

The following habitability conditions will be considered for rent abatement:

- Defects hazardous to life, health or safety include, but are not limited to, the following:
- Any condition that jeopardizes the security of the unit
- Major plumbing leaks or flooding, waterlogged ceiling or floor in imminent danger of falling
- Natural or LP gas or fuel oil leaks
- Any electrical problem or condition that could result in shock or fire
- Absence of a working heating system when outside temperature is below 60 degrees Fahrenheit
- Utilities not in service, including no running hot water
- Conditions that present the imminent possibility of injury
- Obstacles that prevent safe entrance or exit from the unit
- Absence of a functioning toilet in the unit
- Inoperable smoke detectors
- Additional concerns (for example, inoperable or defective essential appliances) will be reviewed on a case by case basis.

The appropriate abatement amount will be determined on a case by case basis, taking into account the severity of the condition, the impact on the household's quality of life, the amount of time that the condition was unaddressed by SFHA or provision of alternative accommodations. If an individual case falls outside of the above guidelines, SFHA will use its discretion in deciding whether rent abatement is warranted and the amount of abatement, if any.

In order to initiate the process for rent abatement for issues reported prior to January 1, 2015, the tenant must submit a "Request for Rent Abatement" form to the Property Manager. Tenant should indicate the amount of rent abatement Tenant requests in the spaces provided on the form. The SFHA will (1) Review the form; (2) Make a determination and (3) Notify the tenant of the determination within 30 days of the date the determination was made. Tenant may grieve the amount of the abatement granted by requesting a hearing within 10 days of the receipt of the notice of rent abatement amount. Tenant may request a grievance hearing by submitting a Request for Hearing that can be obtained through the Property Office or by visiting www.sfha.org.

DAMAGE TO TENANT'S PERSONAL PROPERTY

The SFHA is not responsible for loss or damage to personal property in or around the residence. Tenants are strongly encouraged to obtain Renter's insurance at their own expense to protect their property against loss or damage due to fire, flood, theft, vandalism, or other casualty. Tenant may submit a claim for loss or damage of personal property to the:

San Francisco Housing Authority
Attn: Human Resources Department
1815 Egbert Avenue,
San Francisco, CA 94124

The claim form can be found at www.sfha.org under "Agency Information" and then "Forms."

REQUEST FOR RENT ABATEMENT

NAME: _____

ADDRESS: _____

CONTACT: _____

I AM REQUESTING RENT ABATEMENT FOR:

Defects in my unit:

- Defects hazardous to life, health or safety include, but are not limited to, the following:
- Any condition that jeopardizes the security of the unit
- Major plumbing leaks or flooding, waterlogged ceiling or floor in imminent danger of falling
- Natural or LP gas or fuel oil leaks
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- Inoperable smoke detectors
- Additional concerns (for example, inoperable or defective essential appliances) will be reviewed on a case by case basis.

- If other, please list here: (Additional concerns including but not limited to, inoperable or defective essential appliances, will be reviewed on a case by case basis.)

I notified the Property Office of the above described habitability concerns on:

_____.

In order to be considered for rent abatement without a grievance hearing for concerns reported prior to January 1, 2015, you must attach evidence that the authority was aware of the above concerns. Examples of evidence may include, but are not limited to: work orders, inspection reports, photos, emails, or any other document or written communication with the SFHA.

Tenants have the right to review their file and request the work order history and copy of any work orders from the property manager.

ONCE COMPLETED, TENANTS MUST SUBMIT THIS FORM TO THE PROPERTY MANAGEMENT OFFICE FOR PROCESSING.