



October 17, 2025

Jeff Webb
Seneca Hotel
34 Sixth Street, #627
San Francisco, CA 94103

Dear Mr. Webb:

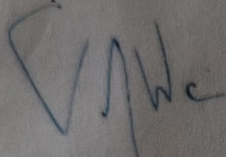
This letter is in response to the complaint we received from your attorney on your behalf, on September 9 2025, and the follow-up inquiry from your attorney dated October 6 2025. I apologize for the delay in response.

Your complaint included a chronology of incidents dating from 2005 to 2025, as well as specific requests. THC responds to these requests as follows:

- **Open drug use and drug dealing at the Seneca Hotel.** THC responds appropriately to all such incidents that we are able to verify. The Hotel is not a drug-free environment, meaning that tenants may use drugs within their units, but drug use in common areas is prohibited and represents a violation of the terms of tenancy. Drug sales are not tolerated, and police will be contacted if we have evidence that drug sales are occurring. When we are aware of tenants using drugs in hotel common areas, we take appropriate steps in accordance with our Eviction Prevention policies. These steps include support service outreach, pre-legal interventions, and ultimately bringing a legal case against tenants who continue to violate the terms of tenancy. The eviction prevention policy is required and approved by the San Francisco Dept. of Homelessness and Supportive Housing. As I'm sure you understand, staff are not at liberty to discuss any individual tenant's case or situation with other tenants.
- **Testing of surfaces and air quality for fentanyl, crack, and methamphetamine, etc.** Unfortunately, I must inform you that THC is not planning to conduct such tests.
- **Violence perpetrated by suspected drug users and dealers, and violence against residents who report unlawful drug use and sales.** Violence is a clear violation of the terms of tenancy, is not tolerated, and will be addressed through the Eviction Prevention Policy. Reports of violence are investigated and responded to as appropriate. If you have information regarding incidents of violence, please contact the Supportive Housing Manager (Emajae Hackett) or her supervisor, the Associate Director of Property Management (Manuel Diaz).
- **Retaliation by THC Seneca Hotel employees against residents who report unlawful drug use and sales.** Retaliation by THC employees is completely counter to THC's values and employee rules. If you have information regarding such incidents, please contact the Supportive Housing Manager or her supervisor so that we can promptly investigate and address the situation.
- **Smashing and otherwise disabling personal security cameras of residents by suspected drug users and dealers.** THC generally does not allow personal security cameras that record information in the common areas, as this is an infringement of other tenants' privacy, especially in an SRO environment in which tenants must use the hallways to access bathroom facilities. However, because you had a camera of this type prior to THC's assumption of management of the hotel, we have not requested its removal. Your camera is in a common area hallway and visible to other tenants, and THC cannot guarantee the security of this property. However, management will follow up, in accordance with the Eviction Prevention Policy, when you provide documentation of damage to the camera.

We value you as a tenant of Tenderloin Housing Clinic and the Seneca Hotel. As stated above, I encourage you to inform management if any concerning incidents do occur, so that we can investigate and address them.

Respectfully,

A handwritten signature in blue ink, appearing to read 'Z Weiner', is written over the word 'Respectfully,'.

Zeke Weiner
Director of Property Management