

# SRO crusader helps bring TNDC into compliance

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White went to the General Works section at 850 Bryant St. two weeks later.

"They said they deal mostly with felonies and that the report was filed away," White says. "So it dies. I understand the priorities."

While there, he stopped in to see Deputy Chief David Shinn. He knew Shinn from his days as Tenderloin captain when White was with Glide. "We talked," Allen said. "He said he had to go to the police attorney to consult on this."

That was late April. By the end of July, White hadn't heard anything back.

Tenderloin Capt. Gary Jimenez said he isn't aware of any visitor policy complaints in his 22 months at the station. He also admitted he wasn't aware of the updated policy.

In May, White began an email dialogue with Liz Orlin, TNDC's chief operating officer, and at one

point saw her in person. He recounted the incident in which the West managers said TNDC had rules that supersede the Uniform Hotel Visitor Policy.

Orlin responded that TNDC has its own house rules included in a tenant's lease form, signed by the tenant, but was updating the rules and would contact him when they were done.

Hearing nothing from Orlin by July 21, White followed up with an email. He reminded her that TNDC still didn't support the amended policy because the old copy remained on the West's wall.

Orlin apologized for not getting back and said all TNDC building managers had been given the Oct. 23, 2007, 11- by 17-inch policy in June and were asked to display it prominently.

The Extra checked three TNDC hotels in late July and 14 non-TNDC hotels at random in the Tenderloin and on Sixth Street. No TNDC hotel had the policy properly displayed and its Franciscan Towers at 217 Eddy St. had nothing up. By contrast,

the Windsor House, a non-TNDC hotel at 238 Eddy St., not only had the current policy the right size posted next to the reception desk, it had additional versions in four foreign languages. "My idea," said General Manager Avon Curtis. It was one of seven of the 17 SROs checked that were in compliance.

The West's policy still had the 2006 rules, framed, high up on a lobby wall, in tiny type on an 8½- by 10-inch sheet.

The Extra contacted Orlin.

"As far as I know we're complying," Orlin said. "We're constantly updating house rules and we don't intend to have any rule that supersedes the Uniform Hotel Visitor Policy. And none now supersedes it."

Told that the 2006 rules were still up at the West, she said: "If the compliance manager was made aware of that, he would take care of it. So this is what we need to know."

And some time later it was done. ■

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