



HOUSING COMMITTEE

COMMITTEE MEETING

~ MINUTES ~

Tuesday, December 13, 2022

1:00 PM

Sullivan Chamber
795 Massachusetts Avenue
Cambridge, MA 02139

The Housing Committee will conduct a public meeting to discuss the results of the Inclusionary Housing Resident Experience Study.

Attendee Name	Present	Absent	Late	Arrived
E. Denise Simmons	<input type="checkbox"/> Remote	<input type="checkbox"/>	<input type="checkbox"/>	
Burhan Azeem	<input type="checkbox"/> Remote	<input type="checkbox"/>	<input type="checkbox"/>	
Dennis J. Carlone	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Alanna Mallon	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Marc C. McGovern	<input type="checkbox"/> Remote	<input type="checkbox"/>	<input type="checkbox"/>	

A public meeting of the Cambridge City Council’s Housing Committee was held on Tuesday, December 13, 2022. The meeting was Called to Order at 1:00 p.m. by the Chair, Councillor Simmons. Pursuant to Chapter 20 of the Acts of 2022 adopted by Massachusetts General Assembly and approved by the Governor, this public meeting was hybrid, allowing participation in person, in the Sullivan Chamber, 2nd Floor, City Hall, 795 Massachusetts Avenue, Cambridge, MA and by remote participation via zoom.

Clerk of Committees Erwin called the roll.

- Councillor Simmons – Present/Remote
- Councillor Azeem – Present/Remote
- Councillor Carlone - Present
- Vice Mayor Mallon – Present
- Councillor McGovern – Present/Remote

Present – 5 Absent – 0. Quorum established.

The Chair, Councillor Simmons gave opening remarks (ATTACHMENT A) and noted that today’s meeting was to discuss the results of the Inclusionary Housing Resident Experience Study. Councillor Simmons introduced Iram Farooq, Assistant City Manager for Community Development Department (CDD), who was accompanied by Chris Cotter, Housing Director for CDD. Chris Cotter introduced Mark Joseph, Founding Director of the National Initiative on Mixed-Income Communities, and his team Alex Curley, Lead Researcher for the project, and Judith Gonyea.

Mark Joseph and his team gave an overview their presentation titled, “Cambridge Residents’ Experiences with Inclusion and Bias in Inclusionary Housing” (ATTACHMENT B). Mark noted that the objective and goals of the team is to understand the types of bias experienced by residents in the Cambridge Inclusionary Housing Program (IHP), explore whether experiences of residents in affordable IHP units differ from those in market-rate IHP units or all-affordable developments, and to inform the City’s ongoing efforts to strengthen the IHP and advance a welcoming, diverse, and inclusive community.

Minutes Acceptance: Minutes of Dec 13, 2022 1:00 PM (Committee Reports)

Councillor Simmons thanked the presenters for their presentation and opened the floor up for discussion with Committee members and other Council members in attendance, which were Councillor Zondervan, Councillor Nolan, and Councillor Toner.

Councillor McGovern noted how important it is to have the data behind IHP. He had follow up questions regarding some of the data and the type of follow up that happens with residents. Mark Joseph and Alex Curley were able to provide answers. Councillor McGovern also emphasized the importance of hearing the resident's narrative.

Councillor Carlone had clarifying questions regarding statistical significance, if building size played a factor in to the results, and community facilities. Mark Joseph and Alex Curley responded respectively.

Vice Mayor Mallon had questions regarding residents leaving the IHP, where they are moving to, and why. The Vice Mayor also shared her concerns regarding families with children living in IHP and the worries those families share with her and other Councillors. Chris Cotter responded and provided answers to the Vice Mayor's concerns. Councillor Simmons also noted she shared the same concerns as the Vice Mayor regarding families.

Councillor Zondervan had questions for City staff regarding proposed changes to how applicants are weighted on the IHP wait lists and if they were ready to be implemented. Chris Cotter noted that CDD had a few final changes to make before the full rollout. Councillor Zondervan stressed the importance of the new implementations because they could contribute to improving some of the conditions currently within the IHP.

Councillor Nolan had a clarifying question for the consultants, asking how the results in Cambridge compare to other cities and studies. Mark Joseph responded by noting that Cambridge is in the forefront of completing studies like this, so it's hard to compare. Councillor Nolan also had a clarifying question directed towards City staff regarding surveys done city wide. Chris Cotter and Iram Farooq responded.

Councillor Simmons thanked Committee and Council members for their questions and concerns and thanked the Consultants and City staff who were available to provide answers and feedback.

Public Comment

Valerie Bonds, 812 Memorial Drive, Cambridge, MA, spoke on biases in the IHP and affordable housing and issues between management and tenants.

Rabbi Yoni spoke on bias and discrimination between management and tenant problems.

Heather Hoffman, 213 Hurley Street, Cambridge, MA, spoke about fear of retaliation and eviction that some tenants have.

Lee Farris, 269 Norfolk Street, Cambridge, MA, noted that the residents of one hundred percent affordable housing buildings get much less bias than the residents of inclusionary housing.

Kathy Watkins, 90 Fawcett Street, Cambridge, MA, asked for the City Council to look into social housing and housing that has a large amount of tenant participation in housing.

Councillor Simmons recognized Councillor McGovern who made a motion to close public housing.

Clerk of Committees Erwin called the roll.

Councillor Simmons – Yes
Councillor Azeem – Yes
Councillor Carlone – Yes
Vice Mayor Mallon – Yes
Councillor McGovern – Yes
Yes – 5, No – 0. Motion passes.

Councillor Simmons recognized Mayor Siddiqui, who noted that there are many residents reaching out to the Mayor's Office seeking help with talking to property managers and a goal should be to help strengthen relationships between tenants, management, and the City.

Councillor Simmons recognized Mike Johnston from the Cambridge Housing Authority who spoke on the importance of training for management companies, so they can grow with the changing population.

Councillor Simmons gave closing remarks, emphasizing the importance of exit interviews to help the City find out why tenants are leaving the IHP, and the impact to families with children. Councillor Simmons noted that there could be the possibility of having a triage person within the City to help with tenants and management. She commented that she looks forward to the final report and a discussion to help implement the findings, and the City has to be intentional about how it puts in place the processes and procedures so that the inclusionary zoning program can house as many people as possible.

Councillor Simmons recognized Councillor McGovern who made a motion to adjourn.
Clerk of Committees Erwin called the roll.

Councillor Simmons – Yes
Councillor Azeem – Yes
Councillor Carlone – Yes
Vice Mayor Mallon – Yes
Councillor McGovern – Yes
Yes – 5, No – 0. Meeting adjourned at 2:56p.m.

Attachment A: Opening remarks from Councillor Simmons.

Attachment B: Cambridge Residents' Experiences with Inclusion and Bias in Inclusionary Housing.

The City Clerk's Office received one written communication, Attachment C.

Clerk's Note: The City of Cambridge/22 City View records every City Council meeting and every City Council Committee meeting. This is a permanent record.

The video for this meeting can be viewed at: [Dec 13, 2022 1:00 PM - Housing Committee - Committee Meeting \(granicus.com\)](https://www.granicus.com/ViewVideo.aspx?id=111111)

All meetings are "closed captioned". After each meeting the "closed captioned transcripts" are available online at: <https://app.box.com/s/9qormcahynjt4pzpt1n5opixog13q7k5>

Please note that there is no editing of these “closed captioned transcripts” and they do not constitute a verbatim transcript prepared by a certified transcriber.

- A communication was received from Chris Cotter, Housing Director Cambridge Community Development Department, transmitting a presentation regarding Cambridge Residents Experiences with Inclusion and Bias in Inclusionary Housing.

OPENING REMARKS FOR COUNCILOR SIMMONS – HOUSING COMMITTEE MEETING Dec. 12, 2022

For this afternoon’s hearing, the Housing Committee will hear from the consultants hired by the City to conduct a survey of those who participate in our Inclusionary Housing program. In so many ways, this program has been a tremendous success since it was first introduced almost 25 years ago, in 1998.

On the Community Development Department’s website, there is a paragraph that summarizes this program with the following passage:

“Through the Inclusionary program, over 1,100 units of affordable rental and ownership housing have been completed, or are under construction, in new developments located throughout the city. With an emphasis on creating affordable units on-site as part of new residential developments, the Ordinance has become a model for other communities in high-cost areas looking to create affordable housing for low and moderate-income residents and ensure the socioeconomic diversity of the community is reflected in new housing.”

That paragraph provides a nice overview of what we’ve sought to achieve, and what we HAVE achieved – but it does not provide a sense of what kind of EXPERIENCE the people, the families, living in these Inclusionary units, have had. And that is why, in recent years, many of us have pushed to have a thorough survey of these Inclusionary tenants, to gain some insights and some answers to the following questions:

- Who we are actually providing housing to?
- Are the people we had HOPED to house with this program the ones that are actually being served?
- Where are these IZ tenants originating from? Did they live in Cambridge prior to entering the Inclusionary program, or do they come from outside the City?
- What is their experience like, living side by side with people in more expensive market-rate units? Are the Inclusionary units of the same kind, quality, and caliber as the market rate units? Are the Inclusionary tenants treated the same by building management as their neighbors in the market rate units? If not – WHY NOT?
- Are we seeing any patterns in terms of the issues or concerns that IZ tenants have experienced since this program has been established?

To conduct this survey, the City engaged the services of the National Initiative on Mixed-Income Communities from Case Western Reserve University. Today, we will be hearing from this organization with a brief presentation. Following their presentation, we will open the floor to questions and comments by the Committee Members, then we shall have Public Comment, and then if time permits, we will have one more round of questions from Committee members prior to adjournment.

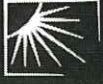
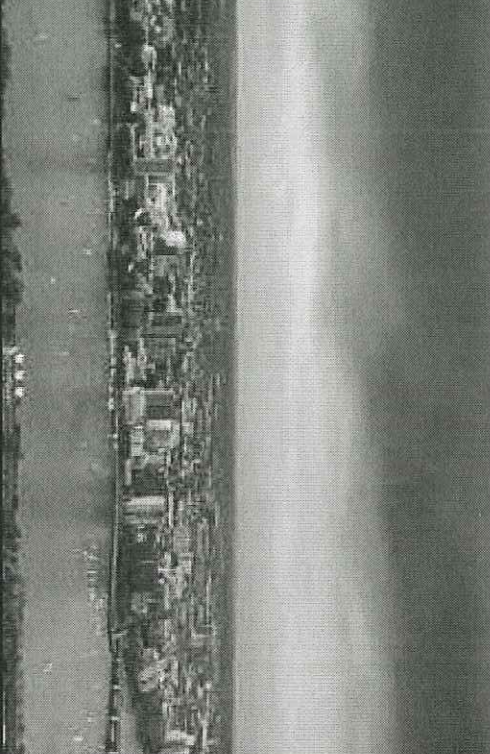
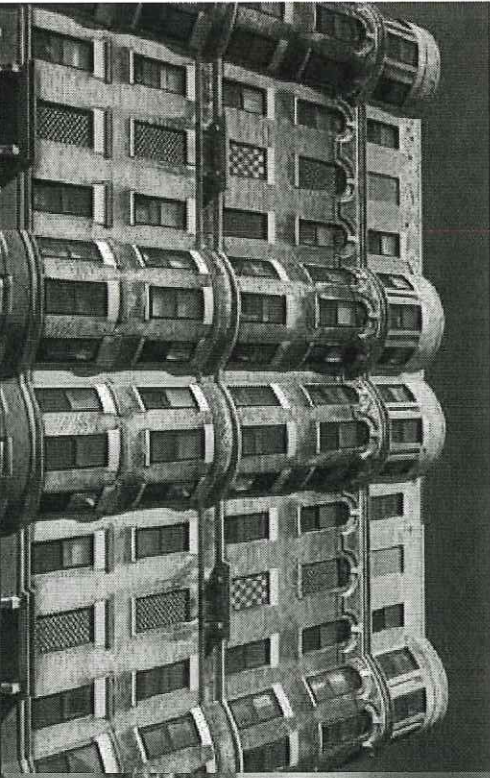
I want folks to be mindful that today’s hearing should not be considered a “one and done” conversation; while I expect that we’ll hear that there are many facets of the program that work

for its participants, we should understand that the City has heard from some folks that this program doesn't do enough to promote the continued tenancy of EXISTING Cambridge residents among its pool of applicants; we've also heard from Inclusionary tenants who have advised that the program's income thresholds DISCOURAGE them from taking jobs that could better their station in life, because it would edge them JUST PAST the income threshold, meaning they would be forced out of their homes if they take a better job. We've heard from City employees who participate in the program and who lament that the City – which CHAMPIONS this program AND champions itself as a solid employer – stating that they only just BARELY earn enough income to qualify, and they are at risk of being priced out of this program. So I want us to be mindful of the fact that today NEEDS to be viewed as the start of a much longer conversation, in the hopes that we can determine how to strengthen this essential program.

For now, though, I'd like to turn the mic over to Iram Farooq and Chris Cotter of the Community Development Department to introduce the folks we have with us from the National Initiative on Mixed-Income Communities, and then their presentation shall begin. Ms. Farooq, Mr. Cotter? The floor is yours.

Cambridge Residents' Experiences with Inclusion and Bias in Inclusionary Housing

Presentation to the Community December 2022



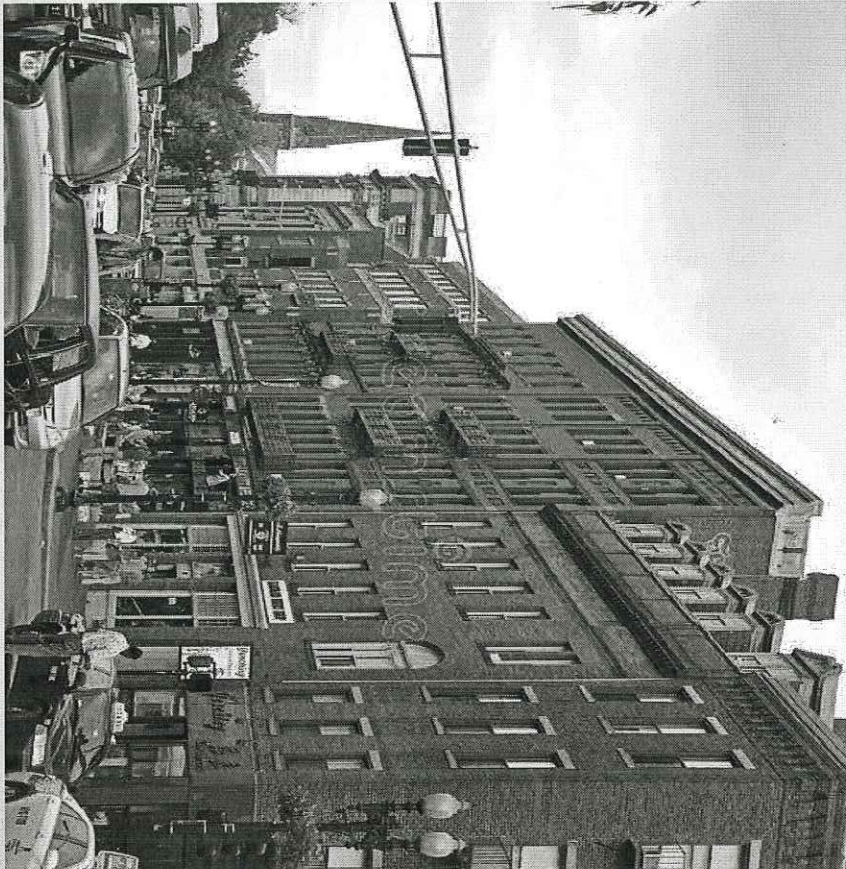
JACK, JOSEPH AND MORTON MANDEL
SCHOOL OF APPLIED SOCIAL SCIENCES
CASE WESTERN RESERVE
UNIVERSITY
National Initiative on
Mixed-Income Communities

BOSTON
UNIVERSITY

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Acknowledgements

Our appreciation for the support we received in this project from Cambridge residents who participated in the survey and the City of Cambridge Community Development Department (CDD)



National Initiative for Mixed-Income Communities (NIMC)

NIMC is engaged locally, regionally, nationally in supporting equitable and inclusive communities through:

- Research and Evaluation
- Networking and Convening
- Information Provision
- Consultation

The Cambridge Study Team:

NIMC

Alexandra Curley, PhD, Mark Joseph, PhD, Taryn Gress, MSSA,
 Sherise McKinney, MSSA, Jacob Rivera, MPA

Boston University

Judith Gonyea, PhD

RSS Survey Team



JACK, JOSEPH AND MORTON MANDEL
 SCHOOL OF APPLIED SOCIAL SCIENCES
 CASE WESTERN RESERVE
 UNIVERSITY

National Initiative on
 Mixed-Income Communities

BOSTON
 UNIVERSITY
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Research Project Objectives and Goal

Project Objectives

- To understand the prevalence and types of bias experienced by residents in Cambridge Inclusionary Housing Program (IHP)
- To explore whether experiences of residents in affordable IHP units differ from those in market-rate IHP units or all-affordable developments

Overall Project Goal

- To inform the City's ongoing efforts to strengthen the Inclusionary Housing Program and advance a welcoming, diverse, and inclusive community

Overview of Findings and Presentation

- IHP participants (renters and owners of affordable IHP units)
 - Comparison to Residents in IHP Market-rate Units and
 - Comparison to Residents in All-Affordable Developments
- Experiences with the IHP program and staff were generally positive
- Strong ties to Cambridge, high levels of satisfaction with neighborhoods
- Overall, 49% of residents in affordable IHP units did not experience bias
- 40% of residents in affordable IHP units did experience bias
- Main reasons: race, living in an affordable unit, income, having children, gender
- Main sources (who was committing bias against residents): Property Management and market-rate residents
- Residents of affordable IHP units experienced significantly greater frequency-exposure to bias than residents of market-rate IHP units

Study Methods: Household Telephone Survey

Participants were Cambridge residents (renters and owners) ages 18+ living in:

1. Affordable Units in Inclusionary Housing Buildings/Complex (300)
2. Market-Rate Units in Inclusionary Housing Buildings/Complex (66)
3. Affordable Housing Units in All-Affordable Developments (64)

Total Surveyed: 430 Residents

Survey Outreach

Multilingual Outreach from Survey Team

- Recruitment Letters and Fliers
- Multilingual Survey Teams
- Translated Materials
 - English
 - Spanish
 - Haitian Creole
 - Amharic



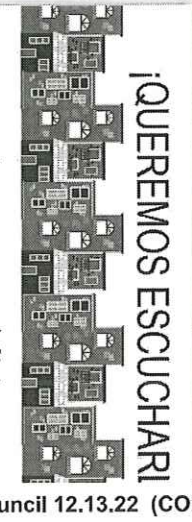
እርስዎን ሁሉን መስማት እንፈልጋለን!

አጭር የሰዓት ደብዳቤ፡ የካምፓሪጅ የማህበራዊ ግንኙነት ስር የሌሎች ተሞክሮቻችን ለማረጋገጥና ለመረጃ ለማግኘት ከ25-30 ደቂቃ የሚወስድ የሰዓት ደብዳቤ ወይንም ለመሞከር ለመረጃ ለማግኘት፡ ሁሉንም ተሳታፊዎች 25 ደቂቃ የሰዓት ደብዳቤ ይጻፉ፡፡ ከዚህ ጀምሮ እስከ ታህሳስ 2021 ዓ.ም በጣም ግልጽ ወይንም ለመሞከር ይችላሉ፡፡

WE WANT TO HEAR FROM YOU

Brief Phone Survey:
Cambridge Residents Experiences of Social Inclusion and Bias

የትኩረት ስር ለማረጋገጥና ለመረጃ ለማግኘት ከ25-30 ደቂቃ የሚወስድ የሰዓት ደብዳቤ ወይንም ለመሞከር ለመረጃ ለማግኘት፡ ሁሉንም ተሳታፊዎች 25 ደቂቃ የሰዓት ደብዳቤ ይጻፉ፡፡ ከዚህ ጀምሮ እስከ ታህሳስ 2021 ዓ.ም በጣም ግልጽ ወይንም ለመሞከር ይችላሉ፡፡

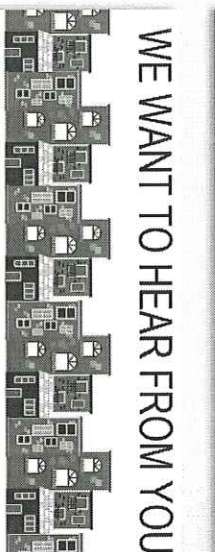


¡QUEREMOS ESCUCHAR!

Breve encuesta telefónica:
Experiencias de inclusión social y discriminación de quienes viven en Cambridge

or que estoy recibiendo esto?

led the seleccionador(e) al azar para recibir una invitación para participar en una encuesta telefónica de 25 a 30 minutos, sobre las experiencias diarias de discriminación que tienen las personas en los edificios, complejos o vecindarios que viven. Como agradecimiento, todos los participantes recibirán una tarjeta de 25 dólares. Se puede participar desde ahora y hasta diciembre 2021.

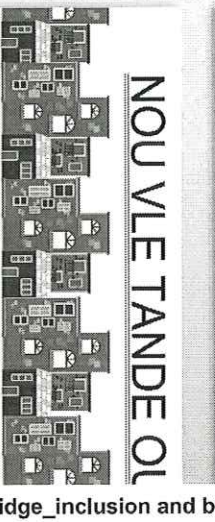


WE WANT TO HEAR FROM YOU

Brief Phone Survey:
Cambridge Residents Experiences of Social Inclusion and Bias

Am I Receiving This?

were randomly selected to receive an invitation to take part in a 25- to 30-minute survey on residents' everyday experiences of inclusion and bias in their buildings, complexes, or neighborhoods. As a thank you, all participants will receive a gift card. Participation is open now through December 2021.



NOU VLE TANDE OL

Sondaj Kouit nan Telefon:
Eksperyans Rezidan Cambridge Nan Zati Enklizyon Sosyal ak Diskriminasyon

isa mwen resewa sa a?

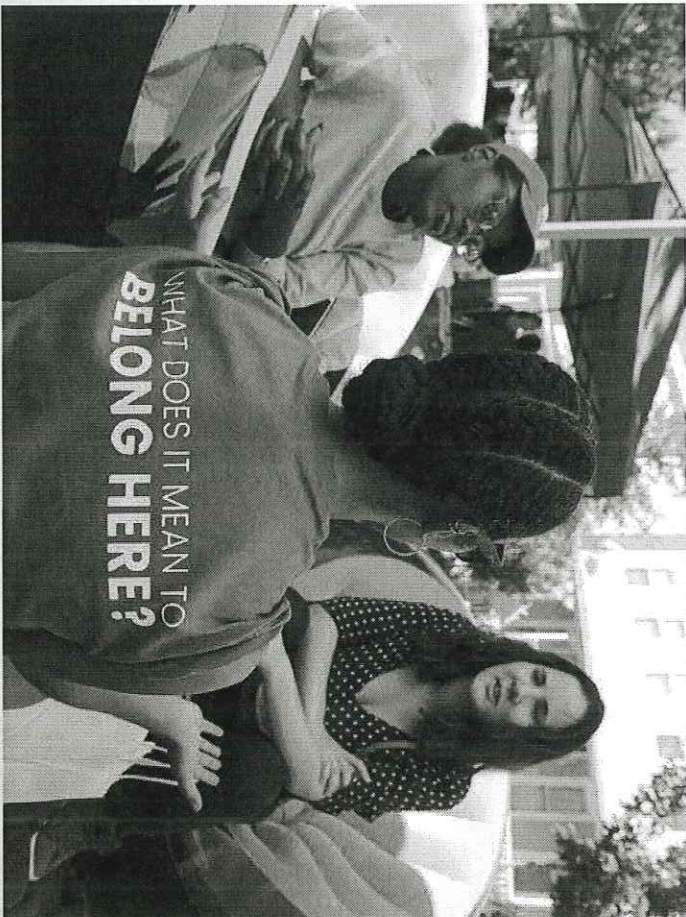
je seleksyon ou oukaza pou resewa yon envitasyon pou patisipe nan yon sondaj telefònik 25 a 30 minit, sou eksperyans rezidan yo nan zati edifis, kompleks, oswa kaye yo a. Kom remèsman, tout patisipan yo ap resewa yon kat kado 25 dola. Patisipasyon an louvri kounyè nan 2021.

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Packet Pg. 634

Survey Topics

- Demographics
- Housing history
- Sense of community and belonging
- Bias and differential treatment
- Suggestions for strengthening community inclusion
- Inclusionary Housing Program experiences
- Suggestions for the Inclusionary Housing Program



Findings: Demographics for Residents in AFFORDABLE IHP Units

	Renters (N=258)	Owners (N=42)	Total IHP (N=300)
RACE			
Black / African American, alone*	46%	26%	43%
White, alone	28%	38%	30%
Missing/not identified	14%	5%	13%
Asian, alone*	8%	29%	11%
Two or more races	3%	2%	3%
Indigenous, alone	1%	0%	1%
Total	100%	100%	100%
HISPANIC IDENTITY*	20%	5%	18%
PRIMARY LANGUAGE			
English	72%	72%	72%
Spanish	7%	6%	6%
Amharic	7%	2%	4%
Other (17 different languages)	14%	20%	17%
Total	100%	100%	100%

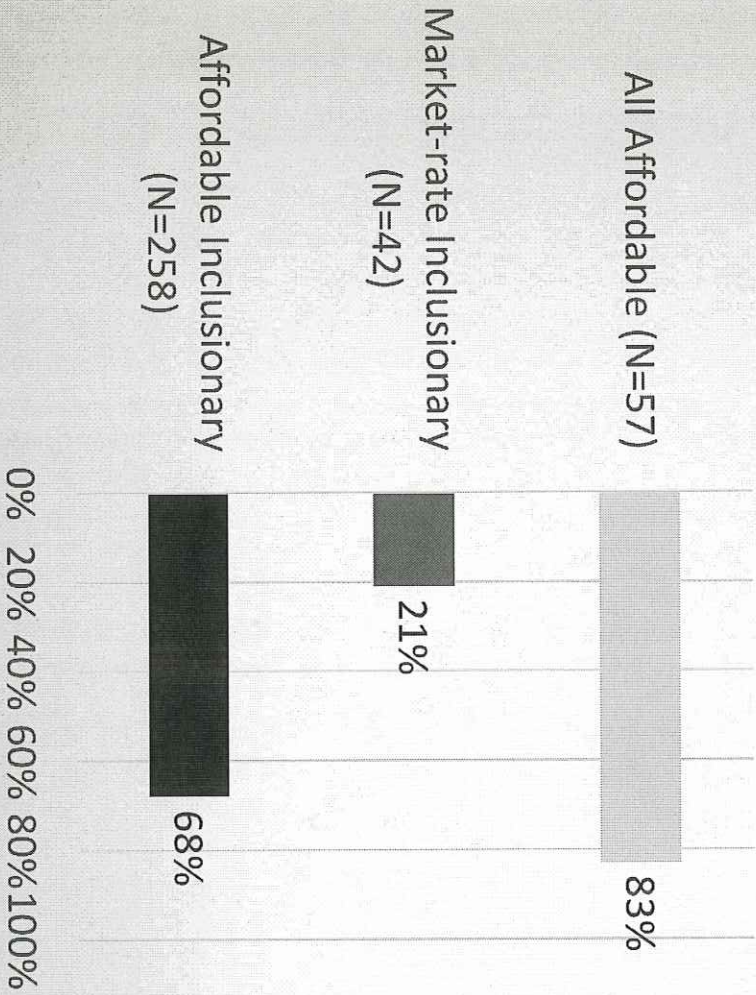
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Findings: Demographics for Residents in AFFORDABLE IHP Units (continued)

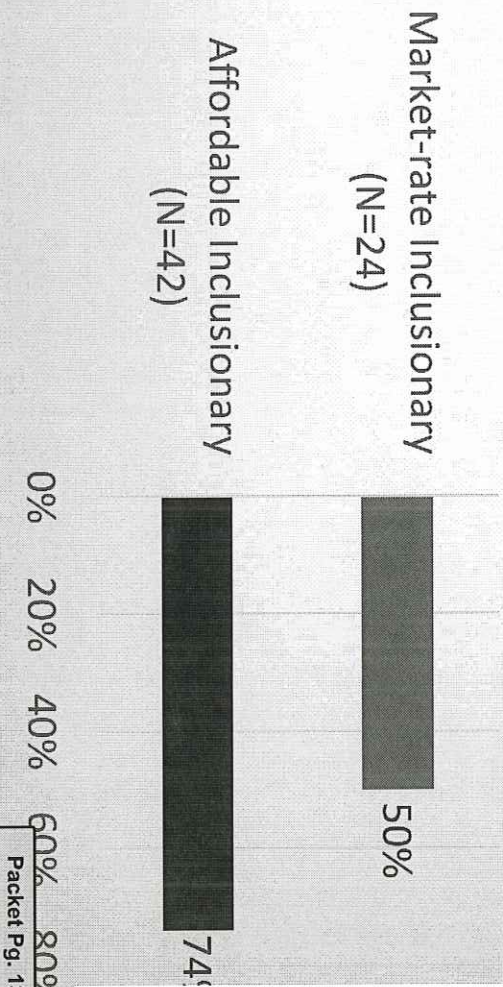
	Renters (N=258)	Owners (N=42)	Total IHP (N=300)
HOUSEHOLD SIZE****			
1-person	65%	31%	60%
Households with Children under age 18	28%	34%	29%
LEVEL OF EDUCATION****			
Less than high school	4%	0%	3%
High school diploma or equivalent	19%	2%	17%
Associate's degree	33%	7%	29%
Bachelor's degree	26%	29%	26%
Master's or advanced degree	18%	62%	24%
Total	100%	100%	100%

Findings: Very Likely to Remain in Cambridge for the Next 5 Years

Renters



Owners



Findings: Neighborhood Satisfaction and Community Ties

Renters		Owners	
Affordable Inclusionary (N=258)	Market-rate Inclusionary (N=42)	All Affordable Development (N=57)	Affordable Inclusionary (N=42)
87%	93%	88%	93%
			Market-rate Inclusionary (N=24)
			100%



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Social Inclusion: How We Measured Sense of Community

The Sense of Community Index (SCI) consists of 12 true/false statements tapping 3 aspects of community:

- Belonging and membership
 - Influence and reinforcement of needs
 - Shared emotional connection
-
- Total SCI scores were calculated (0.0 – 1.0);
 - Higher scores = stronger sense of community

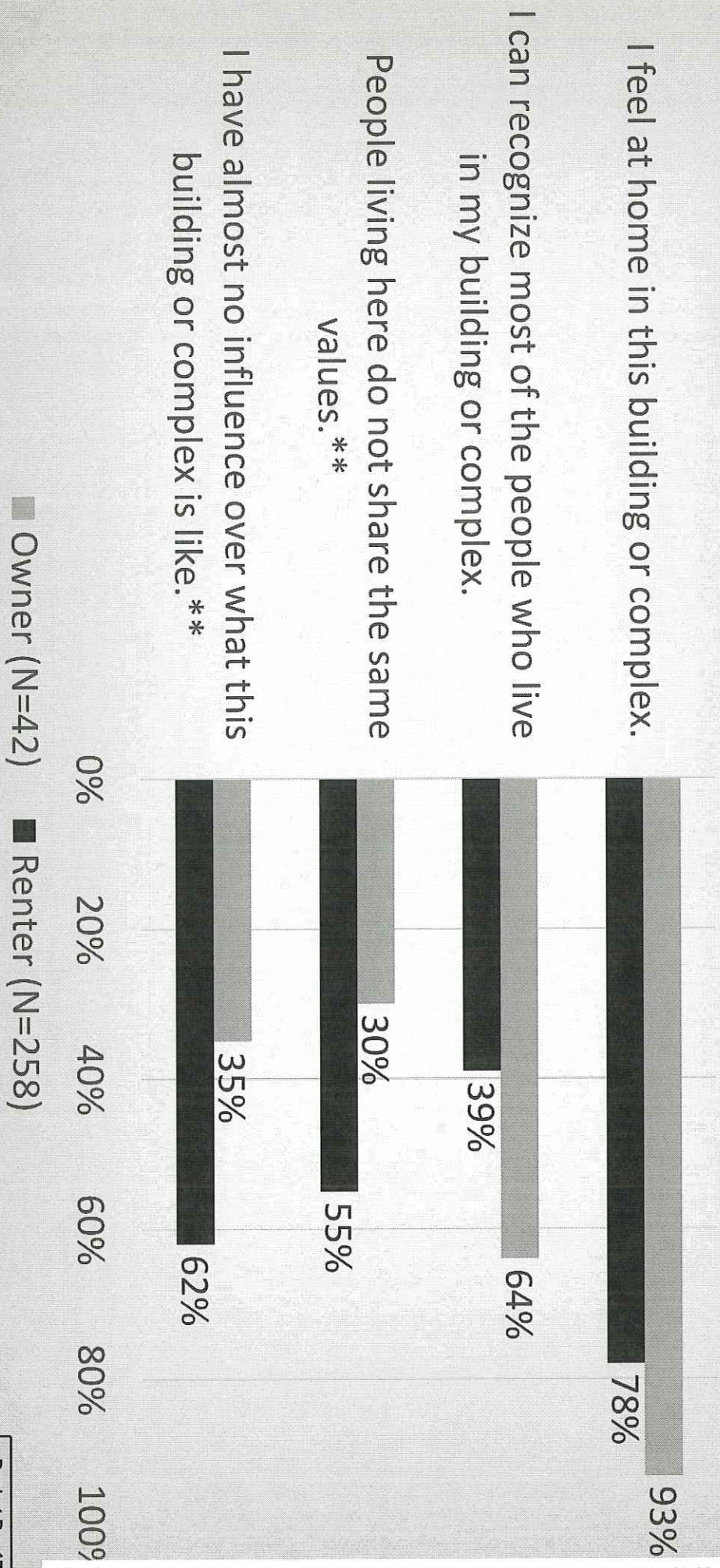
Findings: Sense of Community by Housing Group

Sense of Community Index (SCI)

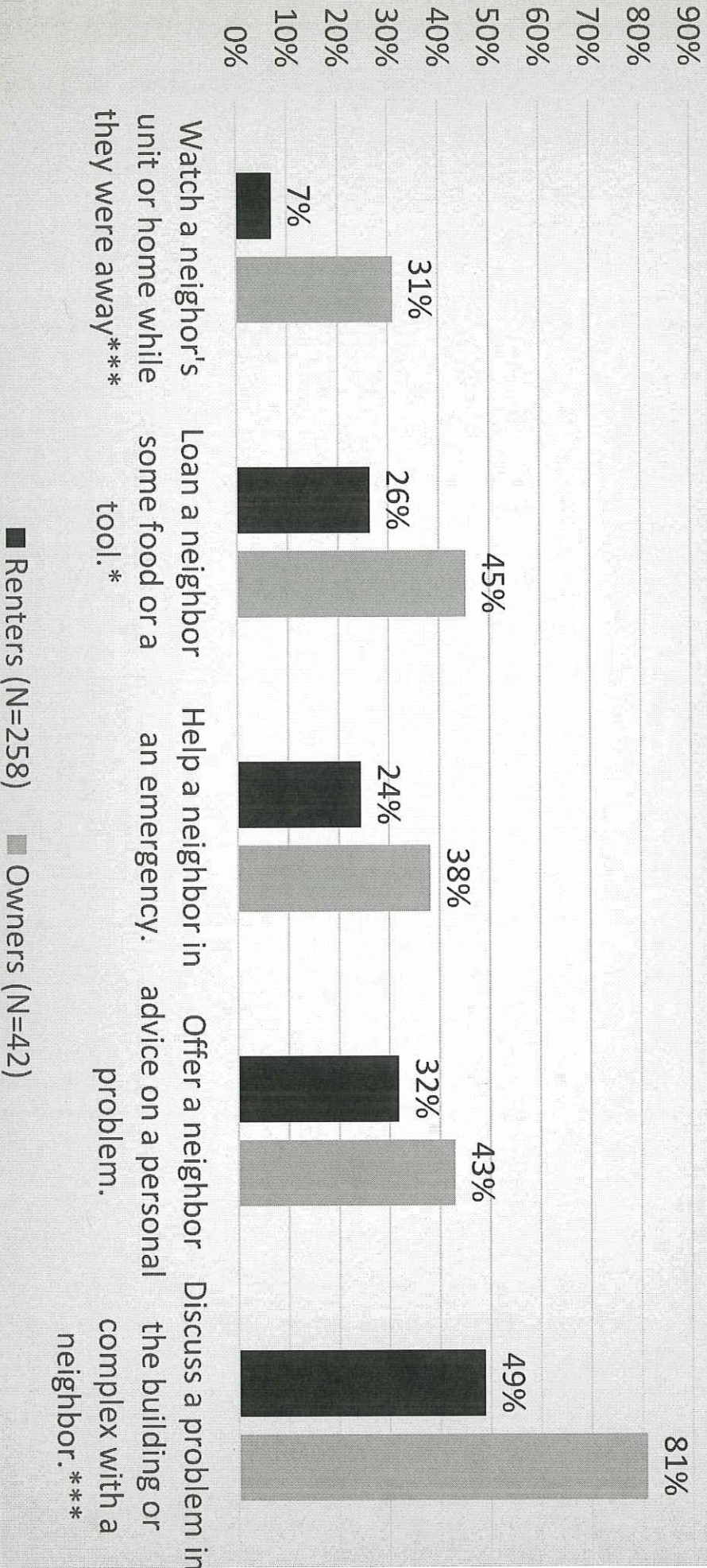
- Renters from all three housing groups had significantly lower sense of community than owners
- Affordable IHP renters had significantly lower sense of community than renters in all-affordable developments
- Specifically, among those in affordable IHP units, renters had significantly lower sense of community than owners

Renters		Owners		
Affordable Inclusionary (N=258)	Market-rate Inclusionary (N=42)	All Affordable Development (N=57)	Affordable Inclusionary (N=42)	Market-rate Inclusionary (N=24)
.61	.61	.69	.77	.79

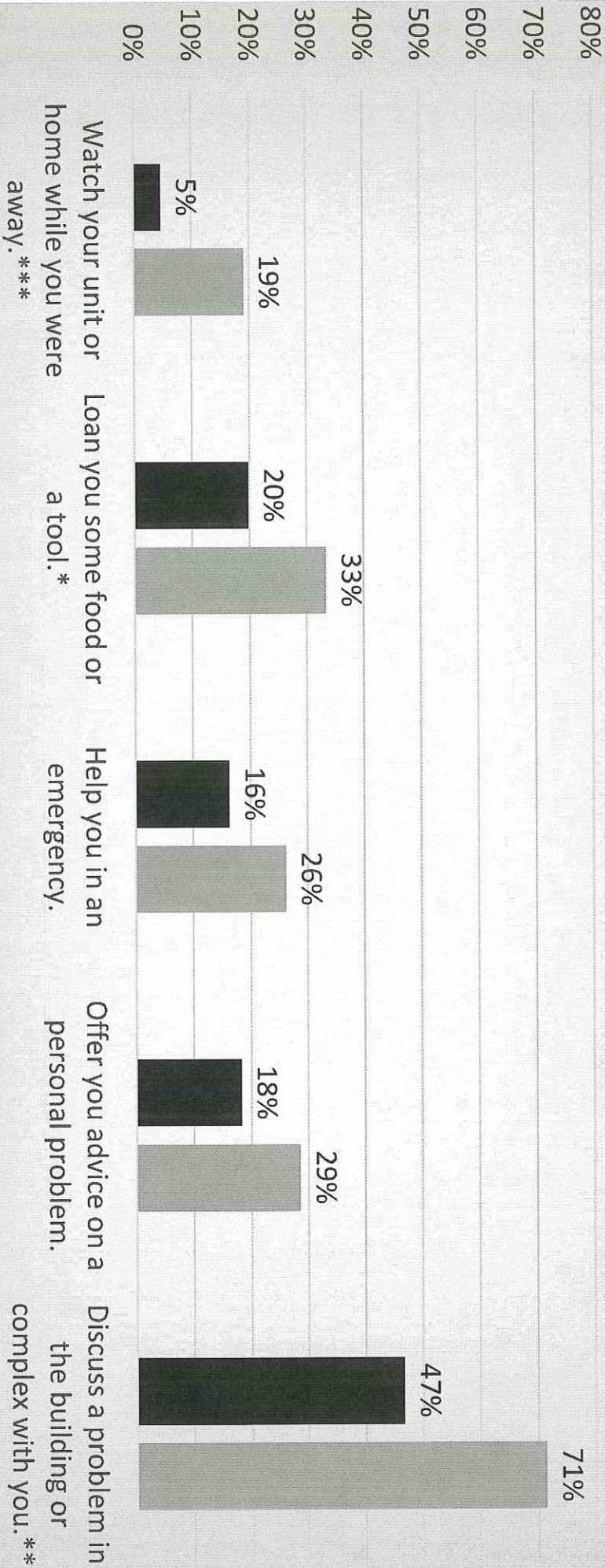
Findings: Sense of Community among Residents in AFFORDABLE IHP Units



Findings: Support Provided to Neighbors (Residents in AFFORDABLE IHP units)



Findings: Support Received from Neighbors (Residents in AFFORDABLE IHP units)



■ Renters (N=258) ■ Owners (N=42)

Social Exclusion: How We Measured Bias

The Everyday Discrimination Scale (EDS) measures 8 types of bias (e.g. lack of respect, being treated differently than others; called names or insulted)

- **For each of the 8 types of bias, people are asked:**

- **Frequency**

- Almost every day (6)
- At least once a week (5)
- A few times a month (4)
- A few times a year (3)
- Less than once a year (2)
- Never (1)

Total EDS scores range from **8 to 48**

- **Reason** (e.g., race, gender, age, income)

- **Source** (e.g. building resident, property management)

Findings: Bias Experiences (All Housing Groups)

The Everyday Discrimination Scale (EDS): Average scores
(EDS scale ranges from 8 to 48; the higher the number, the more frequent exposure to bias)

Renters*		Owners*		Total	
Affordable Inclusionary (N=258)	Market-rate Inclusionary (N=42)	All Affordable (N=57)	Affordable Inclusionary (N=42)	Market-rate Inclusionary (N=24)	(N=423)
12.14	9.41	10.29	11.10	8.96	11.32

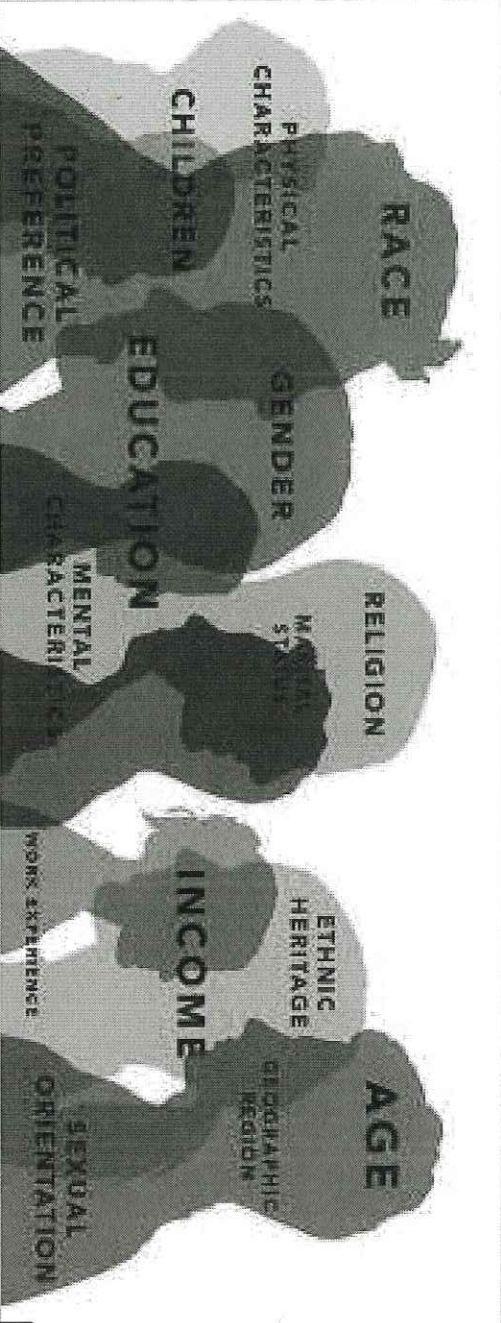
Who is more likely to experience bias?

1. Residents in affordable IHP units (more frequent bias)
 2. Residents in units in all affordable developments (more frequent bias)
- Compared to residents in market-rate IHP units

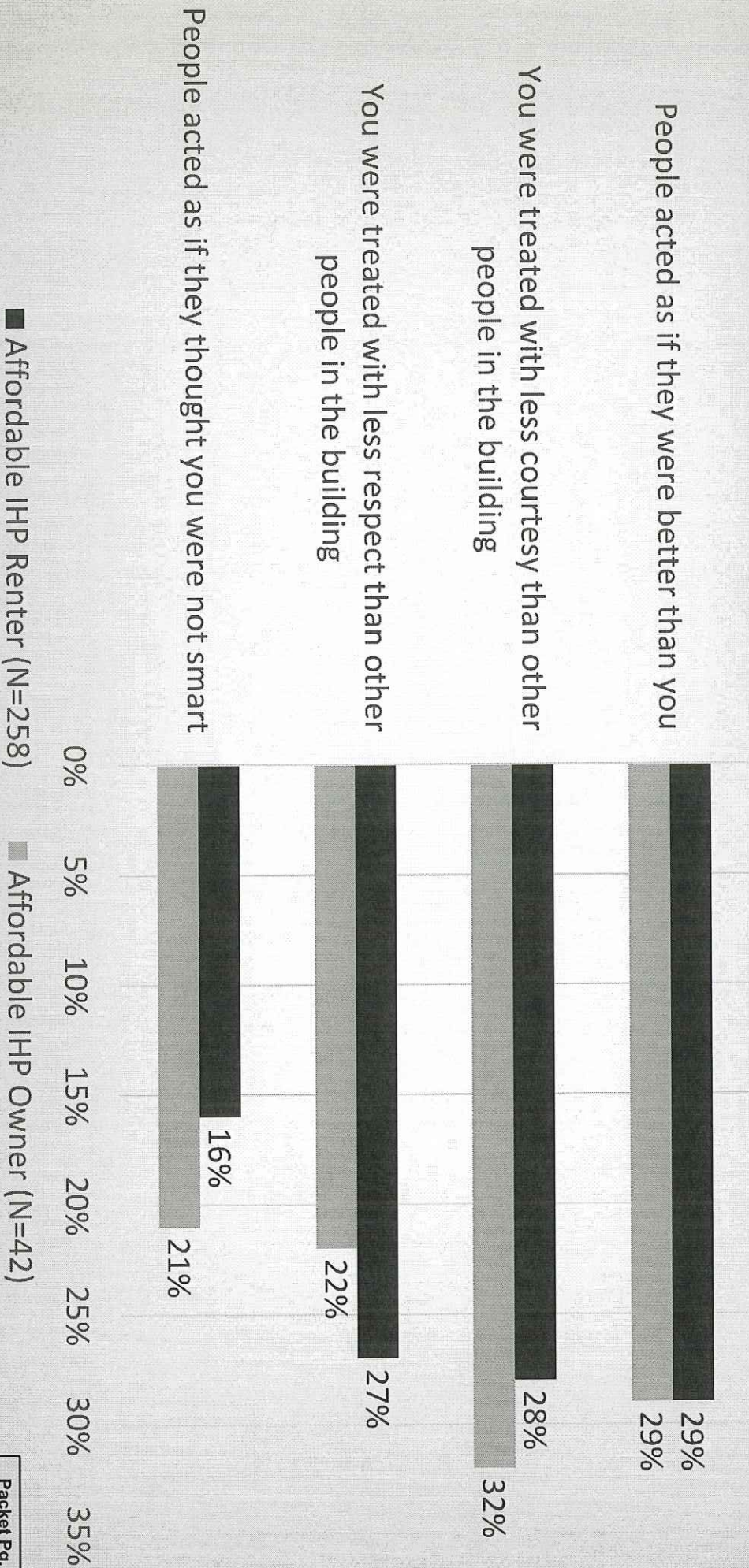
Findings: Bias Experienced (Residents in AFFORDABLE IHP units)

Bias in the past year for all residents (renters and owners) in affordable IHP units:

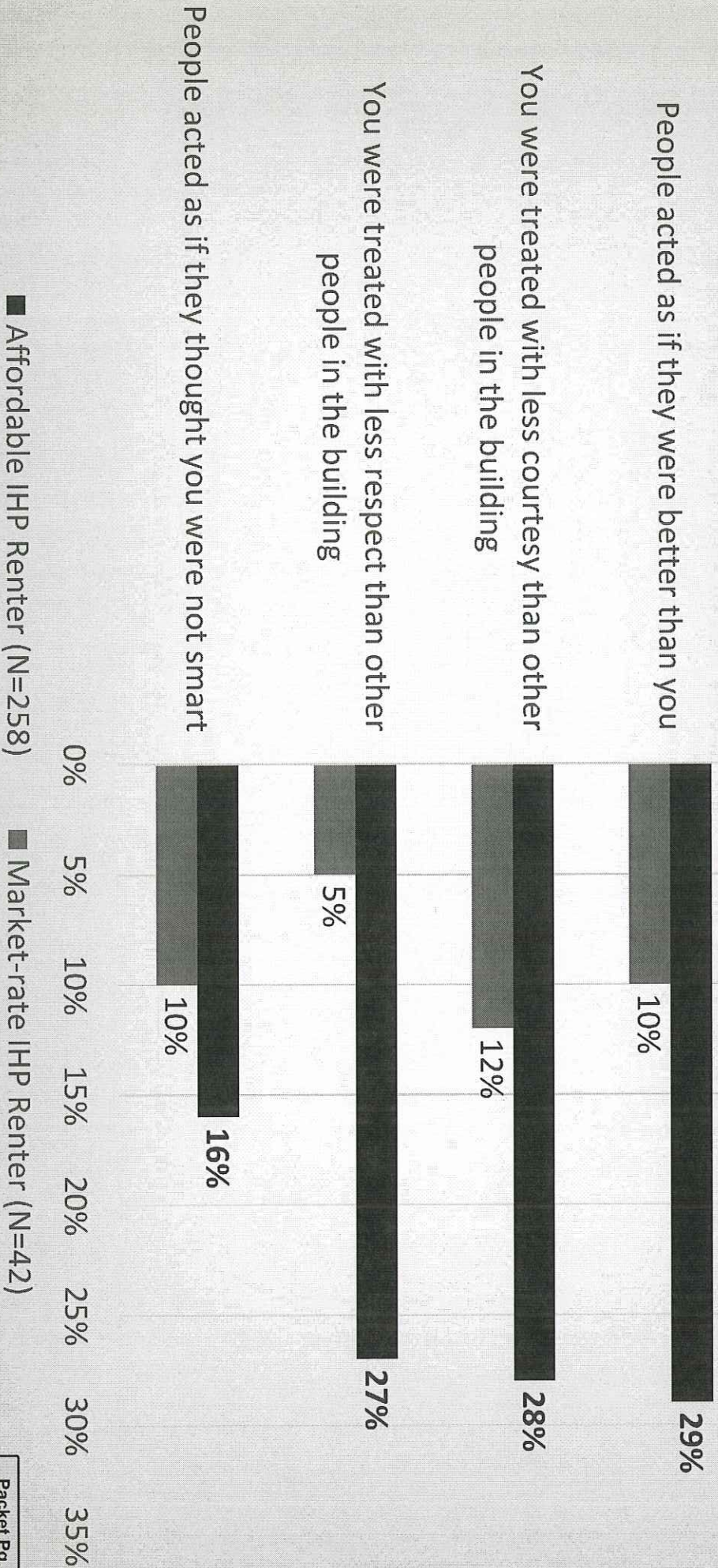
- No bias: 49%
- Less than once a year: 11%
- “A few times a year” to “almost everyday”: 40%



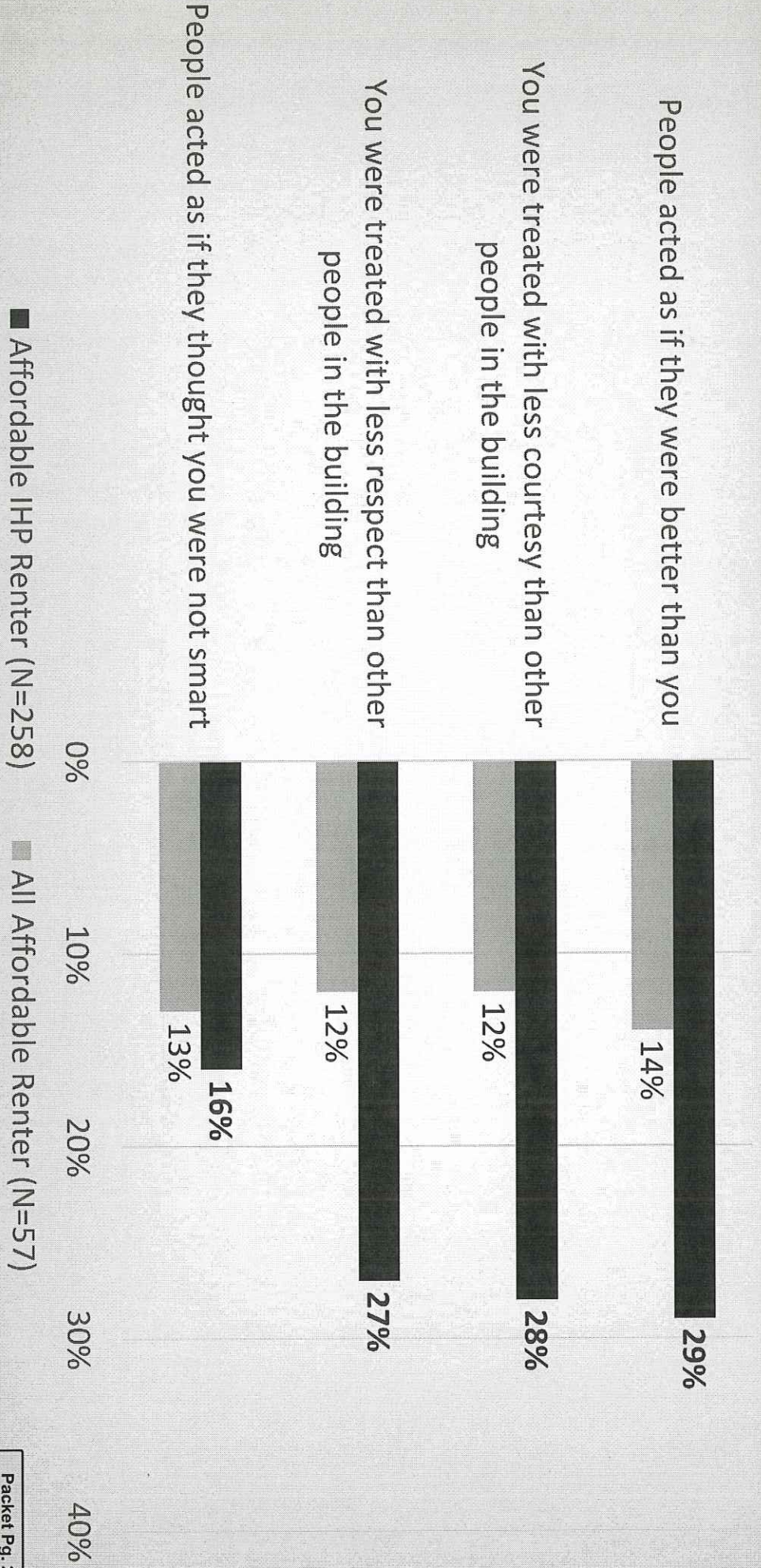
Most Common Types of Bias Experienced "A Few Times a Year" or More (Residents in AFFORDABLE IHP Units)



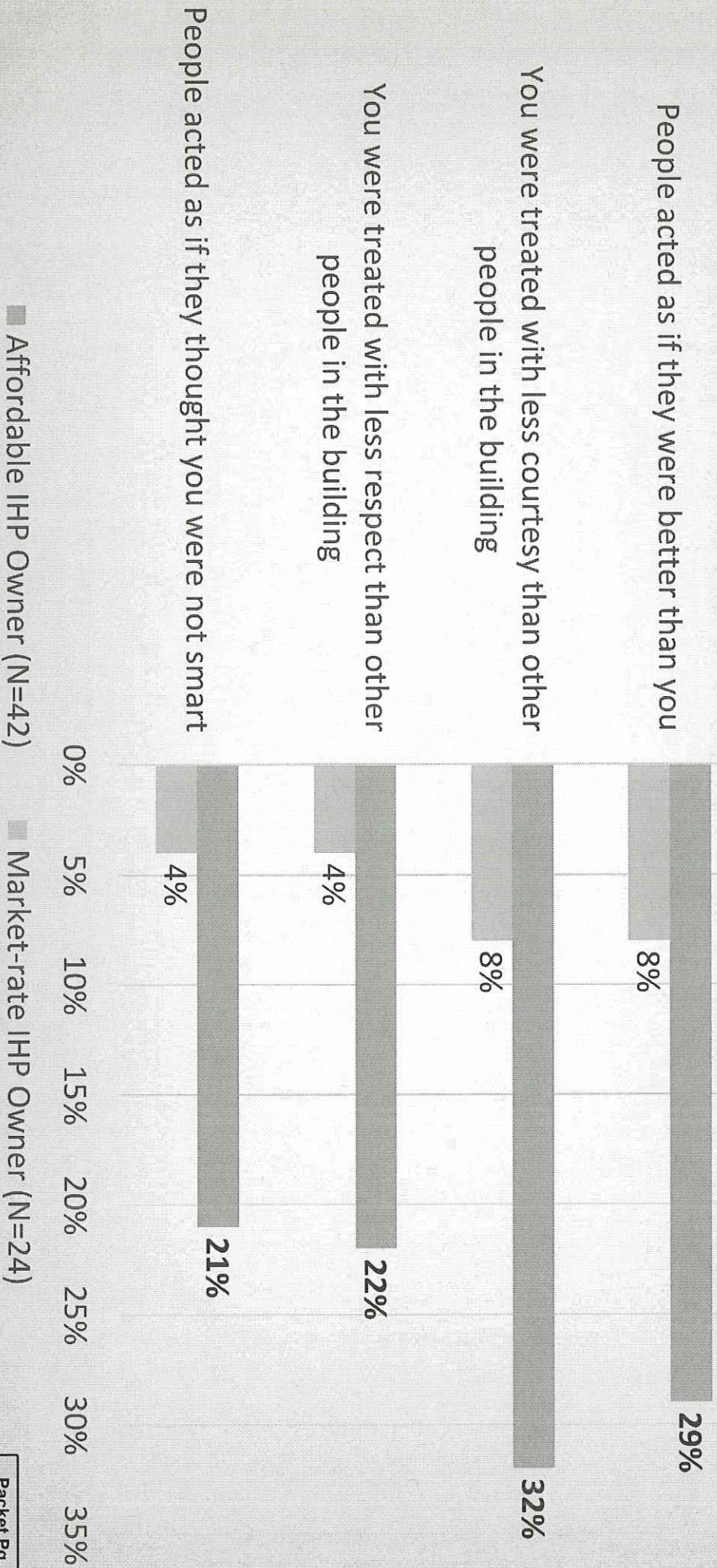
Most Common Types of Bias Experienced "A Few Times a Year" or More (Renters in AFFORDABLE IHP and Market-rate IHP)



Most Common Types of Bias Experienced "A Few Times a Year" or More (Renters in AFFORDABLE IHP and All-Affordable)



Most Common Types of Bias Experienced "A Few Times a Year" or More (Owners in AFFORDABLE IHP and Market-rate IHP)



Findings: Potential Reasons for Bias

Respondents were asked:

What do you think was the main reason or reasons that you were treated in this way?

1. Race or ethnicity
2. Being an IHP participant
3. Having children
4. Age
5. Income level
6. Gender
7. Religion
8. Sexual orientation
9. Disability
10. Primary language not being English
11. Other (explain).

Findings: Top Reasons for Bias (Residents in AFFORDABLE IHP units)

The most frequently cited reasons for bias:

1. Race or ethnicity
2. Being an IHP participant
3. Having children
4. Age
5. Income level
6. Gender
7. Religion
8. Sexual orientation
9. Disability
10. Primary language not being English
11. Other

Findings: Perceived Main Reasons for Bias (Residents in AFFORDABLE IHP units)

	Renters (N=136)		Owners (N=21)	
	Count	Percent	Count	Percent
Race or ethnicity	73	54%	13	62%
Inclusionary Housing Participant	58	43%	4	19%
Income level	44	32%	5	24%
Having children	19	14%	4	19%
Gender identity	18	13%	5	24%

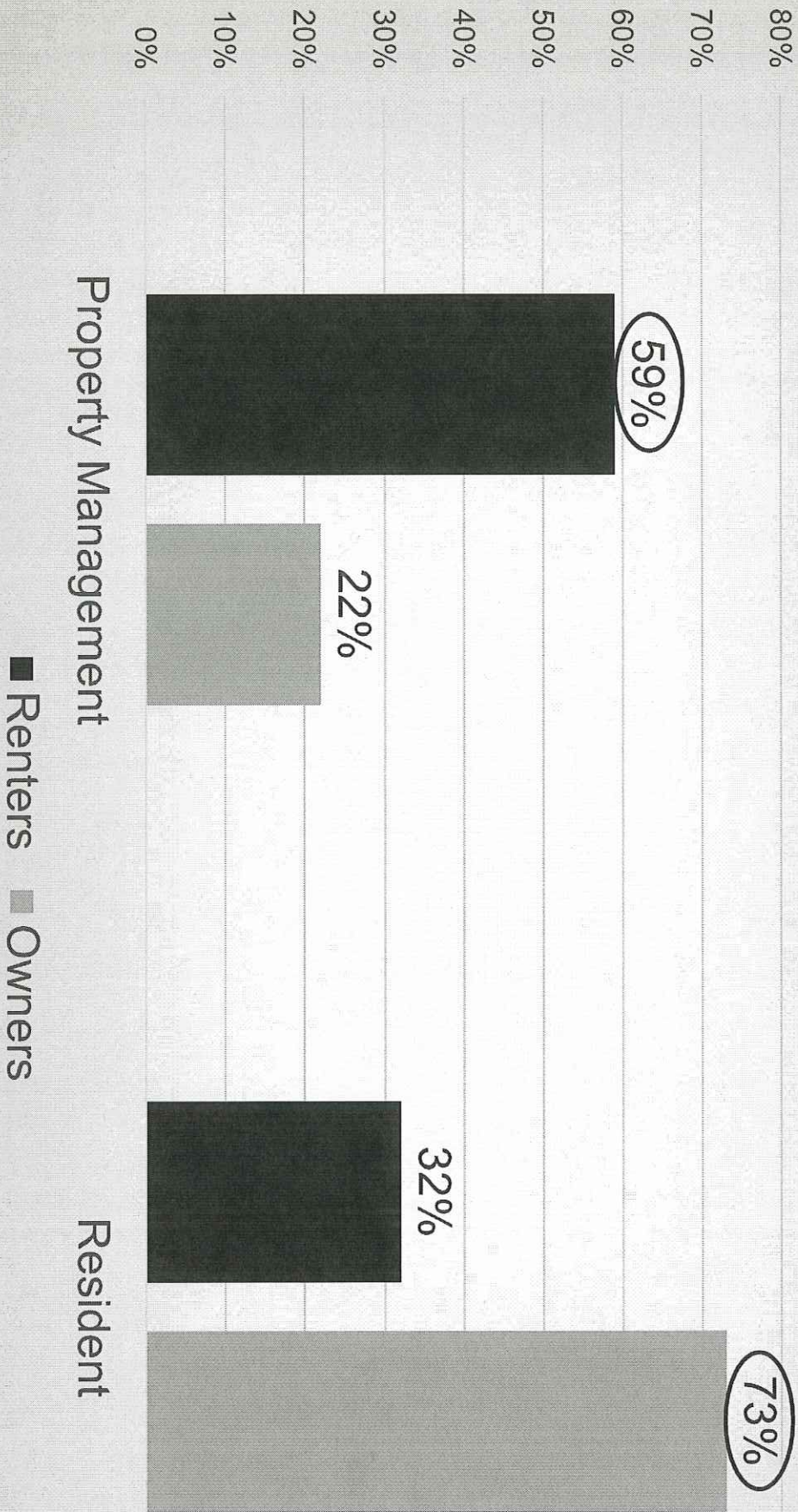
Findings: Sources of Bias

Who committed the bias against residents living in IHP units?

- Another resident of the building complex
 - Market-rate or affordable unit resident?
- Neighborhood resident
- Visitor to the building or complex
- Property management staff
- Other (explain)
- Don't know



Perceptions of Sources of Bias (Residents in AFFORDABLE IHP units)



Findings: Bias Attributed to "Another Resident"
(Residents of AFFORDABLE IHP Units)

Incidents of bias attributed to another resident in the building or complex	Renters (N=153)	Owners (N=44)
Resident from market-rate unit	58%	73%
Resident from affordable IHP unit	11%	11%
Not specified	31%	16%

Findings: Experiences with the CDD Inclusionary Housing Program (Residents in AFFORDABLE IHP Units)

Prior to moving in, most renters and owners of the IHP:

Understood the program purpose and eligibility requirements

Felt they were treated with respect from IHP staff from CDD

33% of renters found the IHP application process to be confusing and stressful

Most renters and owners of IHP units would like the City IHP staff to:

Connect them to other residents

Provide information and connect them to community services/resources

Initiate more communication with residents



Summary

- Strong attachments to Cambridge, high levels of satisfaction with neighborhoods
- Many residents in affordable IHP units did not experience bias
- But a substantial number of residents in affordable IHP units (40%) did experience bias
- Race was most often identified as the reason for bias, followed by housing status, income, having children and gender
- Sources most often identified: property management and market-rate residents in the building
- Residents in affordable IHP units and all affordable developments experience more bias than residents in market-rate IHP units
- Experiences with the IHP program and staff were generally positive
- Interest in deepening connections to other residents and CDD

Recommendations to the City of Cambridge

Key themes:

1. Strengthen relationships
2. Expand communication with residents and staff of IHP communities
3. Prioritize racial equity and inclusion in IHP communities

Recommendation: Strengthen Relationships

Between CDD/IHP staff and:

- IHP participants (residents)
- Property owners and property management companies
- Community-based organizations

Between residents of affordable IHP units and:

- Market-rate residents in their building
- Other IHP program participants across sites

Recommendation: Increase Communication

Expand communication and engagement with IHP residents

- Develop new tools for residents to report problems or concerns, provide feedback, and make suggestions regarding housing, social climate in buildings, and bias incidents
- Conduct social climate surveys of IHP residents
- Increase awareness among residents of affordable and market-rate units of the goals and collective benefits of the IHP program
- Share study findings with residents, property managers, staff

Recommendation: Racial Equity and Inclusion

Prioritize Racial Equity and Inclusion in IHP Communities

- Create a task force or advisory committee with representation from renters, owner property managers and other site staff, and City staff to focus on issues of equity, inclusion, and resident experience
- Engage local, regional, and state entities and non-profit agencies to discuss findings and develop action steps to address bias and exclusion in IHP communities

Recommendation: Racial Equity and Inclusion

Prioritize Racial Equity and Inclusion in IHP Communities

- Develop materials and trainings on promoting racial equity and inclusion in property management practices
- Provide guidance for residents and property managers on appropriate avenues for intervention and accountability actions related to resident concerns



Thank You!

Erwin, Nicole

From: City Clerk
Sent: Tuesday, December 13, 2022 12:13 PM
To: Erwin, Nicole
Subject: FW: [City Manager Yi-An Huang] Inclusionary Housing Resident Experience Survey

From: Rabbi Yoni Shtiebel <cambridgebroadband@gmail.com>
Sent: Tuesday, December 13, 2022 12:00 PM
To: City Manager <CityManager@CambridgeMA.GOV>; Gaines, Francesca <fgaines@cambridgema.gov>; City Clerk <cityclerk@Cambridgema.gov>
Cc: Rabbi Yoni Shtiebel <CambridgeBroadband@gmail.com>
Subject: [City Manager Yi-An Huang] Inclusionary Housing Resident Experience Survey

Inclusionary Housing Resident Experience Survey

Honorable City Manager Yi-An Huang,

Inclusionary Housing may be the most equitable approach to retaining the diversity of our city, our neighborhood, our buildings, and our neighbors. Abundant moderately priced mixed-income buildings, where the very poor and the market rate are neighbors, evenly distributed throughout all neighborhoods of Cambridge, whether wealthy or poor, are key to providing opportunity for the poor.

According to the survey, 59% of Bias is from Property Management on the basis of protected class.

Yet, according to Housing Director Chris Cotter, “We arrange these through property managers and owners as the City’s agreements are with owners.”

Director Cotter has not yet provided the City’s Agreements with the Owners to each of the inclusionary housing residents in the building, so that we can be participants in the most important aspect of our lives.

The Property Management system for addressing reasonable accommodations in one building, upon knowledge or belief, comprises the following steps:

- 1. Ignore the request and hope it goes away.**
- 2. Deny the request.**
- 3. Refuse to renew the lease.**
- 4. Falsely claim rental arrears to deny the request.**
- 5. Issue a notice to quit falsely claiming rental arrears to expel the tenant.**

Yet, the CDD has not revealed any mechanism for it to substantively address any of these issues, it compounds them by (a) failure to timely respond to or communicate with its tenants, or (b) lack of a systematic process to engage with tenants rather than property management for issues impacting tenants.

Minutes Acceptance: Minutes of Dec 13, 2022 1:00 PM (Committee Reports)

Moreover, in the letter the CDD recently sent to the Inclusionary Housing Program tenants it failed to inform the tenants of this City Council discussion.

The City of Cambridge on November 29, 2022 provided another building permit to the owners without due diligence to find out that the Owners have been found by the City of Cambridge itself in probable cause violation of fair housing law.

Please let me know what you feel is within the authority of the City Manager to address these issues.

With appreciation to both the City Manager for listening and the CDD for providing housing.

Rabbi Yoni

----- Forwarded message -----

From: **Rabbi Yoni Shtiebel** <cambridgebroadband@gmail.com>

Date: Sun, Nov 27, 2022 at 5:11 PM

Subject: [City Manager Yi-An Huang] Issues in Cambridge Pertaining to Inclusionary Housing Landlords

To: City Manager Huang Yi-An Huang <citymanager@cambridgema.gov>

Cc: Rabbi Yoni Shtiebel <CambridgeBroadband@gmail.com>, Francesca Gaines <fgaines@cambridgema.gov>, <clerk@cambridgema.gov>

Honorable City Manager Yi-An Huang,

I'm writing in support of Upgrade Cambridge's message to the City Council, and wish to add some additional points. I believe these have overlapping applicability to the Affordable Housing Overlay discussion at last week's council.

First, I share an underrepresented perspective as an Inclusionary Housing Program resident. To my knowledge or belief, there are seven other residents in my building who have complained about being threatened with eviction for non-payment of rent. They were called down to the office of the Property Manager and yelled at for allegedly not paying the inclusionary housing rent. This has been reported to have been going on for at least a year. While those residents have communicated with me through a third party, they are afraid to speak up for fear of retaliation. When one resident did speak up, the Landlord immediately issued a Notice to Quit alleging non-payment of rent, and followed it up with a Summons and Complaint with the same allegations. This Notice to Quit was for an amount less than one month of market-rate rent in the building. In a legal proceeding, the Landlord was unable to substantiate that the complaining tenant against whom the retaliatory Landlord served with an eviction notice actually owed rent at the time of the service of the Notice to Quit.

Second, now that I have explained why you may not have heard from other Inclusionary Housing Program tenants, I must raise a concern regarding the zoning regulations. This Landlord signed a covenant with the City of Cambridge to provide housing opportunities to low-income residents. This limits how much the Landlord can charge for rental or occupancy of that unit. However, the Landlord told me that they signed an Exclusive Agreement with Comcast. Comcast told me this Exclusive Agreement paid the Landlord kickbacks with an increasing percentage of Comcast's revenues from the building as a function of the percent of residents subscribing to Comcast. The Landlord asserts that due to this Long-Standing Business Relationship with Comcast it would be contrary to allow any Inclusionary Housing Program tenant their choice of internet service provider such as Starry Connect. Adding insult to injury, Comcast throttled my video conferencing during a Cambridge City Council discussion of an affordable housing overlay proposal, so this impacts the Inclusionary Housing Program participants' free speech and right of political (virtual) assembly.

Third, I support exclusively focusing on mixed-income housing rather than separate affordable housing. As a survey of challenges of public housing projects which are entirely low-income can demonstrate, concentration of low-income people into segregated housing has some of the same opportunity-limiting impacts of racial segregation. Moreover, the conditions at such developments are challenging to regulate because there are no comparable market rate apartments in the building for comparison. I'm concerned that 25-story buildings will be de facto monopolies of inclusionary housing, and invite opportunities for abuse by profit-maximizing management companies who do not believe in providing housing stability. I suggest that seven-story buildings be spread out evenly throughout Cambridge and not segregated. Many studies have shown that concentration of poverty whether by building or neighborhood is harmful.

Please let me know that you have received this, and what opportunities may be available to influence policy decisions on these issues.

Thank you for your consideration.

Rabbi Yoni.