

JB
August 13, 1987

Mayor J. E. "Bud" Clark
City of Portland
1220 S.W. Fifth Ave, Room 303
Portland, OR 97204

Mayor Clark:

We were most pleased to meet and discuss matters with your assistant, Mr. Dan Steffey, that were related to issues raised by tenants residing at Ruth Haefner Plaza. Your letter indicated there are ongoing complaints being lodged by tenants at Ruth Haefner, this letter is a recapitulation of our talk with Mr. Steffey; hopefully it will update you on the complaints concerning this development.

We indicated in our discussion that many of the issues raised were resolved by the Housing Authority, some of which date back to early 1984. The following issues were discussed:

1. Alleged sexual harrassment. A tenant at Ruth Haefner made the claim against a resident aide who resided in the building. The Housing Authority investigated the charge and took appropriate action.
2. The Housing Authority's lack of response to eliminate friction at Ruth Haefner. We informed Mr. Steffey that the following action was taken:
 - A. HAP installed a partition in the lobby area to allow for more privacy.
 - B. A tenant meeting was initiated by tenants who decided by majority ballot vote to dissolve the Ruth Haefner Resident Association.

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- C. In May 1987, residents were interviewed at Haefner Plaza and 80% indicated they were satisfied with their housing environment. The remaining 20% primarily commented on the internal social friction caused primarily by two disputing groups in the building. 55 of the 74 tenants living at Haefner Plaza responded to the interviews
- D. The city's neighborhood Mediation Center and the North/Northeast Community Mental Health Center conducted four meetings with tenants in order to resolve conflicts. For the most part they were successful. Ultimately, the two agency representatives conducted a survey among some thirteen persons who had claimed to be dissatisfied at Ruth Haefner. They provided HAP with a list of recommendations, all of which are reflected in our list of responses and action.
- E. Those tenants who expressed dissatisfaction with living at Ruth Haefner were given the opportunity to transfer to another HAP property.
- F. HAP hired a live-in manager whose job responsibilities and duties are more comprehensive enabling him to monitor concerns and handle situations as they occur.
- G. HAP holds monthly meetings to discuss any and all concerns tenants may have.
- H. HAP provided tenants with information flow charts which provided staff members names and phone numbers to address complaints and concerns.
- I. HAP developed a list of building guidelines for Ruth Haefner, and they were discussed and accepted by tenants.

We reminded Mr. Steffey that we "copied" a written correspondence to your office in July 1986 about this same matter in addition to a phone call placed to Mr. Steffey by Joan Brown, Executive Assistant, in May of 1986 to provide an update on tenant conflicts at Haefner Plaza.

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Again, we are hopeful this letter will provide you with the necessary information to better understand Haefner Plaza conflicts and action the Housing Authority has taken. You can be assured we will always respond accordingly based on future tenant needs. If you need further information, do not hesitate to contact Ms. Barbarann Gizinski, Director of Housing Management, at 249-5507.

Sincerely,

W.E. Hunter
Executive Director

:dmb/0016T

July 25, 1986

Mr. R. C. Brinck, Manager
HUD Area Office
520 S.W. Sixth Avenue
Portland, OR 97204

RE: RUTH HAEFNER PLAZA

Dear Mr. Brinck:

Pursuant to your letter of July 16, 1986, regarding the above subject matter, please allow me to share per your request, the existing problem, accomplished and activities in progress, in addition to HAP's future plans.

Existing Problem

HAP has met on numerous occasions with individuals and resident groups to discuss their concerns regarding the social friction and conflicts at Haefner Plaza. Additionally, HAP staff recently conducted a survey of (55) of the (74) tenants residing at Haefner Plaza. Eighty percent were satisfied with their present living environment. However, general dissatisfaction of the other twenty percent was found due to gossip, harassment, abrupt, authoritative and insensitive communication among tenants, lack of privacy in the lobby area due to frequent card players, and the existence of two separate opposing groups in the building.

HAP's assessment from tenant contact, prior outside agency intervention, and on-site observation, confirms the findings of the survey. However, emphasis should be placed heavily on the two opposing groups serving as a major catalyst for the existing problems.

Accomplished Activities/Future Plans

1. The City's Mediation Center and a local mental health agency were contacted to more comprehensively assess and interview those tenants that had presented HAP with signed affidavits of complaints. We felt their combined efforts and expertise would be invaluable and offer a unique means to attack this very sensitive problem in a skillful manner. All interviews were completed on July 14, 1986, and both agencies will provide joint written recommendations to assist HAP in planning and resolving existing problems by July 28, 1986.

Mr. R. C. Brinck, Manager

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2. HAP will be providing a partition in the lobby area to provide more privacy for those residents entering and leaving the building. Additionally, allowing for separate conversation and just generally "sitting". The Maintenance Director has completed his research regarding cost, and appropriate type, and installation will take place no later than August 15, 1986.
3. Beginning the week of August 18, 1986, HAP will be initiating tenant discussion groups with facilitation assistance from the City's Mediation Center to focus on minimizing social friction, improving poor communication, and building better relationships between the two opposing groups. Of course, HAP staff will be actively involved.
4. HAP will be reclarifying and enhancing existing procedures for tenants experiencing problems or having concerns. This procedure will clearly outline the channel available to them within the Housing Authority realm for possible resolution. All residents will receive copies of this procedure. This activity will be completed the week of August 18, 1986.
5. HAP is aggressively recruiting for a resident manager for this building. Although a temporary manager has been assigned, it is our belief that replacement of this position with an individual possessing "special" skills is critical to the on-going harmony among tenants and ultimate successful resolution of the problem.

I'm sure you will agree that it is impossible to provide you with a date HAP anticipates resolution of this problem, but rather, more realistically, HAP can ensure that the action plan I've outlined will be implemented timely and skillfully. We will, as always, continue our efforts until we've exhausted all measures to bring resolution to this situation. In addition, we will not hesitate to contact your office for assistance should the need arise.

Thank you for recognizing HAP's perseverance and intensive involvement regarding this matter.

Sincerely,

W. E. Hunter
Executive Director

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