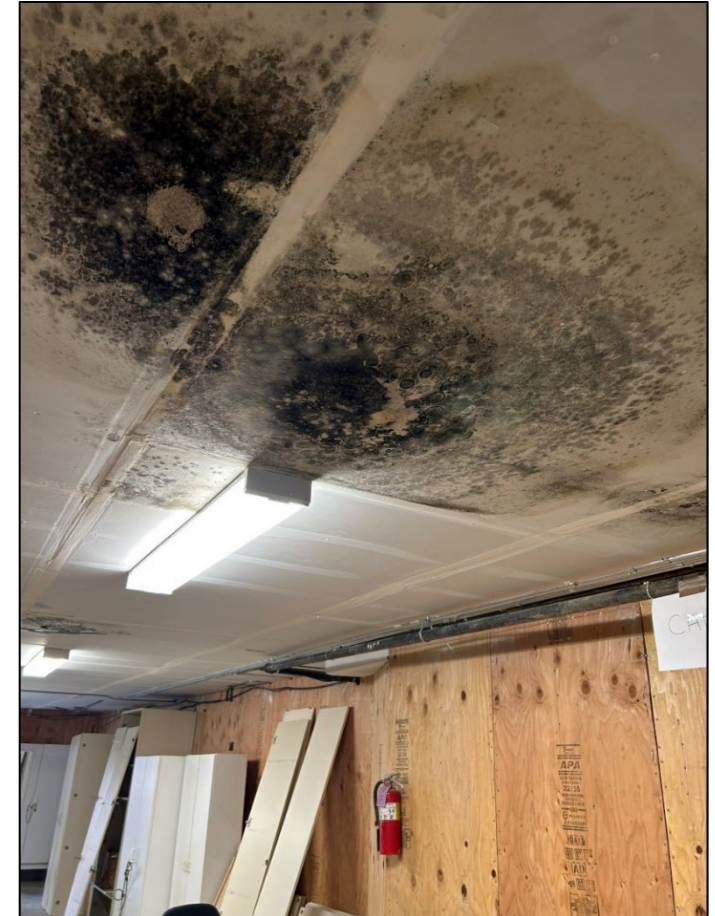
BIC Agenda Item 7

DBI Housing Inspection Services (HIS) Overview

Building Inspection Commission – May 20, 2026

Housing Inspection Services

Housing Inspection Services enforces the Housing Code to help maintain safe and habitable housing conditions for hundreds of thousands of tenants in San Francisco.



Housing Inspection Services (HIS)

Respond to tenant complaints and enforce habitability standards citywide.

- 15 district housing inspectors covering 19 districts
- 5 senior housing inspectors
- 6 support staff





Guiding Principles

Tenant issues are prioritized in a way that is unique to San Francisco.

Landlords are housing providers and important partners in achieving compliance.

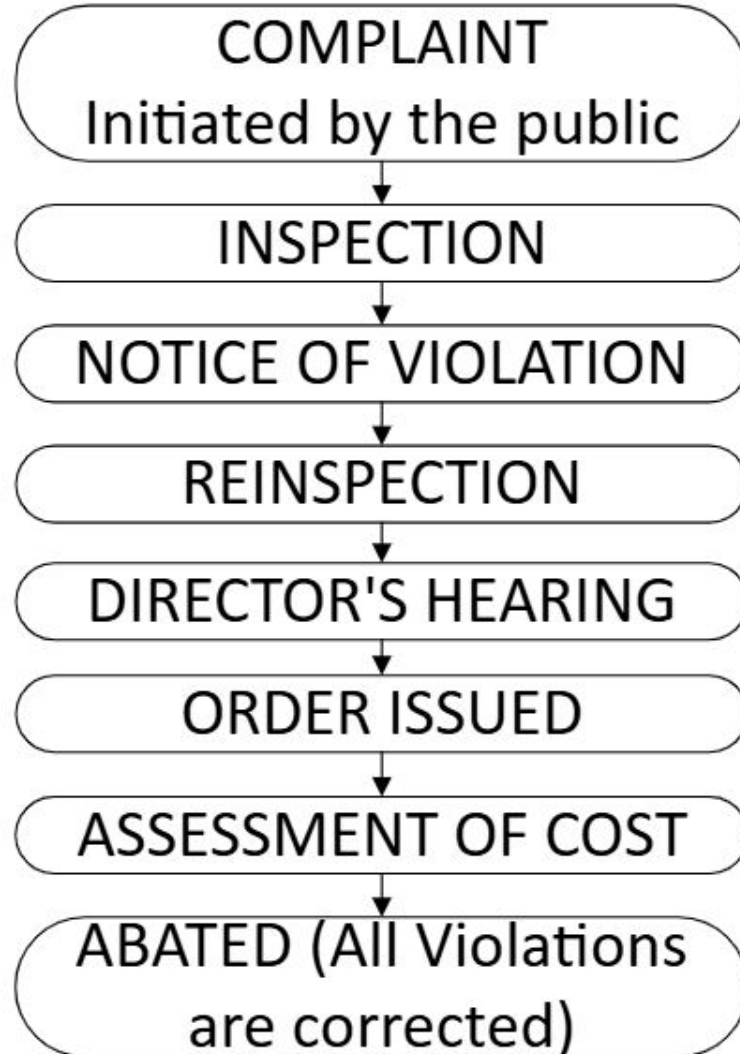
A wide variety of housing code violations are cited for safety and habitability.


Every housing inspection is part of an HIS case that requires follow up.

All housing inspectors manage their cases from start to finish.

Housing inspectors must devote significant time, energy and resources towards conflict resolution.

Housing Code enforcement process



 **DEPARTMENT OF BUILDING INSPECTION**
Housing Inspection Services Division
City and County of San Francisco
49 South Van Ness Avenue, San Francisco, California 94103-1226
(415) 653-3700 Fax: (415) 653-3709 Email: DBLHID.Complaints@sfgov.org Website: www.sfdbi.org

NOTICE OF VIOLATION COMPLAINT: 201492461

OWNER/AGENT: 951-957 MISSION STREET ASSOCS
MAILING ADDRESS: 951-957 MISSION STREET ASSO
2050 NINTH AVENUE
SAN FRANCISCO CA
94123

DATE: 17-SEP-14
LOCATION: 957 MISSION ST
BLOCK: 3725 LOT: 088
NOTICE TYPE: COMPLAINT

BUILDING TYPE: APT USE TYPE: R3

YOU ARE HEREBY ORDERED TO COMPLY WITH THE FOLLOWING REQUIREMENTS:

ITEM	DESCRIPTION
1 THIS NOTICE INCLUDES VIOLATIONS FOR THE AREAS NOTED.	This notice of violation pertains to the common areas and units 100, 201, 202, 211, 212, 215, 222, 227, 228, 306, 314, 318, 320, 424, 424, 517, 519, 522, and 527.
2 REPLACE FLOOR COVERING (1001b,j,o HC)	Common Areas: At time of inspection throughout the halls in the building the floors were covered with a black rubber material that is not an approved floor covering. Replace floor covering in hallways throughout building with approved floor covering that MAINTAINS A CLEANABLE SANITARY SURFACE AND AVOIDS BEING A TRIPPING HAZARD.
3 REPAIR DAMAGED WALLS (1001b,h,o HC)	Common Areas: At time of inspection throughout the building there are damaged and unfinished walls. Repair damaged and unfinished walls in an approved manner so that the walls match the texture and color of other walls near and surrounding it. This includes (but is not exclusive to these areas. Wherever walls are damaged in the common areas, these walls must be repaired) : 5th Floor: In hallway near main stairwell, walls are unfinished and unpainted. 4th Floor: Damaged walls in hallway between 420 and 424

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Housing cases filed

6,590 housing cases filed in 2025, mostly by tenants



Field inspection photos: Severe water damage

Habitability items

37,307 habitability items were inspected in 2025



Photos from the field: Black mold and water intrusion



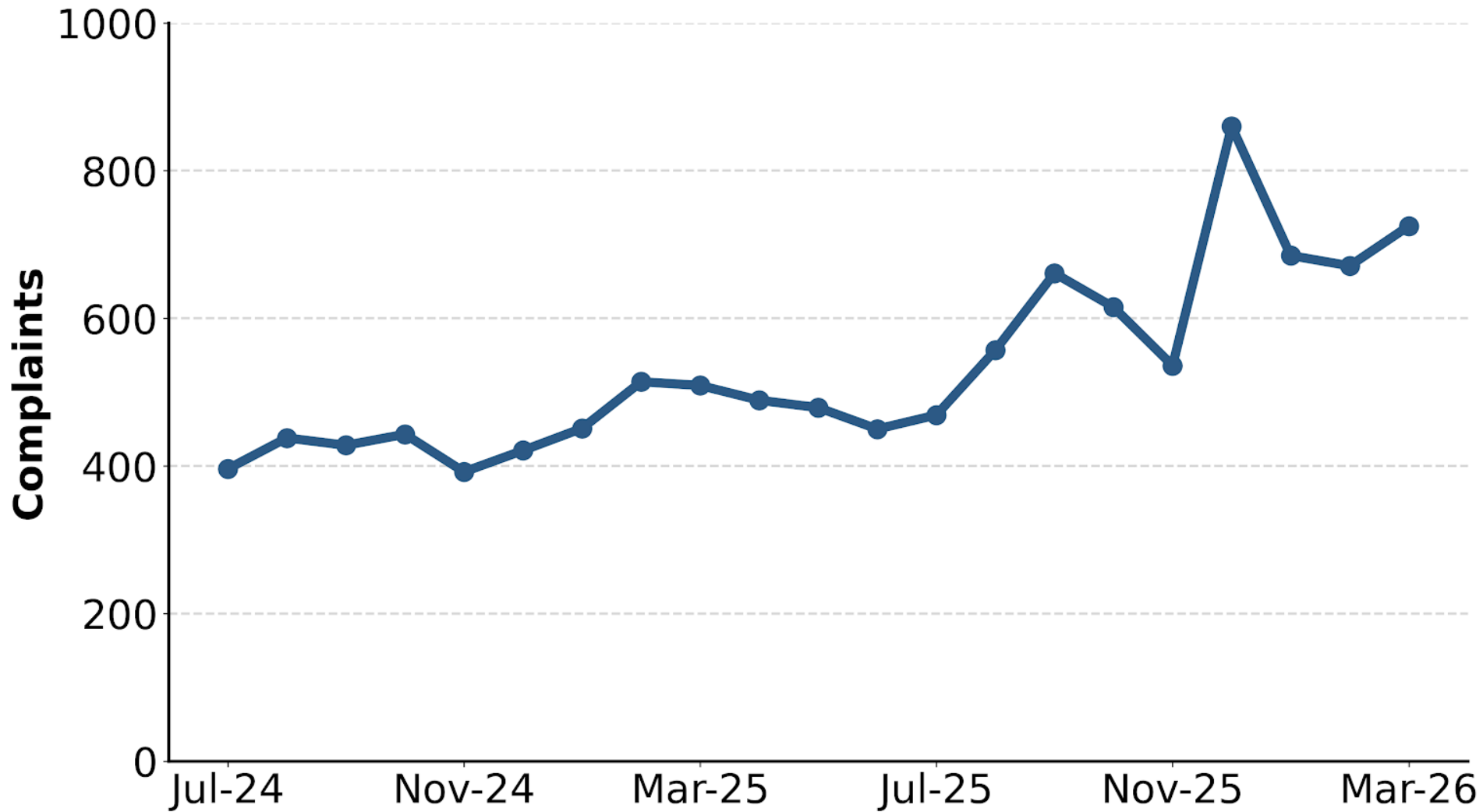
Violations

90% of violations do not require permits

Common habitability violations:

- Leaks, water damage, roof
- Ceilings and wall damage
- Lighting, electrical, kitchen appliances, gas (earthquake safety)
- Sink, toilet, bath, plumbing
- Alarms, escapes, extinguishers
- Mold, pests
- Heat, hot water
- Paint, lead abatement/migration
- Stairs, floors, carpet, tiles
- Windows
- Doors
- Egress
- Garbage, sanitation, storage, debris

Complaint cases received since July 2024





Orders of Abatement

- Weekly Director's Hearings help achieve compliance on tenant habitability cases.
- Landlords and tenants may testify under oath.
- Orders of Abatement may be issued when violations remain unresolved.
- Enforcement costs with liens may be added to property tax assessments.
- The system allows the public to track housing complaint cases online.



Follow-up HIS actions essential to achieving compliance

370 cases heard in administrative hearings in 2025

156 Orders of Abatement issued and recorded by Assessor's Office

115 properties were given notice and 71 of them were heard at the Board of Supervisors for tax liens

5,699 total cases abated or closed

33,647 abatement actions needed to maintain a minimum standard of habitability



\$2.5 million in civil penalties in the last 2 years

Including Marathon Hotel - \$550,000



Complaint tracking and enforcement

- First online system of its kind.
- Tracks housing complaint cases filed by tenants for violations.
- Sorts active vs non-active, or closed/abated, cases by district or address
- Organizes lengthy cases with dozens of abatement actions.
- Lists multiple cases at same address.
- Important to the public for viewing case status, which is not available in most major US cities.



Moving forward

Staffing

Fill vacancies to address workload with four new upcoming hires.

Records

Expand documentation with Residential Hotel Conversion.

Vulnerable tenants

Provide more assistance in areas of the City where substandard living conditions are most concentrated with systematic checks of common areas as required, including the Mission, SoMa, Tenderloin, Chinatown and Parkmerced.

Tax liens

Build on success of Board of Supervisors lien hearing of 5/19/26 to assist enforcement and improve living conditions for tenants and work with owners to achieve compliance.

Human element

Continue to focus resources on tenant habitability needs with both efficiency and humanity.



Thank you for supporting our work!