

Randy James

Mon, Jul 7, 5:13 PM
(14 hours ago)

Hi Lydia,

A message from BRIDGE Housing is below, which can be attributed to BRIDGE Housing. I am also attaching some photos of the area around La Fenix taken this afternoon. As you can see, the team has been working hard to keep the area clean. Thank you for considering this as part of your piece for tomorrow!

Best regards,

Randy

Statement from BRIDGE Housing

Maintaining a secure and supportive environment at La Fenix is a core priority for BRIDGE Housing. Working in collaboration with our community-based partners, our team is implementing a wide variety of measures to better serve our residents, visitors, staff, and neighbors. This is an ongoing effort that will continue to be shaped by feedback we receive from residents and other stakeholders.

Security Enhancements

- We have increased security staff and staff hours to allow for additional front desk monitoring and patrols throughout the property.
- We have provided additional training for team members to manage front desk duties, freeing up security personnel for additional patrolling.
- We have implemented a comprehensive security camera upgrade across the property and trained more staff members to allow for improved monitoring. All cameras have been replaced with improved models with enhanced resolution to provide clearer and more reliable footage, and additional cameras have been installed to maximize visibility in key areas.

- New security gates have been installed to prevent unauthorized pedestrian access, particularly on the back side of the property.

Resident Engagement

- A new property manager is in place at La Fenix and the team has increased its proactive outreach to residents. We have started holding regular resident meetings to ensure the management team hears directly from tenants on a regular basis. “We’re Here For You” flyers have also been posted throughout the property with the property manager’s phone number encouraging residents to reach out with any questions, comments or concerns.
- These efforts have already led to greater engagement and two-way communication with residents.

Cleaning & Maintenance

- Janitorial teams were already working five days a week to maintain the cleanliness of La Fenix and surrounding sidewalks. The market held on Mission Street creates significant additional janitorial needs, and additional crews are now working weekends as well to ensure prompt clean-up. This is an ongoing, collaborative effort that involves San Francisco Public Works, the Urban Alchemy nonprofit group, and other partners.
- We are committed to maintaining the ongoing cleanliness of the area, and we ask the community to alert us to any additional cleaning needs.
- A thorough, two-week deep cleaning of all shared spaces is now being conducted by a commercial cleaning company, and touch-up painting is underway to refresh the appearance of our common areas.
- The resident information area is being thoroughly cleaned and reorganized to enhance clarity and improve access to important community updates.

Partner & Community Engagement

- La Fenix is actively participating in regular multi-agency meetings with representatives from our partner organizations including Mission Housing and Lutheran Social Services to enhance the flow of regular communication and facilitate resource sharing.
- La Fenix is deepening its relationships with the daycare on the property under the message of “One Community.” Our goal is to support resident families and maintain a cohesive, child-friendly environment.
- BRIDGE will be maintaining and increasing outreach to other neighbors and community stakeholders to ensure ongoing communication and collaboration to enable the best possible experience for residents, visitors and partners.