

# Resident Perspectives:

*A firsthand look at RAD in San Francisco*



*“We’re glad to be home; it’s beautiful.”*

Deborah Gibson and Herman Travis have been residents for 13 years at *Holly Courts*, the first public housing project built in San Francisco. Our team met with them to highlight their experience before, during, and after a Rental Assistance Demonstration (RAD) conversion of their housing, a program from the Office of Recapitalization. Located in a diverse, single-family neighborhood, *Holly Courts* sits adjacent to Junipera Serra Elementary School Center and Holly Park.



## *Before the Transformation*



Deborah and Herman were one of the few families who moved into another *Holly Courts* unit while theirs was being renovated. Most residents have been relocated to other affordable units within the city.

*“As residents, we were concerned about what would happen with our furniture, but it was placed in storage for us.”*

The anxiety and fears of tenants around the renovation process was eased by using relocation specialists. A relocation specialist met with each family before moving them to minimize the impact of their temporary relocation.

Before *Holly Courts* went through the RAD program it had drug problems, mold, mildew, and rodent issues.

## The Transformation

Residents were updated on the project through biweekly meetings.

*“We were initially nervous about the whole project, but after the work was done, we were very happy.”*

These same meetings provided the opportunity for developers to get feedback from residents and address issues and concerns before they became problems.

*“Before the renovation, we hated to come back to our unit—it was dark. Now it’s light and airy and we love walking into our home.”*

It takes about 90 days to renovate a unit.

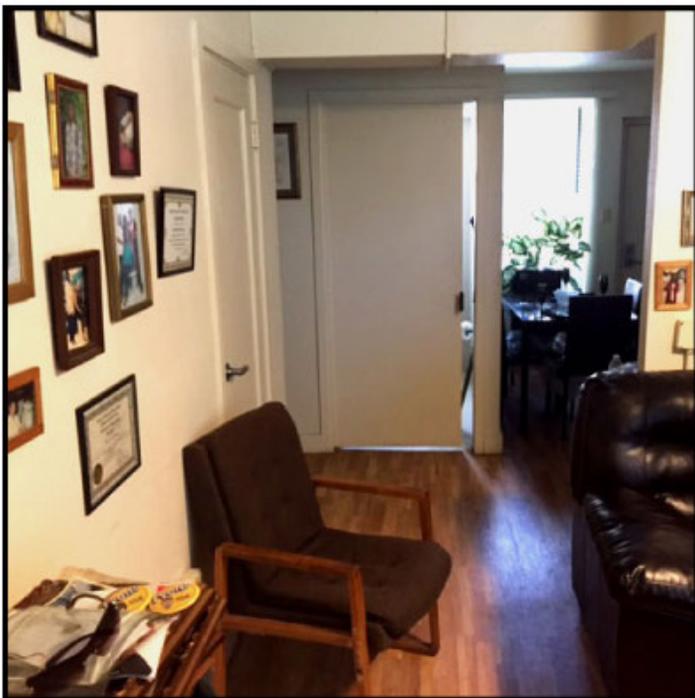
## Project Information

This \$23 million transaction included new private financing and Low-Income Housing Tax Credits.

Renovation of *Holly Courts* was completed by two nonprofits in the region.

## Renovation Details

Some of the greatest changes to come about from the RAD project include the removal of mold and mildew; new floors; new kitchen appliances and cabinets; fresh paint and bathroom upgrades; electrical improvements and increased lighting that has turned the dark units into light and airy spaces; and a new ventilation system.



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