

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

***June 18, 2025***

***Agenda Item 7***

***Public Comment***

**Ziyi Ye**

Good afternoon, Commissioners. My name is Ziyi Ye. My family of three lives in an SRO in Chinatown. I'm here today to urge BIC Commissioners to support the fee increase legislation to ensure SRO Families United Collaborative and Code Enforcement Outreach Program can continue to operate with a full budget.

The building we live in often has many issues—broken stoves in the kitchen, leaking ceilings in the shower rooms, and broken faucets. Even though we've reported these problems to the landlord many times, they were not repaired in a timely manner. It was only through the follow-up efforts of the SRO organizers that the repairs were eventually made.

Previously, our building did not provide pest control services. It was only after the organizers from the SRO program communicated with the landlord that professional exterminators were finally brought in. The SROFUC and CEOP ensure that we live in safe and healthy housing conditions.

So I sincerely ask commissioners to support the fee increase legislation, give us a chance to continue our programs. Thank you very much!

**Yanxiao Tan**

Dear Building Inspection Commissioners,

My name is Yanxiao Tan. My family of four lives in an SRO in Chinatown. I'm here today to sincerely ask you to support the fee increase proposal so that the SRO Families United Collaborative and the Code Enforcement Outreach Program can continue helping families like mine.

In our building, the bathroom and shower on the third floor were leaking, and the water kept dripping down to the second floor. The bathroom downstairs became wet and moldy, and many residents were too scared to use it. We told the landlord many times, but he never responded.

It wasn't until an SRO organizer visited our building and heard about the problem that things started to change. She contacted the landlord and followed up many times. Thanks to her, the landlord finally agreed to repair and renovate the bathrooms.

Without the help of the organizer, we honestly wouldn't have known what to do. This program is really important for families like ours living in SROs. Please support the fee increase so these programs that keep us safe can continue—and so we still have someone to turn to when we need help

Thank you so much.

**Mei Rong Liu**

Hello Commissioners, my name is Mei Rong Liu. I live in a tiny SRO in Chinatown with my daughter and granddaughter—three generations under one roof. I'm here to urge you to support the fee increase so the SRO Families United Collaborative and the Code Enforcement Outreach Program can keep running.

Recently, our building had a serious safety issue: the fire extinguisher didn't have a valid inspection tag. None of us residents noticed, and without a functioning fire extinguisher, our lives were at risk. Luckily, a CEOP organizer visited for outreach, spotted this problem, and taught us about fire safety rules. We reported it to the landlord many times, but nothing happened.

It was only after the organizer made multiple calls and even wrote letters that the landlord finally took it seriously and got the inspection updated.

This kind of outreach is critical. It keeps families like mine safe and helps us understand our rights. Please support the fee adjustment so these programs can continue protecting vulnerable tenants like us. Thank you.

**Yanhong Yu**

Hello Commissioners! My name is Yanhong Yu, and I am here to ask the Building Inspection Commission to support the fee increase legislation to ensure that the SRO Families United Collaborative and Code Enforcement Outreach Programs can continue to have a budget to operate.

I am a new immigrant, living in an SRO in Chinatown with my 10-year-old son. Life in an SRO is very difficult, but thankfully we have the support of the Collaborative. Through their outreach visits, I learned that landlords are not allowed to raise rent beyond the rate set by the Rent Board each year, and that we have the right to request repairs and replacements for things that are not working in the building. I also learned that fire escapes must be kept clear and cannot be used for drying clothes.

The organizers referred me to other helpful services as well—like job opportunities, affordable internet for low-income families, and support for workers' rights. They speak my language, so I can communicate with them without barriers.

If the Collaborative and CEOP are eliminated, families like mine will lose one of the only sources of support and advocacy we have. I hope you will support the fee increase legislation to fund our programs. Thank you.

#### Juanhua Chen

Hi Commissioners! My name is Juanhua Chen, and I'm a family of the SRO Families United Collaborative. Please support the fee increase legislation, this is how you can preserve these two essential programs that support tenants, so that families living in SROs can continue to have someone looking out for them and helping to address building safety issues.

My family of five lives in an SRO in Chinatown. We had water leakage issues in both our unit and the hallway. Despite numerous complaints to the building management company, nothing was done. It was only after I reached out to SRO Organizers that the issue was addressed. Thanks to their intervention, the rooftop was fixed, and the leaks stopped.

SROFU provides essential services that ensure families like mine can live in safe and habitable conditions. Without their support, we would struggle to get necessary repairs and maintain a decent quality of life. Please continue to support SROFU's budget.

I hope you will continue supporting SRO Families United Collaborative and support the fee increase legislation, thank you!

#### Junpeng Wu

Hi Commissioners, my name is Junpeng Wu. I'm here today to sincerely urge the Building Inspection Commission to support the fee increase proposal to ensure that the SRO Families United Collaborative and the Code Enforcement Outreach Program can continue to operate with adequate funding.

I first learned about the SRO Families United Collaborative when an organizer visited our SRO building. As a new immigrant, this program became a source of support during a difficult time.

They not only provided us with valuable resources but also regularly checked in on us and helped us address serious housing problems. Our water heater broke down, and we had no hot water for two weeks. My son got sick from taking cold showers and had to miss school. Despite multiple reports to the landlord, we received no response. Thanks to the persistent

involvement and follow-up from the SRO organizers, the water heater was eventually repaired.

Their support gave us back hot water—and more importantly, it made us feel the warmth and hope of the community. I am forever grateful to every member of the SRO Families United Collaborative. Their work not only protects tenant rights but also offers reassurance to families like mine.

I sincerely urge you to support the proposed fee increase to ensure that these critical programs can continue. For families like mine, these services are an essential lifeline.

**Dan Liao**

Hi Commissioners -

My name is Dan Liao. I am today to sincerely urge the Building Inspection Commission to support the fee increase so that the SRO Families United Collaborative and the Code Enforcement Outreach Program can continue its funding to serve families.

My husband, our two children, and I live in an SRO. Our building often has maintenance issues—like frequent bathroom drain blockages so bad that we've had to stand on stools to shower. We've reported these problems to property management many times, but the issues were never resolved. Sometimes, we were even afraid of retaliation and didn't dare to complain further.

Fortunately, organizers came to visit regularly, checked in on our situation, and actively helped communicate with the landlord. Because of them, these problems gradually improved. They also taught us about our rights as tenants and encouraged us to speak up for ourselves.

I am truly grateful to everyone who has contributed to these programs. It was your help that solved our most basic housing problems when we felt most helpless—it made us feel less alone.

That's why I am here to ask Commissioners: please support the fee increase so that these programs can continue providing support and protection for vulnerable communities like ours.

### Cuiping Tan

Hello everyone, my name is Cuiping Tan. I'm asking the Building Inspection Commission to support the fee increase so that the SRO Families United Collaborative and the Code Enforcement Outreach Program can continue.

My family of three used to live in an SRO, squeezed into a room just 100 square feet. The building's sanitation was in terrible condition. There were cockroaches everywhere—even on our beds. My daughter was so scared she couldn't sleep, and I developed serious allergies.

An organizer named Xiaoling Zheng, who spoke our language, came to visit. She helped us contact the landlord, and after that, things got better. They even started regular pest control.

More than ten families shared one bathroom. Trash piled up, toilet paper was all over the floor, and flies and bugs were everywhere. The sanitary issues only improved after the organizer kept following up with management.

If we lose these programs, how many more families will keep suffering in places like this? Without the organizers' help, life for low-income SRO families will only get harder and more painful.

Please support the fee increase and help keep these programs alive—so families like mine still have hope. Thank you.

### Chunping Huang

Hi Commissioners! My name is Chunping Huang, I am an SRO organizer—with Chinatown Community Development Center.

Today, I'm asking Commissioners to support the fee increase to ensure our programs (SRO Families United Collaborative and Code Enforcement Outreach Program) will be restored.

Recently, I helped fix 54 **issues** in different buildings—like water leaks, broken stoves, fire escapes that were blocked and hot water heater repair or replace and so on. We also teach families how to stay safe and what to do if something in their building is not working or not safe.

Because I speak the same language as many of these families, they trust me and feel comfortable asking for help.

Our team works with DBI to make sure buildings are safe and habitable. I hope Commissioners continue supporting our programs, support fee increase legislation, so immigrant families can continue to receive these services.

Thank you!

**Xiaoling Zheng**

Dear Commissioners,

My name is Xiaoling Zheng, and I am an SRO organizer at Chinatown CDC. **I'm asking the Building Inspection Commission to support the fee increase so that the SRO Families United Collaborative and the Code Enforcement Outreach Program can continue.**

Over the past year, we help resolved more than 140 building safety issues, including leaks, mold, pest, and broken stoves—highlighting the harsh and unsafe living conditions many SRO residents face.

Tenants often report these problems to landlords multiple times without any resolution. Without intervention and follow-up from SRO organizers, these issues would continue to be ignored. Once we step in, the condition improves a lot, and many problems are finally addressed.

The Code Enforcement Outreach Program is the first line of defense in protecting the health and safety of SRO residents. It is more than just a service—it prevents accidents, illness, and the continuation of unsafe living conditions.

We respectfully urge commissioners support the fee increase legislation, so the SRO Families United Collaborative and the Code Enforcement Outreach Program can continue to support this important work that protects our immigrant families. Thank you.

**Kelly**

Dear Commissioners,

My name is Kelly, I'm a tenant who has received vital support from the CEOP program. I'm here today to share my experience and to show how essential this program is for low-income families like mine.

At the time, my family and I were living in a two-bedroom unit. The landlord was trying to evict us! He took many illegal actions such as lock the laundry room, create loud noises to

disturb me and my children, and, most importantly, he refused to address our maintenance requests. Despite my efforts to communicate, the landlord never responded.

Eventually, I reached out to a housing counselor at Chinatown CDC. The staff not only helped me draft letters to the landlord to open up communication, but also taught me how to protect my rights as a tenant. Thanks to the CEOP program, I learned that tenants in San Francisco have legal protections, and I became empowered to stand up for myself and my family.

I know there are still many tenants in the city who face similar situations and don't know how to respond when landlords harass them or neglect repairs. If the CEOP program is cut, more families could be forced to leave their homes due to unlivable conditions, resulting in more evictions and homelessness.

I urge the committee to preserve this program so that more low-income families can have access to safe, stable, and dignified housing. Thank you.



Before SRO organizer's intervention, bathroom at 49 Spofford



After SRO organizer's intervention, bathroom at 49 Spofford