

Dear All:

Today I received a complaint from one of our merchants on Walter Lum Pl. She is facing terrible problem from the homeless. Please find out the best way to help her. I believe not only her having this disturb
Here is her complaint issue:

Dear President / Community Leader,

My name is Michelle, the owner of Charming Sun Market located at 49 Walter U Lum Place. I am writing to formally seek your help regarding a serious and urgent problem that has been affecting my business, my safety, and my mental health.

1. Homeless Encampment Has Severely Impacted My Business

For several years, a large number of homeless individuals have been sleeping directly in front of my store every single day. When the new city administration began, I had hoped for improvement, but the situation has not changed at all. In fact, it has gotten worse.

Because homeless individuals block my entrance, I often cannot open my store on time—sometimes not until the afternoon. My income has suffered drastically, and I have three young children to support. This is no longer sustainable.

2. Public Safety Crisis Is Out of Control

As the weather has become colder, homeless individuals have now begun lighting fires at my doorstep to keep warm. Today marks the third time this has happened. This is extremely dangerous.

I am also exposed to health risks, as some individuals are visibly coughing and appear to have flu symptoms.

Every morning when I arrive at 9:30 AM, I face:

- Trash
- Human waste (feces and urine)
- Strong odors
- Health hazards
- Verbal abuse
- Occasional threats or aggressive behavior

On many days, I have to spend the first hour or more taking photos, reporting to 311, and trying to wake the individuals blocking my entrance. Some curse at me before slowly leaving, leaving behind all their trash. Others have threatened me with sticks.

This is not occasional.

This is daily.

Last Thursday, I was forced to give up opening my business entirely because the situation was too overwhelming to manage.

3. My Mental and Physical Well-Being Is Severely Affected

This situation has severely impacted my emotional and mental health:

- Constant stress and anxiety
- Fear for my safety
- Depression and mental exhaustion
- Loss of motivation to go to work

Running my business has turned into a painful and unsafe experience.

4. I Am Now Formally Demanding Government Action

Today, I am formally requesting that the City of San Francisco:

👉 Provide an immediate, effective, and lasting solution to remove homeless individuals blocking business entrances.

👉 Restore a safe, clean, and hygienic environment for small businesses.

👉 Protect our basic rights to operate, earn a living, and be safe.

If the government continues to ignore this issue, I will have no choice but to pursue legal action against the responsible agencies for failing to protect my business and my safety.

All I want is a simple, basic right:

A safe and clean environment to open my store every day.

Is that too much to ask?

Thank you for your attention. I urge you to take immediate action.

Sincerely,

Michelle

Owner, Charming Sun Market

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