



FREQUENTLY ASKED QUESTIONS BY PEOPLE LIVING IN RVS

1. What is a refuge permit and how can I qualify for one?

A refuge permit allows your oversized large vehicle to be exempt from the new two-hour parking restrictions. A refuge permit is only offered if the city outreach teams have assessed and determined that your household is experiencing vehicular homelessness and is willing to accept services and offers of non-congregate interim or permanent housing, and if HSH is unable to make an appropriate offer of non-congregate interim or permanent housing. All other applicable parking restrictions, including in both the California Vehicle Code and San Francisco Transportation Code shall continue to apply. These include, but are not limited to, street cleaning, payment of parking meters, and prohibitions against parking in front of driveways, parking in violation of various color curb restrictions, parking over seventy-two hours, and parking in excess of the posted time in a Residential Parking Permit Area. To qualify, your vehicle must be identified during the city's large vehicle data collection efforts as of May 31, 2025, you must agree to consistently engage with a case manager and adhere to a good neighbor policy, and you must relinquish and exit your vehicle when the offer of interim or permanent housing is made.

2. I currently live in an RV and would like to sign up for the Refuge Permit program. How do I do that?

During the permit issuance period (exact dates to be announced), dedicated outreach teams will be visiting and identifying large vehicles throughout the city. These teams will provide information about the program and help you apply for a refuge permit on the spot.

3. How long will my refuge permit last?

Refuge permits last until you receive an appropriate offer of non-congregate interim or permanent housing, or for 6 months, whichever comes first.

4. What happens when my permit expires?

After your permit expires, your vehicle will be subject to the citywide two-hour parking restrictions for large vehicles. Large Vehicle Refuge Permits may be extended once for up to one six month increment if HSH certifies to the Director of Transportation that it has not been able to make an appropriate offer of non-congregate interim or permanent housing.

5. What does "opting into services" mean? What am I required to do?

Opting into services means agreeing to work with a case manager who will help connect you with resources and housing options. You'll need to consistently participate in case management, explore rapid rehousing options, and follow the good neighbor policy requiring proper disposal of all waste; prohibiting storing items outside the vehicle and on the sidewalk; prohibiting making excessive noise; prohibiting unlawfully connecting to electrical infrastructure and fire

hydrants; prohibiting operating generators between specific hours; and prohibiting engaging in criminal behavior in or near the vehicle.

6. What is the vehicle buyback program?

The vehicle buyback program offers a cash incentive to relinquish your vehicle voluntarily. The buyback program will offer a specified value per linear square foot measured from bumper to bumper. You will have to prove legal ownership of the vehicle, and the vehicle must have been recorded in the city's Large Vehicle Database as of May 31, 2025.

7. I currently live in an RV and am interested in the vehicle buyback program. How can I participate?

You can apply for the buyback program through the outreach teams that will be conducting outreach to large vehicle occupants during the permit issuance period. You will need to prove legal ownership of the vehicle.

8. Will I lose my vehicle if I accept housing?

Yes, part of the refuge permit agreement requires relinquishing your large vehicle if you accept an offer of housing. If you are the legal owner of the large vehicle, you may be eligible to participate in the city's vehicle buyback program.

9. What type of housing will I be offered?

The city is offering both rapid rehousing subsidies and non-congregate interim housing options, depending on your specific situation and needs.

10. Can my entire family be housed together?

Yes, the plan includes specific allocations for families living in RVs.

11. I currently live in an RV and am interested in housing assistance. How can I request help?

You can request housing assistance by either: 1) Engaging with outreach teams when they visit your area during the permit issuance period; or 2) Visiting a Coordinated Entry Access Point to complete a housing assessment. When you engage with services, a case manager will work with you to determine your housing needs and eligibility for rapid rehousing subsidies or other housing programs. Locations of Access Points can be obtained here:

<https://www.sf.gov/resource--2024--get-person-homelessness-help-san-francisco>

12. What happens if my vehicle doesn't qualify for a permit?

Vehicles without permits will be subject to the citywide 2-hour parking restrictions and may be cited, towed, and/or impounded if they violate these restrictions.

13. If my vehicle gets towed, how much will it cost to get it back?

Towing and impound fees for large vehicles may vary based on vehicle size and condition.

14. Will I face criminal charges for living in my vehicle?

No, the plan specifically aims to prioritize the dignity and well-being of those living in vehicles while addressing public space concerns.



15. There are families with children living in Large Vehicles currently. How will they be impacted by this policy change? If they are moved, will the children need to move schools?

There are families with children currently living in large vehicles on the streets of our community. This is substandard and unsustainable living situation for anybody, but especially children. The long-term impacts of homelessness on children are significant including leading to development delays, poor health outcomes, poor educational outcomes and emotional challenges. Our goal is to move children out of these vehicles and into long-term stable homes as quickly as possible to minimize the impact of homelessness on their lives. As part of the effort to address vehicular homelessness, the city is dedicating new housing subsidies for families and proposing a vehicle buyback program to encourage families to leave the large vehicle behind for more traditional housing.

The city also recognizes that housing transitions can be particularly challenging for children and their education. When families move into permanent housing, children will have the flexibility to either remain at their current school or transfer to the local school—the choice belongs to each family. Through coordination with SFUSD and partnerships with other family-focused organizations, the city is committed to providing continuity and consistency for these families as they transition into more stable, permanent homes.

