TO: Hood River Development Code Update Project Management Team

FROM: Matt Hastie, Carrie Brennecke, and Katie Vickers, MIG

RE: Hood River HPS Interested Parties Interview Summary

DATE: July 30, 2024

Introduction

Matt Hastie, Carrie Brennecke, Carlos Torres de Janon and Katie Vickers from MIG, along with facilitators from The Next Door, Inc. (TNDI), conducted interviews with a variety of community members involved with the provision of needed housing and other development in Hood River, as well as local residents, public agency representatives and other interested parties. These interviews were conducted by MIG via ten group or individual Zoom meetings. The list of interviewed groups is below, and a full list of interviewees is attached as Appendix A:

- **Housing Developers** – including Affordable Housing Developers
- **Design Professionals** – including architects and engineers
- **City Employees**
- **Real Estate Professionals**
- **Advocacy Groups**
- **Private citizens** – including underserved populations

Key Themes

Below is a summary of recurring themes and comments originating from the interviews. More detailed notes from the individual interviews can be provided to the City to supplement this overall summary. A full list of interview questions has been supplied as Appendix B. A detailed summary of the meeting with Spanish speaking residents conducted by TNDI is included as Appendix C.

Development Code Challenges and Opportunities

- The Development Code (Titles 16 and 17) is oftentimes inconsistent, contradictory, and unclear. There are several conflicts between the two titles and even between different code sections. In addition, standards for one topic (e.g., access standards) can be found in many different sections of the code.
- There is also a lack of consistency with Comprehensive Plan policies and State requirements (e.g., clear and objective standards).
- Several specific code sections were noted as problematic: access spacing, parking, landscaping, building height, utility undergrounding, allowable density/lot sizes, tree preservation, tree irrigation, sidewalks, lot setbacks and allowances, driveway setbacks among others

- The City should provide incentives and flexibility in development requirements to promote development. For example, when putting in bike parking, car sharing and developing near public transportation, allow for less parking.
- The development regulations do not take into consideration the topography of the city and the constraints that result from it.
- Lots or parcels created prior to the implementation of current standards is difficult to address for infill projects as it is challenging to meet the changed standards. The same can be said for renovations or expansion to existing buildings or lots with the same issues.
- Simplifying the structure and reducing cross-references to other sections and Titles would be helpful.
- Some requirements and standards can't be found in the code but are in other documents (e.g., ordinances, memos, etc.).
- The code favors those who have lived in Hood River for many years or even several generations, and those with greater wealth. Lower income residents or those without a family history in Hood River face greater barriers.

Cultural Barriers

- There is a history of systemic discrimination that is reflected in the code and these remnants need to be found and addressed.
- The code should be available in Spanish.
- All documents should be accessible, and the status of all development projects should be visible, transparent and accessible to the community.
- Placemaking needs to be a priority for the code, including working with cultural organizations, marginalized and disenfranchised groups.
- Garden spaces should be encouraged allowing citizens to grow their own food.
- Late night noise regulations are racially prejudiced.
- There is a lack of sidewalks, public transportation and proper lighting at night.
- There should be Spanish speaking people in the office and a forum of consultants who can help with understanding the code.
- The basics for each zone (i.e., development standards) should be available in Spanish.

Processing Challenges

- Many interviewees stated a need for early and consistent information about development requirements and how to navigate the land use application process.
- There is also a need for consistent nexus/proportionality across developments including predictable public improvement requirements and reasonable costs (e.g., right-of-way improvements).
- The community needs a better understanding of different decision points and the process for resolution if there are conflicting opinions. Consistent and reliable code interpretations are needed.
- There is no longer a concurrent application process, and it is taking too long for each reviewer and extending development timelines which then can affect the finances of a project (i.e., lenders will

rescind funding if a project is taking too long). Additionally, requiring payment of system development charges (SDCs) before obtaining a building permit is a huge burden.
- Different staff members (past and present) make different interpretations of code sections and then those are negated in the future by new interpretations.
- Interpretations are often too conservative and are anti-development.
- All outstanding issues need to be made prior to hearings and no code interpretations or standards should be decided at a hearing.

Density and Housing

- Affordable housing must be directly addressed in the Code.
- There are conflicts between townhomes regulations and Middle Housing.
- There is a need for a greater mix of housing types including workforce/farmworker/family/ multi-family housing – if you live in Hood River, you should be able to live in Hood River.
- There are barriers to multi-generational housing.
- There needs to be a better understanding of the income levels of people who live - or want to live - in Hood River and what types of housing they need.
- Manufactured homes/mobile homes/parks must be protected. Also, there is no benefit from a code perspective to building manufactured/mobile homes or smaller homes.
- Greater clarity is needed in zoning designations regarding multi-family development, especially publicly funded multi-family housing in Open Space or Public Facility zones.
- Short-term rentals and second homes are a problem.
- The city must ensure that Middle Housing isn't taking up multi-family housing zoned land. Middle housing has been built in denser zones instead of multi-family development which limits housing affordability.
- Lower intensity housing being built on land for higher intensity housing does not allow for enough units.
- There is a lack of housing for those with access issues. Pre-approved accessory dwelling units (ADUs) should be accessible to all people.
- The city should have a mechanism to limit rents to 30% area median income (AMI) for development to be able to use affordable housing code standards. Additionally, safeguards should be in place so that these developments stay affordable and don't go to the market rate.
- It should be easier to build single room occupancy housing (SROs).
- The city has taken little action in the implementation of housing.
- The code should encourage building additions on existing homes.

Code Accessibility

- Providing easy references to specific code topics would be helpful for the public.
- The city should work to educate citizens in how the code is structured and where they need to look to find standards or requirements associated with specific topics or types of development.
- There should be public education on how to read the code.
- The code is constantly changing and has changed drastically over the last 20 years.
- The code should be available in lay person language - if the code is very difficult to understand, it won't be effective.

- Provide easy references to specific code topics that would be helpful for the general public; information sheets for specific topics (ADUs, etc.) and a flow chart for development.

Appendix A: Interviewee List

Interviewee	MIG Facilitator	Date/Time
Spanish Language Focus Group (7 Hispanic/Latin American Hood River area Residents)	Carlos Torres de Janon and The Next Door	June 12, 2024
Andrey Chernishov, Contract City Engineer	Carrie Brennecke	June 18, 2024
Bill Irving, Copper West Real Estate and Planning Commission Member	Carrie Brennecke	June 20, 2024
Mike Ketler, IVC Construction	Carrie Brennecke	June 20, 2024
Elizabeth Betts, Klein & Associates	Carrie Brennecke	June 20, 2024
Mark Zanmiller, City Council Member	Carrie Brennecke	June 20, 2024
Samuel Goldberg, Fair Housing Council	Carrie Brennecke	June 20, 2024
Mario Anguiano, Fair Housing Council	Carrie Brennecke	June 20, 2024
Alysha Sherburne, Big River Land Trust	Carrie Brennecke	June 21, 2024
Lach Litwer, Columbia Gorge Capital	Carrie Brennecke	June 21, 2024
Mark Vander Zanden, Surround Architecture	Matt Hastie	June 24, 2024
Reco Prianto, CaliChi Design Group	Matt Hastie	June 24, 2024
Mike Hendricks, Dark Skies Oregon	Carrie Brennecke	June 24, 2024
Michael McKeag, Dark Skies Oregon	Carrie Brennecke	June 24, 2024
Tara Mills, Thrive Hood River	Carrie Brennecke	June 24, 2024
Peter Cornelison, Thrive Hood River and former City Council Member	Carrie Brennecke	June 24, 2024
Greg Hagbery, City of Hood River Zoning Administrator	Matt Hastie	June 25, 2024
Lindsay McClure, Mid-Columbia Eco Development	Carrie Brennecke	June 25, 2024
Jessica Metta, Mid-Columbia Eco Development	Carrie Brennecke	June 25, 2024
Joel Madsen, Mid-Columbia Housing Authority/Columbia Cascade Housing Corp.	Katie Vickers	June 26, 2024

Appendix B: Interview Questions

- What has been your experience using the City's Development Code (City Municipal Code Title 16 Subdivision and Title 17 Zoning)? In what ways have you used the zoning and subdivision ordinances?
- Have you worked on development projects in Hood River? What types (land divisions, site plan review, smaller projects)?
- Are there examples of specific standards that you have found to be unclear or that you consider to be barriers to development of housing or new businesses in Hood River?
- Some of the areas our team and City staff have identified as topics for improvement include definitions, landscaping standards, format and organization of code of standards, conflicting information in different sections, procedures for variances (e.g., variances vs. adjustments), and procedural requirements. Do you have any thoughts about standards or processes related to these items in particular? Which of these seem like they should be the highest priority to address? (Please provide specific examples.)
- Do you have any overall or specific suggestions for how the Code can be improved to make it easier to use and/or reduce barriers?
- Are there chapters or provisions that work well compared to other jurisdictions?
- Are there any types of housing either not allowed now or that are challenging to develop that would benefit from changes to the Code? If so, what and how?
- Do you have recommendations to improve access to the Code and related documents, forms, etc.?
- Do you think the processes for applications work the way they should? Is the speed of processing of applications - particularly for multi-family development – appropriate?
- Who else should be involved in this process?
- What is the best way to communicate with you and get further feedback from you about this process?
- Is there anything else we should be thinking about as we move forward?

Appendix C: Spanish Speaking Interview Notes

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Focus Group Notes
The City of Hood River and MIG

LOCATION: Zoom
DATE(S)/TIME(S): Tuesday, June 11 from 5:30pm to 7pm
FACILITATOR(S): Alicia S., Celeste P., Carlos T.
NOTE TAKER(S): Eve E.

Objectives:

1. Gather participant input, opinions, ideas and beliefs about a certain topic.
2. Understand participant attitudes, feelings, experiences and reactions about a certain topic.
3. Collect data from specific target groups or populations to improve, enhance or change a product, or service.
4. Explore a topic in-depth through group discussion through asking open-ended questions.

Questions	Answers
Question 1: What comes to mind now that you've heard a little information about planning, zoning and codes? • What surprised you? • What comes to mind?	• Really, as a Latina, I understand zero about codes. For the city - or for any project - because in Mexico, they don't exist. In Mexico, you make your house the way you want it to be, and if it falls, it falls. I love the information that Carlos gave, because it's very good to learn ourselves, because here we are, and we can help others. Thank you. • Yes, thanks, Celeste. Well, I think the information that Carlos shared is very useful. I'm not very expert in understanding zoning, coding or all this, but I really liked that it seems to me a good structure for how cities or how urban centers are classified and divided. And I think that also helps to give us a better idea about the division of the city and how everyone can live or ..how we aspire to live, with comfort, safety and well-being. • No, no I can't find 'the hand' *(reaction)* here, but as Joel said, the brief information that Carlos gave us .. I found that .. I found that .. the truth is that it helped me more, I understood more how he separated it all out than in other places where we've touched on this topic. But normally I think of businesses, construction of houses .. but what always come to my mind as a Latino, as a Hispanic, is how it affects someone who wants to start a business or cannot build a

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	building of such and such a size. Because we all know that Latinos, we are workers. And we try to get ahead as much as we can. But sometimes there are obstructions that are difficult to resolve. And sometimes it eliminates us from the process because it is very difficult sometimes to be able to establish... everything.. How do you say it? To have everything as the city asks for, right? And sometimes we don't have the money or we want to build a house and we don't have the size. Or sometimes as a big family sometimes you have multi generations in a house. And it's difficult sometimes that they don't allow that, permit that. • Okay, I think that the codes are a very important part in the development of a city. Because it covers many areas. Well, practically, the codes are in a residential area to protect the vulnerability of the people who are going to live in those buildings. And I have experienced here in Hood River that over the course of 20 years the codes have changed very drastically. According to the people in charge.. the people in charge of creating the codes have been finding ways to improve the vulnerability of the people in their homes. Right now, regarding the city of Hood River, I think that the city ... that the spaces where you can build almost don't exist anymore. But I think that the codes are a very important tool for the comfort of the people. And for each area of development.. to adjust to its environment. • What I think is that Carlos gave a presentation of five minutes. And I have a little knowledge of the codes and planning because I used to work in that. But I learned a lot more from that five minutes...what I learned in five minutes I had learned in a month! And it is because Carlos put it in a very easy way to understand. While several of the places in the city only have the code. And sometimes they write it in a difficult way to comprehend, to understand. And especially for one who speaks Spanish, a Spanish speaker for whom English is his second language. If they want to get ahead and learn, and read these codes .. they won't be able to with this language that is difficult to understand. Even for someone who understands English perfectly! So I think that to continue, it would be a good idea to transmit information in a way like that Carlos did. Very direct and understandable,

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	to be more accessible to Spanish-speaking people and for those who want to get ahead in the community. • I just wanted to say that I'm very ... I really appreciate that you've given us the opportunity, for the Latino voice to have an opinion on this topic, because sometimes that isn't always granted, right? So for me it's very significant that you've included us. And I also wanted to say that for me planning has to do with planning, that we're not going to put a kindergarten or an early childhood school next to a cantina, right? Or by one of those things. Nor are we going to put it by a gas refinery, right? ...that methane gas that is used for different uses among the population. So on things like that I think it's very important to be very clear. And related to what (name omitted) said, I think it's also important to consider the level of literacy, of people's literacy. Because if the codes are very difficult to understand, well, it won't have much effect on everyday people trying to live their routine. • Thank you very much, (name omitted). And yes, you're right to understand why, right? Because they're not just there because someone wanted to put them on. Anyone else before moving on to the next question?
Question 2: Tell us about your neighborhood and the space surrounding your home. ▪ Tell us how connected you feel to your neighborhood. ▪ What do you like about it?	• Well, I would like to share that I think that in my neighborhood.. I live in the Heights, so it's surrounded by businesses that are at a distance from where I can walk to the stores and restaurants. And I like it especially because it's also close to the Indian Creek Trail which is like two blocks from my house, and it's a place where I can go for a walk and to be in nature. So, in terms of codes and the area, I feel that so far it has been an ideal place for me and I don't feel that it's like crowded or very busy. Yeah. • We both agree with what I'm going to say because I think that we are very privileged to live where I live. There's a lot of peace and I have everything close by. So, if I want to go for a walk, to the river, to the pool ... the school is very close for my girls when they were little .. the hospital, the clinics, everything, everything, everything. So, they really planned very well. I've always said that even though I come from Mexico, if I die here, I don't want anyone to take me to another place. I love it here. I'm very happy where I am. We are very happy, (name omitted) and I. We like how they

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	planned this area of the city. It's expensive. It's very expensive because the water that we drink comes from the city and we pay by the gallon. But that's another topic, right? Thank you. • Yes, I live 'outside', with a friend outside the City of Hood River, on the west side, and it's an orchard. I like it because we are close to the river and then we have very few neighbors so we have privacy. Privacy? But we are also close to our culture -- farming. And it's very close to the school for the children and that's why I like it, because it has the mix of the two things, privacy and then the closeness to Hood River. • Well, I live .. we live here in Odell .. and I like where we live because we are very close to many services. We have close to us the elementary school, the middle school here in Odell, "Wy'east". We have Tamarak Park. It's a very beautiful park. But there are things that I don't like, and that's how with, like I feel like with neighbors we have very little control. When other people choose to do activities like collecting 'crapping' -- or, rusty irons that sometimes they bury and it can be that they bring rats or snakes there, or I don't know. We have something like that close to our house and I don't like it. And maybe that wasn't the question, but that's my perception of the area we live in. Among the rest, it's beautiful - many trees and all that. I like it a lot.
Follow-up question: Tell us what you don't like about your neighborhood.	• Well, my family and I live in Parkdale and I'm surrounded by orchards, pure orchards. I have a neighbor in front of us but no one else. And being a young person there's nothing to do, just go for a walk. McIsaac's, the only store close to us, is about 7 minutes away by driving. And because of the prices of Hood River I don't think my family or I will be able to move into the city. But that's what I don't like. There's not much to do in Parkdale. But it's beautiful. I love it. I have Mount Hood. It's very quiet and peaceful. • Look, as Latina, sometimes we want to have parties .. but the music? At 10 o'clock it's over, because we live in the city. And I would like to continue until 1 in the morning but it's not possible because I have to respect the codes *(laughs)*. Another thing: Even though here we don't have much space for parking -- our house is small and the other houses are too -- there are two neighbors who don't allow anyone to park

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	outside their house. Even if it's on the street. So .. well one (person): I already diagnosed him as racist .. his wife is a lovely person, but he simply doesn't like Latinos. So that's what I don't like about living here. But the rest, excellent. • Now I'm going to touch a little bit on the last question about the neighborhood. Well, I live here in White Salmon. And for being small, there's a lot of tranquility. Stores are close and all that. And well, unlike well .. where I come from it's not easy to have access to stores nearby .. to schools .. to the needs of a human being. And well, it's the nice thing about this little town as well as Hood River and everything around it. Well, it's beautiful. It has a lot of nature. And well, personally I like it. I love this area because in the summer you can go do outdoor activities. I've done things here for the first time that in Mexico I didn't even think about doing. And the truth is it's a very nice neighborhood. A very nice town. Both here and Hood River. And the truth is I don't have anything to complain about. I feel like it's a very nice place and well it has, well the fact that you can enjoy all four seasons of the year! I say it's a very nice town, as well as its surroundings.
▪ *Follow-up question:* How would you change your neighborhood if you could?	• Something I would change would be access to public transportation. There's almost none. And because I live so far, if I don't have a car then there aren't many options to go to in Hood River or to Portland. So I would add more stops. Further away. Because there's one in McIsaacs but I would like more to have more options. • What I would change is that many places, even in the Heights, in many neighborhoods .. there isn't pavement to walk on. Many of the streets don't have safe places to walk, especially in the winter. And there's no light. There are few lights that illuminate the roads, the path. That's something I would like to change because in the winter especially I go out a lot to walk and I don't feel super safe. So that's something that came to mind. Thank you. o Facilitator clarifies: you make me think about the sidewalks as well. o Participant: Yes, that's what I was referring to. That's what I was referring to, sidewalks. o Another participant: Yes, regarding that question, we

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	have a good route to walk to the park. There are banks and you have to walk more or less safely. But there is one route that I would like to have improved because many people walk there and it's very close to fast traffic that goes from here to Odell to Hood River. So, I've seen families there with children or people of an advanced age walking, and they are walking very close to the road. Especially if you're going to Hood River, if you're going towards Wy'east or if you're going towards the center of Odell. There are not a lot of options, or, there's not a lot of space for people to walk safely. I just wanted to make that comment.
Question 3: As a Spanish speaking person who identifies as Latine, tell us how you feel living in the community of Hood River? • How do rules and regulations affect the way you live and work here? • What is stopping you from doing what you need or want to do to live, work, or simply exist in Hood River?	• I think I expressed it: here in my neighborhood there are .. unfortunately because I'm Latina .. many times the Americans don't want us. Some, not all. Some are very nice. And I've felt it - for example with the neighbor who just doesn't want us. And it's important for me to understand that it's part of living in this country as a Latina. • I feel very comfortable with the existing codes right now here in the city of Hood River because I think that so far they have asserted a lot in how to direct and how to apply the codes in the city so that we can be more comfortable. • The first word I think of when you asked that question is that we are at a disadvantage because here in this community there are people who have been here for several generations. So they have accumulated houses, they have accumulated all this money, and many of us are first, second maybe third generation and we haven't accumulated as much power or wealth as many people who have lived in Hood River for several generations. So also if we look at the codes, they reflect a lot of who is benefiting .. and benefits those people who have that education, that have that knowledge. And until now when we see all the benefits that this code gives, all the tax benefits .. it is to build houses that .. for example, I will never be able to buy a house that costs $700,000, and there are no benefits that help to build more mobile homes, more affordable homes. So right now what the code reflects a lot of is something that will benefit a lot of white people and a lot of people who have been here for many generations. So we have to ... I as a Latina, I think we have to change the code

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	a little bit so that it benefits us a little more, and that it helps us more, and I think the first step is to make it accessible and to educate us a bit more about how to use it to our benefit. • I just wanted to make a comment. The County of Hood River: we have a lot of diversity in terms of races and all that, right? But I feel that yes, there are ways in which we could experience racism or classism, right? What (name omitted), mentioned, right? Sometimes that is very subtle. Sometimes it is "breathed", which is to say, with respect to the economy and opportunities, I think there is still a lot of inequity. And of course, The Next Door is working very hard with those issues of inclusion and diversity and all that, right? So I just wanted to make that comment • I just wanted to say that I feel very grateful for having the opportunity to live here in Hood River, because one of the things that I see is that Latinas are always trying to overcome. I studied and I see that a lot of people from Hood River go to university and try to improve their lives. But also they are going up in 'social class'? But also sometimes people from California come and buy houses or rent houses and they are the ones who make big houses that just increase in value and don't give the opportunity - right? - for the locals to buy a house near the park or Westside Elementary School because it is a million for a house with two rooms and a bathroom. And that is the only thing that is difficult because one says, *"I studied, I work, they pay me well and it is still not enough compared with the tourists.*" With the tourists everything goes up, you have to drive to Costco to be able to get a better deal in groceries so that is a part that I don't like. • I think in the community, well, I think the cost of living is super not realistic for the Latino community. I think the County, well they, not all the counties ... but they have eliminated areas of housing where low-income people lived. Many of those families and people were Latino. Trailer parks have been eliminated. They have not been able to expand because they do not benefit the County. Well, I don't know .. but these are things that are affecting our community. So I think that makes it difficult. I think entertainment, concerts, the social life of this town is more directed to the American community. There is not a lot for our community where we

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	can feel .. that we feel included. I see that as (name omitted) said many of the activities have to end at 10, right? And I understand that there are restrictions but through the years it has changed a lot. Because before dances were done in the community, especially for the Latino community, and now they don't exist. So I think little by little they are pushing us, right? They are pushing us to other towns to other areas. And it doesn't feel like .. I don't feel welcome in a certain way. And as (name omitted) said, although we have grown in this community and we have been raised here, we can't live in it. So that is very sad, very sad. And, yea, I think those are my two cents. • Well, now listening more .. I just had to say something. But the previous people also touched on several issues that in reality always affects the minority, the people who are just wanting to settle or buy, I don't know, a property, a house. But yes they are right, that there are houses that one would want to buy to live in well. But given the circumstances – you know, it's the price – it's like, *"I'm not going to make it. I need to put in more effort. I need to save a little more."* And, yes, it's a very beautiful place and all that .. but personally I feel like, for example with the Latine population, I feel a bit like .. well look, I struggle a little more with English. Right now I speak it a little more, in the beginning, nothing. And on the other hand, with people who speak Spanish, it is easier for one to express and ask for help or for some orientation. Let's say like what we were talking about at the beginning, about the codes, about the County and all that .. but I feel that despite the fact that the Latino community .. Many say that we're losing, that we're getting pushed to one side. But many people, we need to .. put aside that grain of sand and get involved more. So that we're noticed more now, our population. Something that almost never, well... I personally right now, like, I'm just like opening new horizons, let's say, wanting to know about prices of properties or if you can't afford it, like if you wanted to have a humble home .. well, there are no prices as accessible, let's say it that way. But well, I feel that, despite being a community that does not seek to stand out, well now yes, we have somewhere to orient, someone to ask for help. They say that Latines, we always try to help to support when

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	possible. And in this case it is not the exception. And for the moment that's all. Thank you.
Question 4: What has your experience been with construction, starting a business or trying to find a place to live? • What barriers have you faced? • What has been your experience in the search or processes of zoning and code regulations?	• Well, I feel that maybe the most complicated thing could be said is, as someone said a while ago, I don't remember the name of the gentleman .. is that they are constantly changing codes. If you want to build or make something you want, well, when you don't know which branch *(to go to)*, well, sometimes .. us Latines makes it easy: we do it like that, we raise it like that *(referring to building)*. But the thing is, when you are not well oriented, well you have to be careful. If you don't have the proper orientation about what you need, or what kind of permits you would require, well, I feel that this is the most complicated part. And sometimes the County does not forgive you, and sometimes what one you move ahead, well, history happens! And well, you have to, instead of going forward, take two steps back, and that's it. And, well, that's something difficult to try to understand, or, well, what it implies about the County and its regulations. • Well, something that I was thinking, and I don't know about construction, right? But something that I was thinking is that for the cost of housing in this area, there are families that want to build, either onto the first level of their house, or to make like rooms, or to make an area where other families can live, right? Or other family members, to be able to survive. I mean, to have a home. And in our community, several people live in a single house, right? With several generations. So, I imagine that this has to affect their ability to make these constructions, or these additions to your house. So, yeah, that's what came to mind. • Yeah, like what she's saying right now, it really isn't that complicated to put an addition onto a house. And, well, you do need to have a little bit of knowledge about the codes. But, yeah. But it really isn't that complicated. And it is very possible that a family that has a small house can add onto to their house without too many problems. It's just that those people would need to look for someone who had a little bit of knowledge about the codes, who was Hispanic, who could understand the needs of that family. • Well, in our own experience, I feel that it wasn't that difficult,

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	because in terms of barriers or challenges that one goes through to add onto their home, well, sometimes it depends, right? Because whenever you're qualifying or applying for a loan, they're always going to find out how much you earn and your credit history, right? And things like that. So, but I do see that there are a lot of restrictions. As (name omitted) said, maybe you need to orient yourself or consult someone who has more knowledge to be able to add on something in your home. Because we always want to have something extra where we live -- in case we have a guest or family visit or all that, right? So, that's my experience. And like I said, well, in this area, you live very well. But that's just my perception. • Yeah, I just wanted to say that, well, I, to be honest, I rent. And my rent is very low. It's low compared the center of Hood River. And I'm not looking for a place right now. But if I were in that situation, renting would be a .. well another place is $2,400 a month, right? So, that would be a very big deal. And I also just wanted to say that affordable housing, right? Like the construction of affordable housing.... And while I know that the city is working to build affordable housing here in Rand Road .. but one of the things that's said is, *"Oh, how many people is it going to help? And how many people are going to be accepted there?"* And they already have a list. It's already a full list. So, it's like you're putting yourself on a list and they say, *"Oh, you know, there's not going to be anything available for another two, three years. You know, you're going to have to wait two, three years because there's a list."* So, I don't know if there could be something that could be done to, you know, build more, that can make things easier for the people who are building or hiring to build. They can make more apartments, more affordable housing, to help people because I say, *"Well, if there's a list .. where do people live then? Like, where are they living?"* Yeah, so I just wanted to say that. Yeah. Thank you.
Question 6: What could the city of Hood River do to better connect with you, as a Latine person living in this area?	• I think that an option would be, let's say, that a Latine person working within the County specific to that area, well, they would have everything within that same, let's say, office where all of that is managed. And that they *(employees in the office)* speak Spanish, so that if a person

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• How can the City of Hood River better help the Latino community understand the rules and regulations and/or those processes? *For example, making things easier to read.* • Tell us about any experiences you have had working or speaking with City of Hood River staff.	is confident that there will be someone who will clarify their doubts, any question they have about their property or something they would like, then with confidence .. they can confidently go and ask the questions that they have and they will be answered now with clarity. The language .. I think that's the problem. Having a Latine person, in this branch *(professional field)*, I feel that yes, with confidence, one can go and know that they are going to answer their doubts about anything. That's what I can say. • Yes, I just wanted to expand a little more on what (name omitted) said. Having a bilingual person in whom people can feel comfortable, either by having an established source of information or by participating periodically on Radio Tierra, informing the public, the Latinx community. For example, saying, *"Well, we know that there are many Latinx people who would like to understand or would like more information about their homes in different areas, whether it is expanding their home or whether it is different doubts."* Right? ...that there were someone like that and they would be like a forum of consultant, of consultation, so that people feel comfortable to call and have their doubts are answered. • It was for the other question, so.. Something that I have noticed is it is impossible to be able to translate the code, even this new code .. but just having a page at the front of the office just saying the basics in Spanish in an understandable way... That is to say, *"Your house can only be at a maximum of 28 feet. You can only have X in this place."* Something basic and understandable so that someone can take it home to be able to look at it calmly would be very beneficial. • I have had experience talking to people from the city, people from the City of Hood River and from the County of Hood River because they are two different offices. And the County has codes that are a little different from the counties that are here in the city. And whenever I found myself in a situation where I didn't know the code, I would go to the City and there they would give me a paper where they would practically specify what I needed to do according to that code. So all the information about the codes is available in the City, but they are in English. But they are available for anyone to be able to acquire the information about the codes.